



Technical Manual- Chapter 14-

AdminSecure Error Codes

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14. Introduction

This document describes all the possible errors that can appear in the events window in the console. Errors can be returned by local processes, the repository, the agent or AdminServer. A range of values is associated to each local process.

14.1 Ranges

0-255: Reserved for general errors (ErrorInfo messages).

14.1.1 Local processes

256-511: Reserved for generic error or errors for more than one local process.

512-767: Reserved for PavAt

The errors associated to this local process are displayed in the console and indicate that they originate in the 'job scheduler'.

768-1023: Reserved for PavInst.

The errors associated to this local process can be displayed in the console and indicate that they originate in:

- Antivirus installation
- Antivirus update
- Antivirus uninstallation

depending on the action being carried out.

1024-1279: Reserved for BoxInfo

The errors associated to this local process are displayed in the console and indicate that they originate in the 'System information'.

1280-1535: Reserved for PavTest

The errors associated to this local process are displayed in the console and indicate that they originate in the 'Antivirus check'.

1536-1791: Reserved for PavConf.

The errors associated to this local process are displayed in the console and indicate that they originate in the 'Antivirus settings'.

1792-2047: Reserved for PavScan.

The errors associated to this local process are displayed in the console and indicate that they originate in the 'Scan'.

2048-2303: Reserved for PavUpd.

The errors associated to this local process are displayed in the console and indicate that they originate in the 'Virus signature file update'.

2304-2559: Reserved for the warnings and reports module

The errors associated to this local process are displayed in the console and indicate that they originate in the 'Antivirus report'.

2560-2815: Reserved for the PadLnchr.exe process.

The errors associated to this local process are not currently displayed anywhere in the console.

2816-2999: Reserved for the PavQtine.exe process.

14.1.2 Callfault errors

3001-3255: Reserved for CallFaults

The errors associated to this process are displayed in the console and indicate that they originate in the 'Agent'.

14.1.3 Repositories

3256-3511: Reserved for PadDSIns

3512-3767: Reserved for PadDSCfg

3768-4023: Reserved for PadDSUpd

4024-4279: Reserved for PadDSUpg

4280-4535: Reserved for PadDSRep

The errors associated to these processes are displayed in the console and indicate that they originate in the 'Repository'.

14.1.4 AdminServer

5000-5500: Reserved for the AdminServer.

The errors associated to these processes are displayed in the console and indicate that they originate in the 'AdminServer'

14.1.5 AvEvent

6000-7000: Reserved for AVEvent messages.

Error code	Description	Detailed description	Recommendations
6001	The user does not have enough privileges for the Private Store.	The on-demand scans of the mailboxes may not work correctly. (the name of the Private Store is included). It is mandatory to have the Administer information store privilege.	
6002	The user does not have enough privileges for the Private Store.	The on-demand scans of the mailboxes may not work correctly. (the name of the Private Store is included). It is mandatory to have the View information store status privilege.	
6003	Private Stores could not be found.	The on-demand scans of the mailboxes may not work correctly. The user must have read permission in all the Private Stores.	
6004	A MAPI profile could not be created.	The on-demand scans of the mailboxes may not work correctly.	
6005	A MAPI profile could not be created.	The on-demand scans of the mailboxes may not work correctly.	
6006	A MAPI session could not be open.	The on-demand scans of the mailboxes may not work correctly.	
6007	A MAPI session could not be open.	The scans of the mailboxes may not work correctly.	
6008	The user does not have enough privileges in the public folder.	The antivirus mailbox must have the owner role (Owner) in the public folder. (The name of the public folder is included).	
6009	Not enough privileges in all the public folders.	The on-demand scans of the Public folders may not work correctly.	

6010	Not enough privileges in all the public folders.	The scans of the Public folders may not work correctly.	
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14.2 Handling errors

It is important to remember that a number of errors, including a description, are associated to each local process, but only errors that can help the user should be displayed.

The console will understand a sub-range of these error codes and, for the rest of the errors it will return a general description, like:
'General error (Err. 126)'

It would also be useful to include the error code between brackets in each error description in order to help solve the flaw:
'Product not found (Err. 1245)'

The following tables list the error codes that must include their own description.

14.3 General errors

Error No.	Brief description	Detailed description	Recommendation
26	Could not modify the repository list.	An error occurred on trying to change the repository list.	

14.4 Pavat (Job scheduler)

Range 512-767

Error No.	Brief description	Detailed description	Recommendation
560	Error executing a job.	The job executed could not complete correctly, as an error occurred in the process.	
Error no.	Brief description	Detailed description	Recommendations
606	Error scheduling the job	Any program that the Administration Server requests to be run in a computer is run through 'pavat'. Therefore, a job is scheduled every time a local process is run.	The administrator should check if the 'Panda Scheduler' service is started.

