HP Connected Backup

Management API Administration Guide

Version 8.8.3
16 March 2015

Contents

About This Document

This document is for Connected Backup administrators that use Management API with their Data Centers to provide interaction with other applications, including Connected Mobility and Connected Reporting Services. It provides information that helps administrators monitor and troubleshoot the DCMaint messages that Management API generates.

- Documentation Updates

- Related Documentation

- Conventions

- Product References

- Autonomy Customer Support

- Contact Autonomy

Documentation Updates

The information in this document is current as of Management API version 8.8.3. The content was last modified 16 March 2015.

You can retrieve the most current product documentation from the HP Autonomy Knowledge Base on the Customer Support Site.

A document in the Knowledge Base displays a *version number* in its name, such as *IDOL Server 7.5 Administration Guide*. The version number applies to the product that the document describes. The document may also have a *revision number* in its name, such as *IDOL Server 7.5 Administration Guide Revision 6*. The revision number applies to the document and indicates that there were revisions to the document since its original release.

Autonomy recommends that you periodically check the Knowledge Base for revisions to documents for the products your enterprise is using.

To access Autonomy documentation

1. Go to the Autonomy Customer Support site:

    https://customers.autonomy.com/

2. Click **Login**.

3. Type the login credentials that you were given, and then click **Login**.

    The Customer Support Site opens.

4. Click **Knowledge Base**.

    The Knowledge Base Search page opens.

5. Search or browse the Knowledge Base.

    To search the knowledge base:

    a. In the Search box, type a search term or phrase and click **Search**.

        Documents that match the query display in a results list.

    To browse the knowledge base:

    a. Select one or more of the categories in the **Browse** list. You can browse by:

        ■ **Repository.** Filters the list by Documentation produced by technical publications, or Solutions to Technical Support cases.

        ■ **Product**. Filters the list by product. For example, you could retrieve documents related to IDOL Server, Virage Videologger, or KeyView Filter.

        ■ **Version**. Filters the list by product or component version number.

        ■ **Type.** Filters the list by document type. For example, you could retrieve Guides, Help, Packages (ZIP files), or Release Notes.

        ■ **Format**. Filters the list by document format. For example, you could retrieve documents in PDF or HTML format. Guides are typically provided in both PDF and HTML format.

6. To open a document, click its title in the results list.

    To download a PDF version of a guide, open the PDF version, click the Download icon 🖫 in the PDF reader, and save the PDF to another location.

    To download a documentation ZIP package, click Get Documentation Package under the document title in the results list. Alternatively, browse to the desired ZIP package by selecting either the Packages document Type or the ZIP document Format from the Browse list.

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  - □ full document title with version and revision number

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  - □ your contact information in the event we need clarification

Related Documentation

The following documents provide more details on Connected Backup:

- *Connected Backup Release Notes*

- *Connected Backup Product Overview*

- *Connected Backup Installing PC Agents*

- *Connected Backup Installing Mac Agents*

- *Connected Backup Administering PC Agents*

- *Connected Backup Administering Mac Agents*

- *Connected Backup Installing the Data Center*

- *Connected Backup Administering the Data Center*

- *Connected Backup Upgrading the Data Center*

- *Connected Backup Data Center Disaster Recovery*

- *Connected Backup DataTransfer API Administration Guide*

- *Connected Backup Management API Administration Guide*

- *Connected Backup Account Management Web Services Development*

- *Connected Backup Web Services Programming Reference*

- *Connected Backup PC Agent Quick Start*

- *Connected Backup Mac Agent Quick Start*

- *Connected Backup Media Agent Quick Start*

- *Connected Backup Agent Version Matrix*

- *Connected Backup Interoperability Matrix*

- *Connected Backup Requirements Matrix*

- *Connected Backup Application Localization Matrix*

- *Connected Backup Documentation Localization Matrix*

In addition, all Connected Backup applications include online help.

Conventions

The following conventions are used in this document.

Notational Conventions

This document uses the following conventions.

Convention	Usage
Bold	User-interface elements such as a menu item or button. For example: Click **Cancel** to halt the operation.
Italics	Document titles and new terms. For example: ■ For more information, see the *IDOL Server Administration Guide*. ■ An *action command* is a request, such as a query or indexing instruction, sent to IDOL Server.
`monospace font`	File names, paths, and code. For example: The `FileSystemConnector.cfg` file is installed in `C:\Program Files\FileSystemConnector\`.
`monospace bold`	Data typed by the user. For example: ■ Type **`run`** at the command prompt. ■ In the **User Name** field, type **`Admin`**.
`monospace italics`	Replaceable strings in file paths and code. For example: `user `*`UserName`*

Command-line Syntax Conventions

This document uses the following command-line syntax conventions.

