

## Knowledge Base Articles

**TITLE:**

Xian can not discover a device using the 'Network Scan Task' or the 'Add Device' rule.

**DESCRIPTION**

You are unable to discover the device using the 'network scan task' or the 'Add Device' rule. The second time you try to discover the device using the 'Add Device' rule you get an error message informing you that the IP address you provided is already being used.

**CAUSE:**

Xian does not recognize devices or servers with elements that have names that exceed 1024 characters.

**SOLUTION:**

In order for Xian Io to be able to recognize devices and servers with elements that have names have names that exceed 1024 characters, follow the following steps.

1. Stop and disable the 'Jalasoft Xian Data Server' Service.
2. Download the fix at <http://download.jalasoft.com/pub/patches/JS0206TD/patch20090626.zip>
3. Open the SQL server management studio console and run the script included in 'updatexiandb.sql' provided in the downloaded zip file.
4. Import the 'Jalasoft.Xian.OpsMgr2007MP.Reports.DataWarehouseScript.SP2.xml' management pack into OpsMgr. (also included in the downloaded zip file).
5. Enable and start the Data Server service.
6. Run the 'Add Device' rule to discover the device.

**APPLIES TO:**

Xian Io SP2