14.5 Pavinst

Range 768-1023

Error No.	Description	Detailed description	Recommendation
776	An installation or update process is in progress.	The product could not be installed or updated because another installation or update process is in progress.	<ul style="list-style-type: none"> You have waited more than six hours for a job in progress to complete. Check the status of the PavUpg, PavUpd or PavInst local processes in the client computer. A process is blocked in memory or it is a download from a slow network.
831	Error accessing the repository.	A request to download a packet has been sent to the repository but it has not replied within the specified time.	<p>The error could occur for the following reasons:</p> <ul style="list-style-type: none"> The repository the request has been sent to is overloaded with other download requests. In this case, you should try again later. The communications agent on the client computer does not have the correct details for accessing the repository. Therefore, it must be reintegrated.
Error no.	Brief description	Detailed description	Recommendations
832	The product is already installed.	<p>AdminSecure is trying to install a product. This error means that the information on the products installed managed by Administration Server and the information obtained by the installer are different. There are three possible reasons:</p> <ul style="list-style-type: none"> AdminSecure has not detected a product, but the installer has. A previous uninstallation has not been completed correctly. A product has been uninstalled manually but it is still registered in the computer. 	<p>The administrator can try two solutions:</p> <ul style="list-style-type: none"> If the information available to Administration Server is incorrect or outdated, the information can be refreshed through the console (this is not possible now, as the refresh option is not available). If a product has been installed manually or incorrectly, the administrator should delete the product that is still registered in the 'pavinst.ini' file (in the remote computer).
840	Corrupt installer package	The installer has not been correctly downloaded from the repository to the local machine or the installer in the repository is corrupt.	If the installer has not been correctly downloaded, the administrator is advised to try again. If the error persists or if the administrator knows that the

			installer in the repository is corrupt, the administrator should delete it from the repository and update it again from the CD or the Internet (this option is not available yet).
853	The computer must be restarted first.	A product has been installed and the computer is pending restart. This has probably happened because the administrator has deleted the job that appeared in the pending jobs list in the console.	The user is advised to restart the computer.
854	Error running the installer process	This error can be returned for two reasons: <ul style="list-style-type: none"> • An error occurred while decompressing the files packed in the installer. • An error occurred while installing the product. This error is specific to the platform on which installation or uninstallation is being performed. 	The administrator is advised to obtain the log file created by the installer and send it to Panda. To do this, a log entry must be activated with the appropriate level for generating the information needed to detect the problem (the log system is not yet implemented).
855	Error running the installer process	See error 854	See error 854
856	Error running the installer process	See error 854	See error 854
858	Error running the installer process	See error 854	See error 854
859	The antivirus is not correctly installed	An installation operation is being performed and the installation package has detected that the product is incorrectly installed.	The administrator should try to uninstall it manually. This involves the following steps: <ol style="list-style-type: none"> 1. Copy the package from the repository. 2. Take it to the computer. 3. Run 'package_name - A:uninstall'. This command cleans the incorrect installation.
860	The antivirus isn't installed.	AdminSecure is trying to uninstall a product. This error means that the information on the installed products managed by the administration server and the information obtained by the installer are different. There are three possible reasons: <ul style="list-style-type: none"> • AdminSecure has detected a product, but 	The administrator can try two solutions: <ul style="list-style-type: none"> • If the information available to Administration Server is incorrect or outdated, the information can be refreshed through the console (this is not possible now, as the refresh option is not available). • If a product has been installed manually or

		<p>the installer has not.</p> <ul style="list-style-type: none"> • A previous installation has not been completed correctly. • A product has been installed manually but it has not been registered in the computer. 	<p>incorrectly, the administrator should register the product in the 'pavinst.ini' file (in the remote computer).</p>
862	Incorrect operating system or service pack	The computer on which you are trying to install the product does not meet the minimum installation requirements.	The administrator should check if the minimum requirements for installing the product listed in the user guide are met in the computer on which the product is being installed.
863	Not enough space on the hard disk.		
867	Not enough space on the hard disk.		
869	Cannot find generic uninstallation script	Cannot find the script for uninstalling old versions of Panda's or competitors' products on the computer.	The administrator should update the agent.
870	Uninstallation not completed	Uninstallation has been stopped half way through for some reason.	The administrator should try again or uninstall the product manually.
875	The product is already up-to-date.	You are trying to update the product to the same version.	<p>If the update to a newer version from the primary repository fails, the update system will try updating again from the backup repository. The latest version available in the backup repository might not be the same and could be the same version as the product being updated.</p> <p>The administrator should check if the computer can communicate with the primary repository. If it can, check the status of the primary repository (have other computers updated from this repository recently?).</p>
878	Corrupt packet	The CRC of the packet used for the update is incorrect.	
879	Error copying files.	An error has occurred in the installation process while copying the product files.	Same as error 854
880	Error handling the Window registry	An error has occurred in the installation process when accessing the Windows Registry.	Same as error 854
881	Error handling the services.	An error has occurred in the installation process when accessing the Service	Same as error 854