Convention	Usage
`[ optional ]`	Brackets describe optional syntax. For example: `[ -create ]`
`|`	Bars indicate "either `|` or" choices. For example: `[option1]	[option2]` In this example, you must choose between `option1` and `option2`.
`{ required }`	Braces describe required syntax in which you have a choice and that at least one choice is required. For example: `{ [ option1 ] [ option2 ] }` In this example, you must choose `option1`, `option2`, or both options.
`required`	Absence of braces or brackets indicates required syntax in which there is no choice; you must type the required syntax element.
variable `<variable>`	Italics specify items to be replaced by actual values. For example: `-merge `*`filename1`* (In some documents, angle brackets are used to denote these items.)
`...`	Ellipses indicate repetition of the same pattern. For example: `-merge `*`filename1, filename2 [, filename3 ... ]`* where the ellipses specify, *`filename4`*, and so on.

The use of punctuation—such as single and double quotes, commas, periods—indicates actual syntax; it is not part of the syntax definition.

Notices

This document uses the following notices:

	CAUTION A caution indicates an action can result in the loss of data.
	IMPORTANT An important note provides information that is essential to completing a task.
	NOTE A note provides information that emphasizes or supplements important points of the main text. A note supplies information that may apply only in special cases—for example, memory limitations, equipment configurations, or details that apply to specific versions of the software.
	TIP A tip provides additional information that makes a task easier or more productive.

Product References

This document references the following product:

- HP Connected Backup

Autonomy Customer Support

Autonomy Customer Support provides prompt and accurate support to help you quickly and effectively resolve any issue you may encounter while using Autonomy products. Support services include access to the Customer Support Site (CSS) for online answers, expertise-based service by Autonomy support engineers, and software maintenance to ensure you have the most up-to-date technology.

To access the Customer Support Site

■ go to https://customers.autonomy.com

The Customer Support Site includes:

■ **Knowledge Base**: The CSS contains an extensive library of end user documentation, FAQs, and technical articles that is easy to navigate and search.

■ **Case Center**: The Case Center is a central location to create, monitor, and manage all your cases that are open with technical support.

■ **Download Center**: Products and product updates can be downloaded and requested from the Download Center.

■ **Resource Center**: Other helpful resources appropriate for your product.

To contact Autonomy Customer Support by e-mail or phone

■ go to http://www.autonomy.com/work/services/customer-support

Contact Autonomy

For general information about Autonomy, contact one of the following locations:

Europe and Worldwide	North and South America
E-mail: autonomyinfo@hp.com	E-mail: autonomyinfo@hp.com
Telephone: +44 (0) 845 270 4567	Telephone: 1 415 243 9955 Fax: 1 415 243 9984
Autonomy Corporation plc Cambridge Business Park Cowley Rd Cambridge CB4 0WZ United Kingdom	Autonomy, Inc. One Market Plaza Spear Tower, Suite 1900 San Francisco CA 94105 USA

DCMaint Messages

This chapter describes the messages that the Management API sends to the DCMaint log during it's operation.

- View the DCMaint Log
- Management API Information Messages
- Management API Warning Messages
- Management API Error Messages
- Management API Log Messages

View the DCMaint Log

The Management API displays messages relating to the status of the service in the DCMaint log on its local server. To view these messages, you must open the DCMaint log.

To open the DCMaint log on the Management API server

1. Log on to the Management API server using an administrator account.

2. Select **Start > Run**.

3. In the **Open** box, type `eventvwr`, and then click **OK**.

   The Event Viewer application opens.

4. In the left menu, select **DCMaint**.

The right pane displays the information and error messages associated with the Management API. The log also displays information and error messages associated with the Management API that also resides on this server.

Management API Information Messages

This section lists the Information messages that the Management API sends to the DCMaint log.

Event ID	Description	Additional Information
11901	The Management API has been initialized successfully.	The Management API Service is running.
11914	Assigned outflow service = {0} for session {1}.	The DataTransfer service assigned for this session.
11917	Assigned outflow service = {0} with service url {1}.	The URL that the DataTransfer service uses to service requests.
11707	LDAP authentication failure for user: {0}	LDAP authentication failed for the specified user.

