

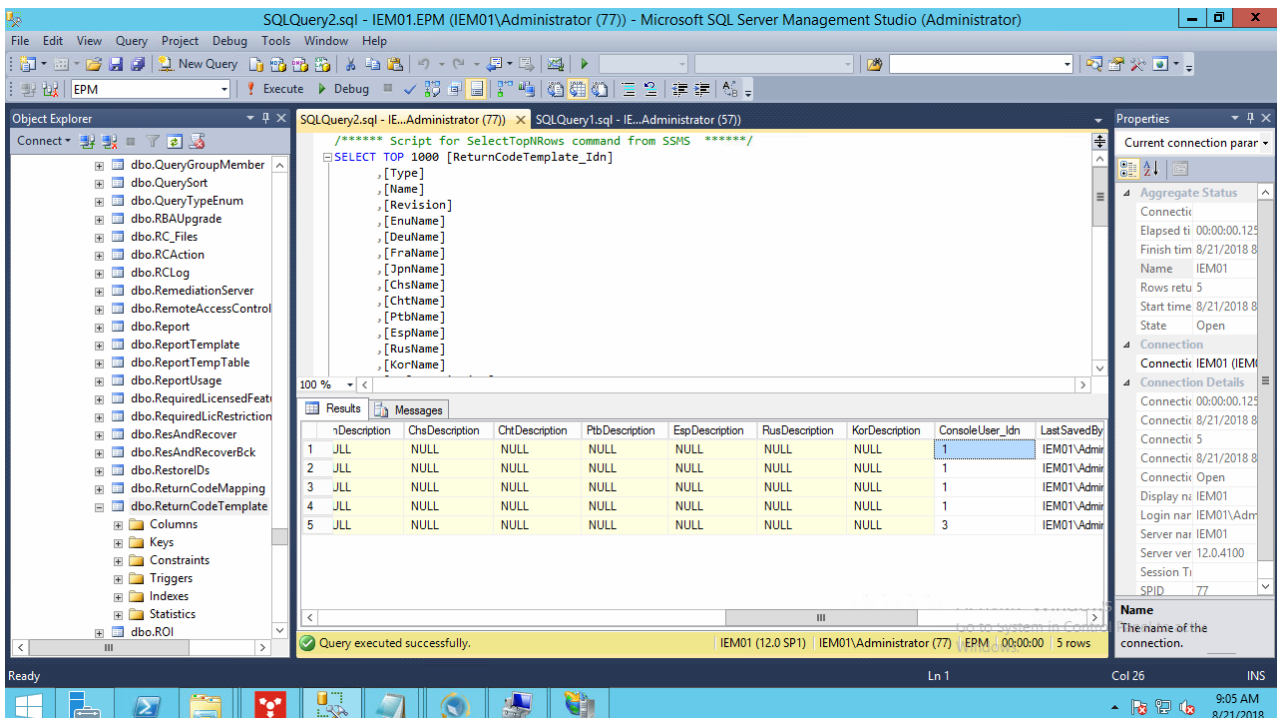
## No Return Code Templates Available

Last Modified on 04.16.26

This situation occurs using Ivanti Endpoint Manager 2017.3 Service Update 3, 2018.1 and 2018.2, when no return code templates, either owned by that user or as 'Public User templates', are available for the user. These return code templates are used for authentication against the Endpoint Manager API used by Setup Commander.

This has been fixed in Ivanti Endpoint Manager 2018.3 and later. A quick fix is to update the `dbo.ReturnCodeTemplate` table in the database:

1. Start Microsoft SQL Server Management Studio.
2. Connect to the Database Engine.
3. Open Databases.
4. Open your EPM database (expand).
5. Open Tables.
6. Select the `dbo.ReturnCodeTemplate` table, right-click and choose **Edit Top 200 Rows**.
7. For the *Default MSI Template* and *Default non-MSI template* the value for `ConsoleUser_Idn` should be changed to '1'. '1' is the 'Public User' in the `dbo.ConsoleUser` table.
8. Close the `dbo.ReturnCodeTemplate` table.
9. Select the `dbo.ReturnCodeTemplate` tab, right-click and choose **Close**.



The screenshot shows Microsoft SQL Server Management Studio (SSMS) with the following details:

- Object Explorer:** Shows the database structure for 'IEM01.EPM'. The 'dbo.ReturnCodeTemplate' table is selected.
- Query Editor:** Contains the following SQL query:

```
SELECT TOP 1000 [ReturnCodeTemplate_Idn]
, [Type]
, [Name]
, [Revision]
, [EnuName]
, [DeuName]
, [FraName]
, [JpnName]
, [ChsName]
, [ChtName]
, [PtbName]
, [EspName]
, [RusName]
, [KorName]
```
- Results:** Displays the following data for the top 5 rows:

Id	Description	ChsDescription	ChtDescription	PtbDescription	EspDescription	RusDescription	KorDescription	ConsoleUser_Idn	LastSavedBy
1	JLL	NULL	NULL	NULL	NULL	NULL	NULL	1	IEM01\Adm
2	JLL	NULL	NULL	NULL	NULL	NULL	NULL	1	IEM01\Adm
3	JLL	NULL	NULL	NULL	NULL	NULL	NULL	1	IEM01\Adm
4	JLL	NULL	NULL	NULL	NULL	NULL	NULL	1	IEM01\Adm
5	JLL	NULL	NULL	NULL	NULL	NULL	NULL	3	IEM01\Adm
- Messages:** Shows the message: "Query executed successfully. IEM01 (12.0 SP1) | IEM01\Administrator (77) | EPM | 00:00:00 | 5 rows
- Properties:** Shows connection details for 'Connect IEM01 (IEM01)'. The 'Name' is 'IEM01' and the 'SPID' is '77'.

# Recast

The screenshot displays the Microsoft SQL Server Enterprise Manager interface. The title bar reads "IEM01.EPM - dbo.ConsoleUser - Microsoft SQL Server Management Studio". The menu bar includes File, Edit, View, Project, Debug, Query Designer, Tools, Window, and Help. The toolbar contains icons for New Query, Save, Print, and other standard operations. The Object Explorer on the left shows a tree view of the database schema, with "dbo.ConsoleUser" selected. The main pane shows a table view of the "ConsoleUser" table with the following data:

ConsoleUser_Idn	UserName	Rights
1	Public User	0
2	Default Template User	0
3	IEM01\Administrator	2147483647
4	IEM01\LANDesk Administrators	0
5	IEM01\LANDesk Management Suite	0
6	IEM01\Ronald	0
7	IEM01\Ed	0
*	NULL	NULL