		Control Manager.	
882	The product plug in is not registered.	The specified product plug in is not registered in the PavInst local process.	The administrator should register the product by running the following command in the client computer where the plug-in has not been registered: 'BoxInfo -m -t:1 -reload'.
883	Error loading the plug in.	There has been an error loading the plug in and it is probably because the plug in library is not in the correct location or it is corrupt	In this case, you should reinstall the product whose plug-in does not work correctly.
884	Error executing the plug in.	An error has occurred when installing/uninstalling a unit.	The error could occur for the following reasons: <ul style="list-style-type: none"> The protection is in an incoherent status. In this case, restart the client computer and then carry out the operation again. The protection is not correctly installed. In this case, uninstall it and install it again.
885	Cannot start session with the user credentials specified.	Unable to start session with the user name and password indicated.	Check the specified user name and password are correct.
886	The user does not belong to the domain administrators	The user does not belong to the domain administrators	Try again with a user account that belongs to the domain administrators group.
887	The user does not have enough privileges in the Exchange Server site.	The user does not have enough privileges in the Exchange Server site.	Try again using a user account with enough privileges in the Exchange Server site.
888	A mailbox could not be obtained or created for the user indicated.	A mailbox could not be obtained or created for the specified user.	
889	Could not install the communications agent	AdminSecure Communications Agent could not be distributed due to installation errors.	The communications agent is essential for installing the protection managed through AdminSecure. Before continuing, consult the minimum requirements for installing the agent and the protection units specified in the user documentation.

14.6 Boxinfo

Range 1024-1279

Error No.	Brief description	Detailed description	Recommendation
1030	Product installed incorrectly.	A protection unit is incorrectly installed on the computer.	
1033	Error accessing the SCM database.	An error occurred on accessing the Service Control Manager database.	This error could have occurred because another system process has blocked the SCM database. You should check that the SCM is closed and carry out the operation again after a few minutes.

14.7 Pavtest

Range 1280-1535

Error no.	Brief description	Detailed description	Recommendations
1280	Error obtaining information on the antivirus status.	Error obtaining information from 'pavtest'. The antivirus may be incorrectly installed or the plug in may be incorrect.	The administrator should re-install all the antivirus software on the computer: communications agent and the antivirus solutions.
1289	Error reading the antivirus log file.	The local process for testing the antivirus status (PavTest) could not open the 'PavTest.ini' file. It has probably been deleted. This file saves the log of applications to the local process for testing the status ('PavTest').	The administrator can try two solutions: <ul style="list-style-type: none"> • Re-install all the antivirus software on the computer: communications agent and the antivirus solutions. • Create the 'PavTest.ini' file and edit it to register the product on the computer.
1291	Communication error between the testing process and the antivirus.	The local process for testing the antivirus status (PavTest) can return this error for two reasons: <ul style="list-style-type: none"> • A library corresponding to a product logged in the 'PavTest.ini' file could 	If the system cannot find the library, the administrator can: <ul style="list-style-type: none"> • Re-install the antivirus product. • Edit the 'PavTest.ini' and modify the path of the library, specifying the

		<p>not be loaded.</p> <ul style="list-style-type: none"> The version of the product library that is loading is incompatible with the local process. 	<p>directory where it is actually stored.</p> <p>If the product library is incompatible, the administrator should check the version of the communications agent and of the antivirus and contact Tech Support at Panda.</p>
1293	The versions of the administrative and antivirus processes are incompatible.	The 'pavtest' files are incompatible.	Update the agent and the local processes.

14.8 Pavconf

Range 1536-1791

Error no.	Brief description	Detailed description	Recommendations
1538	Antivirus not logged.	<p>This error can occur for two reasons:</p> <ul style="list-style-type: none"> The local configuration process (PavConf) cannot open the 'Pavconf.ini' file. The plug-in of the product whose settings are being changed is not included in the registered plug-ins. 	<p>The administrator can try two solutions:</p> <ul style="list-style-type: none"> Re-install all the antivirus software on the computer: communications agent and the antivirus solutions. Create the 'PavConf.ini' file and edit it to register the product installed on the computer.
1539	Communication error between the configuration process and the antivirus.	<p>The local configuration process (PavConf) can return this error for two reasons:</p> <ul style="list-style-type: none"> A library corresponding to a product logged in the 'PavConf.ini' file could not be loaded. The library is stored in the correct directory but a function could not be loaded. The version of the product library that is loading is incompatible with the local process. 	<p>If the system cannot find the library, the administrator can:</p> <ul style="list-style-type: none"> Re-install the antivirus product. Edit the 'PavConf.ini' and modify the path of the library, specifying the directory where it is actually stored. <p>If there is a compatibility problem, the administrator should check the version of the communications agent and of the antivirus and contact Tech Support at</p>

			Panda.
1541	Error applying the new settings	An internal error occurred in the antivirus product on changing the settings.	
1544	The antivirus isn't running.	No antivirus except ClientShield can be configured unless it is started.	The administrator should start the processes and services related to the product and try to change the settings again.