Management API Warning Messages

This section lists the Warning messages that the Management API sends to the DCMaint log.

Event ID	Description	Additional Information
11915	No Available Capacity. Session {0} could not be served.	All DataTransfer sessions are in use. This session could not be serviced.
11916	No Available Capacity.	All DataTransfer sessions are in use.
11918	OutflowExecuteQuery failed. Description {0}.	The DataTransfer API query failed to run. Refer to the ManagementApi.txt log file for more information.
11713	Requested action on cancelled account {0} denied.	A request was made on a canceled account.

Management API Error Messages

This section lists the Information messages that the Management API sends to the DCMaint log.

Event ID	Description	Additional Information
11904	`The Management API encountered an error when executing the query for session {0}`	The Management API service is not able to perform the request that it received from the DataTransfer API. There are several possible causes for this error, such as that the DataTransfer service is not available or is taking too long to respond so that a time out occurs. Refer to the `ManagementApi.txt` log file for more information.
11913	`The Management API could not create the session record for a new session: {0}.`	The Management API service could not insert a database record for the DataTransfer session. One possible cause is that the database connection is not available.
11919	`The Management API could not connect to the Registry database: {0}.`	The Management API service could not connect to primary Registry database.
11711	`LDAP server unreachable: {0}`	The Management API was not able to connect to the LDAP server.
11714	`No agent setting details found for configuration ID: {0}.`	Agent settings are not available for the specified Configuration ID.
11722	`No configuration found with ID: {0}.`	The Management API was unable to locate a configuration with the specified ID.

Management API Log Messages

This section provides information about the messages that the Management API generates in response to requests. When an event that triggers one of these messages occurs, the Management API performs the following tasks:

- Logs the message to the Management API log file (`C:\Log Files\ManagementApi.txt`)

- Sends the message to the mobile app, which handles it appropriately

Event ID	Description	Additional Information
1000	`Authentication Failed!`	Failed to authenticate user. Possible causes include: the user does not exist, the password is incorrect, or the calculated hash is invalid.
1003	`Internal Server Error.`	An unhandled error occurred. Refer to the `ManagementApi.txt` log file for more information.
1004	`OutFlow Exception.`	The DataTransfer service is not able to respond to DataTransfer requests. Refer to the `ManagementApi.txt` log file for more information.
1005	`Bad Request.`	The API received invalid `Get` and `post` request parameters.
1006	`Invalid query parameters.`	The API received invalid `Get` and `post` request parameters. Refer to the `ManagementApi.txt` log file for more information.
1007	`Invalid body parameters.`	The API received invalid `Get` and `post` request parameters. Refer to the `ManagementApi.txt` log file for more information.
1008	`No data to retreive.`	There is no data available for retrieval.
1009	`Permission denied`	The user does not have permission for the requested operation.
1010	`Requested property not applicable for this account`	The requested operation or property does not apply to this resource.

Event ID	Description	Additional Information
1011	`Inconsistent account`	The database is currently in an inconsistent state. As a result, the account does not appear to be associated with a valid configuration. Refer to the `ManagementApi.txt` log file for more information.
1012	`Retrieve authentication Failed!`	The download request includes an invalid user password.
1013	`Expected data not found. Possible corruption in the Database!`	The database is currently in an inconsistent state. As a result, some of the required entities are missing. Refer to the `ManagementApi.txt` log file for more information.
1014	`Entity Framework-related errors that occur in the EntityClient.`	A database-specific error occurred. Possible causes are that the database is not accessible or that a connected time out occurred. Refer to the `ManagementApi.txt` log file for more information.

Event ID	Description	Additional Information
1015	`Password is not valid!`	When updating the account password, the user entered an invalid value for his or her old/original password.
1016	`LDAP Password not allowed to change!`	When updating the account password, the user attempted to change his or her LDAP password. LDAP passwords are part of the Windows® authentication process and can't be changed through the application.
1017	`Password is not up to security standard!`	When updating the account password, the user did not specify a new password that meets the recommended security standards. For maximum security, passwords should adhere to the following guidelines: ■ Contain eight or more characters ■ Contain at least one lowercase letter (`a–z`) ■ Contain at least one uppercase letter (`A–Z`) ■ Contain at least one numeric character (`0–9`). ■ Contain at least one special character. ■ Be different than the account user name