Connected Backup

Software Version 8.11

Management API Administration Guide

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Many areas of the portal require you to sign in with a Software Passport. If you need a Passport, you can create one when prompted to sign in. To learn about the different access levels the portal uses, see the Access Levels descriptions.

Contents

Chapter 1: DCMaint messages

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

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.

Event ID	Description	Additional information
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 APIservice 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`	The Management API service could not insert a

Event ID	Description	Additional information
	`not create the session record for a new session: {0}.`	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 APIwas 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.

Event ID	Description	Additional 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.
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.
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	When updating the account password, the user

Event ID	Description	Additional information
	`to change!`	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

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