Other errors: 'Configuration error (Err. Cod)'

14.9 Pavscan

Range 1792-2047

Error no.	Brief description	Detailed description	Recommendations
1850	Error reading the antivirus log file.	This error can occur for two reasons: <ul style="list-style-type: none"> The local scan process (PavScan) cannot open the 'Pavscan.ini' file. The plug-in of the product that is being monitored is not included in the registered plug-ins. 	The administrator can try two solutions: <ul style="list-style-type: none"> Re-install all the antivirus software on the computer: communications agent and the antivirus solutions. Create the 'PavScan.ini' file and edit it to register the product installed on the computer.
1915	The antivirus isn't running	No antivirus except ClientShield can be monitored unless it is started.	The administrator should start the processes and services related to the product and try to monitor it again.
1916	Job not found	The local scan process (PavScan) cannot find a task related to this scan job in the computer. There are two possible reasons: <ul style="list-style-type: none"> The administration server data is incorrect. The job has finished and the administration server has not been notified. 	The administrator should check if the communications agent on the Administration Server computer can communicate with the remote computer. If no communication problems are detected, try launching or scheduling the scan job again.

		<ul style="list-style-type: none"> The on-demand or scheduled job could not be correctly launched in the computer 	
1924	Function not supported by the plug-in.	The action requested from the plug-in is not available because it is an old version.	The administrator should check that versions of the communications agent and of the antivirus and report the problem to Panda's Tech Support service.
1925	The specified scan does not exist.	This error occurs when trying to monitor a scan that does not exist.	This error occurs when trying to monitor a scan that has finished, but AdminSecure has not been notified that it has ended.
1966	Error accessing the mailbox	Could not access the specified mailbox. This could be because the mailbox no longer exists or because the antivirus does not have the rights needed to access the mailbox.	
1967	Error accessing the folder	Could not access the specified folder. This could be because the folder no longer exists or because the antivirus does not have the rights needed to access the folder.	

Other errors: 'General error (Err. Cod)'

14.10 Pavupd

Range 2048-2303

Error no.	Brief description	Detailed description	Recommendations
2048	Communication error between the update process and the antivirus.	The local antivirus update process (Pavupd) returns this error when the local process 'pavupd.exe' cannot load the library corresponding to a product logged in the 'PavUpd.ini' file.	The administrator can: <ul style="list-style-type: none"> Re-install the antivirus product. Edit the 'PavUpd.ini' file and modify the path to the library, specifying the directory where it is actually stored.

2057	The configuration file is corrupt.	Necessary information is missing from the configuration file.	The administrator has three solutions: <ul style="list-style-type: none"> • Reinstall the antivirus software on the computer: the communications agent and the antivirus units. • Create the PavUpd.ini file and edit it to register the product the administrator has installed on the computer. • Create the DServers.ini file and edit it to register the file with the list of repositories.
2058	Antivirus not logged	This error can occur for two reasons: <ul style="list-style-type: none"> • The local antivirus update process (Pavupd) cannot open the 'Pavupd.ini' file. • The plug-in of the product whose virus signature file is being updated is not included in the registered plug-ins. 	The administrator can try two solutions: <ul style="list-style-type: none"> • Re-install all the antivirus software on the computer: communications agent and the antivirus solutions. • Create the 'PavUpd.ini' file and edit it to register the product installed on the computer.
2068	The versions of the administrative and antivirus processes are incompatible	The version of the product library that is loading is incompatible with the local process.	Update the agent and the local processes. If the problem persists, the administrator should check the version of the communications agent and of the antivirus and contact Tech Support at Panda.
2070	Error updating the antivirus	Error updating the virus signature file in the antivirus.	The administrator should try running the immediate update of the virus signature file in the antivirus again. If it fails again, there is probably a problem with the antivirus, and therefore, the administrator should contact Tech Support at Panda.
2072	There are no plug-ins installed	The antivirus was detected, but its plug-in is not logged in the local antivirus update process (Pavupd).	The administrator can try two solutions: <ul style="list-style-type: none"> • Uninstall the antivirus and re-install it. • Upgrade the antivirus to a newer version (if available).
2073	Error changing the list of repositories.	An error occurred on modifying the list of repositories assigned to the computer.	Carry out the operation again.

2075	The antivirus plug-in could not update the virus signature file.	An error running the antivirus plug-in occurred while the virus signature file was updating.	The administrator can try two solutions: <ul style="list-style-type: none"> • Uninstall the antivirus and re-install it. • Upgrade the antivirus to a newer version (if available).
2057	The configuration file is corrupt.	The configuration file does not contain the information needed.	The administrator can try three solutions: <ul style="list-style-type: none"> • Re-install all the antivirus software of the computer: communications agent and antivirus protection. • Generate a "PavUpd.ini" file and edit it to register the product installed in the computer. • Generate a "DServers.ini" file and edit it to register the file containing the repository list.
2073	Error modifying the repository list.	There was an error in the modification of the repository list assigned to the computer.	Try it again.
2101	Error downloading the virus signature file.	There was a connection problem between the processes implied in the pav.sig download.	Try it later or from an alternative repository.
2202	The virus identification file is already updated.	The antivirus is updated with the latest virus identification file, available in the repository.	No action is needed.
2103	An installation or update process is in progress.	The virus signature file could not be updated because an installation or update process is in progress.	<ul style="list-style-type: none"> • You have waited more than six hours for a job in progress to complete. • Check the status of the PavUpg, PavUpd or PavInst local processes in the client computer. A process is blocked in memory or it is a download from a slow network.
2105	Insufficient hard disk space	There is not enough free hard disk space to successfully update the threat signature file.	You must at least have 80 MB of available hard disk space to successfully update the threat signature file.
2202	The virus signature file is already up-to-date.	The antivirus protection has the latest version of the signature file available in the repository.	No action needs to be carried out.

Other errors: ' Error updating the antivirus (Err. Cod)'

14.11 Warnings module

Range 2304-2559

'General error (Err. Cod)'

14.12 Pavqtine

2817 – 2999

Error no.	Brief description	Detailed description	Recommendation
2817	Generic error of the PavQtine application.		
2818	Unhandled Exception		
2819	The local PavQtine process has received incorrect parameters.	The local PavQtine process has received parameters that it cannot interpret correctly.	
2820	Command-line parameter not found		
2821	Could not load the product plug-in.	Could not load the library that carries out the operation requested. The product might be incorrectly installed.	
2822	Generic plug-in error		

Error no.	Brief description	Detailed description	Recommendation
2867	Error. Could not load the library.		
2868	Error. Could not start the library.		
2869	Error restoring the item '%s' from quarantine.	An error occurred on restoring the item '%s' from quarantine.	
2870	Error deleting the item '%s' from quarantine.	An error occurred on deleting the item '%s' from quarantine.	
2871	Error sending the item '%s' to PandaLabs.	An error occurred on sending the item '%s' to PandaLabs.	
2872	Error getting the content of quarantine.	An error occurred on trying to get information about the items in quarantine.	
2873	Error due to insufficient memory.	An error occurred because the computer does not have enough memory.	

2874	Error changing the quarantine settings	An error occurred on trying to change the quarantine settings.	
2875	Error restoring the item '%s' from quarantine.	An error occurred on restoring the item '%s' from quarantine because it is a non-restorable item.	
2876	Error restoring the item '%s' from quarantine.	An error occurred on restoring the item '%s' from quarantine. Access denied to the mailbox or folder.	
2877	Error restoring the item '%s' from quarantine.	An error occurred on restoring the item '%s' from quarantine. Could not find the mailbox or folder.	
2878	Error sending the item '%s' to PandaLabs.	An error occurred on sending the item '%s' to PandaLabs because it exceeds 5 MB in size.	
2879	Error excluding the item '%s'.	An error has occurred when adding the item '%s' to the exclusions.	
2880	Error deleting the item '%s' from the exclusions.	An error has occurred when deleting the item '%s' from the exclusions.	
2881	Invalid parameters.		
2882	Quarantined item not found.	Could not find the quarantined item on which you want to carry out the operation.	

14.13 Callfaults

Range 3001-3255:

Error no.	Brief description	Detailed description	Recommendations
3004	Sending communications agent message.	Recipient not reached.	Check that the computer is not switched off.

14.14 AdminServer

Range 5000-5500

Result of jobs:

Event no.	Brief description	Detailed description
5001	Job modified	The job has been modified correctly.
5002	Job deleted	The job has been deleted correctly.
5003	Job launched	The job has been launched correctly.
5004	Settings modified	The settings have been modified correctly.
5005	Antivirus installed	The antivirus has been installed correctly.
5006	Antivirus updated	The antivirus has been updated correctly.
5007	Antivirus uninstalled	The antivirus has been uninstalled correctly.
5008	Status modified	The status of a job has changed.
5009	Repository installed	The repository has been installed correctly.
5010	Repository updated	The repository has been updated correctly.
5011	Virus signature file updated in the repository	The virus signature file has been updated correctly in the repository.
5012	Repository settings modified	The repository settings have been modified.
5013	Replication completed correctly	Replication has been completed correctly.
5014	On-demand scan created	The on-demand scan has been created correctly.
5015	Scan stopped	The scan has stopped correctly.
5016	Scan complete	The scan has finished correctly.
5017	Scan paused	The scan has been paused correctly.
5018	Scan resumed	The scan has resumed correctly.
5019	Virus signature file updated	The virus signature file has been updated correctly.
5020	Repositories changed	The computer's list of the repositories has been modified correctly.

5023	The operation will be performed on restarting	The operation will be performed on restarting.
5024	Job added	The job has been added correctly.
5025	End of the training task	The training task has finished.
5026	New installer	A new installer has been added.
5027	New update patch	An update patch has been added.
5028	Item installed	The item has been installed correctly..
5029	Item uninstalled	The item has been uninstalled correctly..
5030	Additional AdminServer installed	The additional AdminServer has been installed correctly.

Errors:

Error no.	Brief description	Detailed description	Recommendations
5021	Error changing the repositories	The operation of changing the repository in one or several computers has failed.	<p>This operation has failed due to a communication error in the network. One of the computers is probably switched off. The administrator should check this and try again.</p> <p>If the computers are switched on and can communicate with Administration Server, the administrator should obtain the log file of the 'pavupd' local process in the computer in which the operation is failing and send this file to Tech Support at Panda.</p>
5022	Error installing the antivirus	<p>This error is returned when installing ClientShield or the antivirus for file servers when an old Panda product or a competitor's product is installed.</p> <p>The error indicates that the old product has been uninstalled, but ClientShield or antivirus for file servers has not been installed correctly.</p>	<p>The administrator should try installing ClientShield or the antivirus for file servers again. After the old product has been installed, installation is performed as usual, so this error should not occur.</p>

5031	Update of the global policies (Cod. %d).	The global policies have been correctly updated.	
5032	Update for TruPrevent collaboration (Cod. %d)	The information that allows TruPrevent protections to collaborate has been updated.	
5033	Update of the global configuration of AdminSecure (Cod. %d).	The global configuration of AdminSecure has updated correctly.	
5034	Update of the quarantine settings (Cod. %d).	The quarantine settings have updated correctly.	
5035	Item deleted from quarantine at user request (Cod. %d).	The item %s has been deleted from quarantine at the user's request.	
5036	Item restored from quarantine (Cod. %d).	The item %s has been restored from quarantine.	
5037	Item sent to PandaLabs (Cod. %d).	The item %s has been correctly sent to PandaLabs.	
5038	Error sending item to PandaLabs (Cod. %d).	The item %s could not be sent to PandaLabs. Try again later.	
5039	Quarantine uses up too much space (Cod. %d).	Quarantine is using more space than the amount specified in the settings.	
5040	Settings modified – change of AdminSecure Server (Cod. %d)	The settings have been correctly modified. The module now depends on the %s AdminSecure Server.	
5041	Item deleted from quarantine for exceeding the maximum space reserved (Cod. %d)	The item %s has been deleted from quarantine because it exceeds the maximum space reserved.	
5042	Item deleted from quarantine for exceeding the maximum time configured (Cod. %d)	The item %s has been deleted from quarantine because it exceeds the maximum time configured.	

14.15 Repository servers

14.15.1 Paddsins

Error no.	Brief description	Detailed description	Recommendations
3257	Error handling the repository content file.	This error is returned when the 'contents.ini' file is corrupt; such as the LAST key is missing from a section or a folder is missing, as described in the 'contents.ini' on the hard disk.	Use the repository structure restore tool.
3258	Error handling the Panda website access settings file.	This error is returned when the content of the 'inetsets.ini' file is corrupt.	Re-configure the repository where the error has occurred. This involves defining the details for accessing Panda Software's updates web page and defining the proxy server details.
3259	Error handling the repository replication settings file.	This error is returned when the content of the 'replicat.ini' file is corrupt.	Re-configure the repository where the error has occurred. This involves defining the repository type (primary or backup) and, if necessary defining all the backup servers that connect to the selected primary server.
3267	Error loading the encryption libraries.	This happens when the PadDSIns process cannot find the encryption library that is installed with the Communications agent package.	Possible reasons for this are the agent is not correctly installed, or it has been uninstalled. To solve this problem, re-install the Communications agent.
3268	Error loading the repository installation library.	The error occurs when the repository installation library 'PadDSIns.dll' cannot be loaded.	The repository is not correctly installed. Re-install it.
3269	Error loading the job scheduler library.	This happens when the PadDSIns process cannot find the job scheduler library PAVAtApi.dll that is installed with the Communications agent package.	Possible reasons for this are the agent is not correctly installed, or it has been uninstalled. To solve this problem, re-install the Communications agent.

14.15.2 Paddscfg

Error no.	Brief description	Detailed description	Recommendations
3513	Error handling the repository content file.	This error is returned when the 'contents.ini' file is corrupt; such as the LAST key is missing from a section or a folder is missing, as described in the 'contents.ini' on the hard disk.	Use the repository structure restore tool.
3514	Error handling the Panda website access settings file.	This error is returned when the content of the 'inetsets.ini' file is corrupt or the information in the settings is incorrect.	Re-configure the repository where the error has occurred. This involves defining the details for accessing Panda Software's updates web page and defining the proxy server details.
3515	Error handling the repository replication settings file.	This error is returned when the content of the 'replicat.ini' file is corrupt or the information in the settings is incorrect.	Re-configure the repository where the error has occurred. This involves defining the repository type (primary or backup) and, if necessary defining all the backup servers that connect to the selected primary server.
3524	Error loading the agent encryption libraries.	This happens when the repository configurer cannot find the communications agent libraries.	Possible reasons for this are the agent is not correctly installed, or it has been uninstalled. To solve this problem, re-install the Communications agent.
3525	Error loading the encryption libraries.	— / / —	— / / —
3526	Error loading the repository settings library.	The error occurs when the repository settings library 'PadDSCfg.dll' cannot be loaded.	The repository is not correctly installed. Re-install it.
3527	Repository settings operation not allowed.	Trying to apply settings to the repository that are inappropriate for the settings provided. For example, when configuring updates via the Internet in a backup repository, which can only replicate with the primary repository it is assigned to.	Re-configure the repository with the correct parameters. (NOTE: This error should not occur, as the console should prevent contradictory settings being assigned to the repository).
3528	Another settings process is in progress	Trying to apply settings to the repository while	Wait for the previous configuration job to finish.

	in the repository.	another instance of the settings process is running.	When this happens, an event will be inserted in the AdminSecure console. Then apply the settings you want to the repository.
3529	A replication session is active.	Trying to apply settings to the repository while a replication session is in progress.	Wait for all the active replication sessions to finish. Then apply the settings you want to the repository.

14.15.3 Paddsupd

Error no.	Brief description	Detailed description	Recommendations
3769	Incorrect user details for accessing the updates area of the website.	The user name and password for accessing the Panda Software updates website are incorrect or have not been entered.	Enter the user details for accessing the Panda Software updates website.
3770	Error connecting to the Internet.	Error connecting to the Internet. This may be because the local network, DNS or the Panda Software updates website has crashed.	Check that the local network is functioning correctly and that the DNS server or servers are functioning correctly. If everything described above is working correctly, try updating again.
3775	Error handling the repository replication settings file.	The data in the replicat.ini file is corrupt.	Set the repository type to primary.
3781	This repository is not configured to carry out updates from the Internet.	Tried to update the PAV.SIG via the Internet in a repository that is in backup mode.	Set the repository to run in primary mode or do not update it via the Internet again, as it should be updated by replicating from its data publisher – the primary repository it is assigned to.
3782	General application error.	This can happen when the Communications agent or the repository is not installed correctly.	Re-install the Communications agent, and if the error is still returned, re-install the repository.
3783	Error validating in the proxy.	The proxy server has rejected the details provided by the repository.	Configure access to the Internet via the proxy.
3785	The Pav.sig is already up-to-date.	The administrator has requested (on-demand) an update of the PAV.SIG in the repository. There is nothing to download, as the PAV.SIG file in the repository is already up-	Wait until a new PAV.SIG is available on Panda Software's website and try updating again.

		to-date.	
3786	Could not delete the selected virus signature file.	Tried to delete a virus signature file while it was being distributed to the network computers, or the repository is corrupt.	Wait until a new PAV.SIG is available on Panda Software's website and update the PAV.SIG in the repository and then delete the PAV.SIG you want.
3787	Another virus signature file update is in progress.	Tried to update the virus signature file, while another instance of the PAV.SIG update process was running.	Wait for the virus signature file update process to finish and try again, if necessary.
3788	A replication session is active.	Tried to update the virus signature file, while the repository was replicating.	Wait for the repository to finish replicating and try updating the virus signature file again.
3789	Error requesting the signature file to the repository.	The requested signature file does not exist in the repository .	Update the information of the repository content and run the same task again.
3790	Timeout	Timeout	Timeout
3791	Generic update not permitted error	An unknown error has occurred during the update process	Check the Internet connection, the proxy authentication details and the update user details. Check the log file generated.
3792	Your AdminSecure license expires in %s days	Your license for updating the malware signature files via the Internet expires in %s days.	Renew the license
3793	The date obtained from the Panda server is not valid.	The date obtained from the Panda update server or the license expiry date is not valid.	Check the log file generated. Check that the dates obtained from the server are correct.
3794	License expired.	The license has expired and therefore, you cannot update.	Renew the license
3795	Incorrect username	The username entered does not correspond to any registered client of Panda AdminSecure	Check the update username and password.
3796	An error occurred when requesting the signature file from the repository.	The requested signature file cannot be found in the repository or the repository is corrupt.	Refresh the repository contents and try again.

Error 3784 has been removed, as if automatic updates are not allowed, AdminServer is not notified that an automatic update has been launched.

Error 3785: The behavior of PadDSUpd changes. Error 3785 only appears in immediate updates and if the PAV.SIG in the repository is already up-to-date.

14.15.4 Paddsupg

Error no.	Brief description	Detailed description	Recommendations
4025	Incorrect user details for accessing the updates area of the website.	The user name and password for accessing the Panda Software updates website are incorrect or have not been entered.	Enter the user details for accessing the Panda Software updates website.
4026	Error connecting to the Internet.	Error connecting to the Internet. This may be because the local network, DNS or the Panda Software updates website has crashed.	Check that the local network is functioning correctly and that the DNS server or servers are functioning correctly. If everything described above is working correctly, try updating again.
4032	Error handling the repository replication settings file.	Error reading or writing data in the 'contents.ini' file.	Use the repository structure restore tool.
4036	Error loading the communications agent libraries.	The error occurs when one of the Communications agent libraries cannot be loaded because the Communications agent is incorrectly installed or is not installed on the computer.	Re-install the communications agent.
4037	This repository is not configured to carry out updates from the Internet.	Tried to update the products in a repository that is in backup mode.	Set the repository to run in primary mode or do not update it via the Internet or CD again, as it should be updated by replicating from its data publisher – the primary repository it is assigned to.
4038	General application error.	This can happen when the Communications agent or the repository is not installed correctly.	Re-install the Communications agent, and if the error is still returned, re-install the repository.
4039	An update of a product that does not exist has been requested.	An update of a product that does not exist has been requested. Error in the product identifier.	Use the repository restore tool.

4040	A replication session is active.	Tried to modify the content of the repository, while it was replicating.	Wait for the repository to finish replicating and try modifying the content of the repository again.
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14.15.5 Paddsrep

Error no.	Brief description	Detailed description	Recommendations
4281	General application error	This can happen when the Communications agent or the repository is not installed correctly.	Re-install the Communications agent, and if the error is still returned, re-install the repository.
4282	The repository 's' is up-to-date. The repositories 's', 's' and 's' are up-to-date.	This happens when the backup repository is updated.	This is not an error but a message informing that the backup repository is updated.
4285	Replication incomplete.	This error is returned when replication is interrupted before it finishes, due to a timeout error waiting for a reply.	Make sure the computer that replicate are visible to one another across the network and try again.
4292	Error loading the communications agent libraries.	The error occurs when one of the Communications agent libraries cannot be loaded because the Communications agent is incorrectly installed or is not installed on the computer.	Re-install the communications agent.
4293	This repository is not configured to replicate to other repositories.	Tried to replicate in publisher mode in a backup repository.	You cannot replicate from a backup repository. Do not repeat this operation or change the backup repository where the error is returned to a primary repository. (NOTE: This error should not occur, as the console should not allow a request to replicate from a backup repository).
4294	The current repository does not have any subscribers	The primary repository that returned the error does not have a backup repository assigned.	Do not replicate in the current repository, as it does not have any subscribers, or assign a backup repository to the primary repository and try replicating again.

4295	Communication error between the replication processes.	Could not call PadFSvr from PadDSRep through COM.	The versions of PadDSRep and PadFSvr are incompatible. This could be because a previous update of the repository was not completed correctly.
4296	A replication session is active with the selected repository.	Tried to perform a replication job from the repository, when a replication job from the same repository was in progress or due to be launched shortly.	Wait for replication to finish and then try replicating to the selected servers again.
4297	The repository is being configured	Tried to replicate while the repository was being configured.	Wait for the repository configuration job to finish, an event will be inserted in the AdminSecure console, and launch replication again.
4298	The virus signature file is updating.	Tried to replicate while the virus signature file in the primary repository was updating.	Wait for the virus signature file update to finish, and launch replication again.
4299	The content of the repository is being modified.	Tried to replicate while the content of the repository was being modified.	Wait for the repository content modification job to finish, and launch replication again.
4301	Incompatible versions of repositories	The version of the secondary repository is earlier than the one of the primary repository	Update the secondary distribution server components to the version installed in the primary server.