



Customer Engagement

EngageOne[®] Vault

Version 7.5 Service Pack 1

Vault Messages Reference



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1 - List of messages

The Vault messages that appear in the Vault log are listed below in numerical order.

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About system codes

The message usually contains an error code and reason that provides more detail on the reason why the write operation failed. In some cases there are additional error messages associated with this error earlier in the log file.

ERROR 10127

```
unknown document data format, Format [], Profile [].
```

What happened: Vault e2loaderd failed while compressing a document, because the document format from `profiles.ini` is not supported.

What to do: Review the format settings in the PROFILE section defined in `profiles.ini` and choose a format that Vault can support. For more information, refer to the "Profiles initialization" file section in the "Vault Customizing Guide".

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 10128

```
failed to compress, file []
```

What happened: The Vault loader failed while trying to compress a document.

What to do: Review the log for other related errors that have occurred before this one for further information on how to correct it.

Note: The most common reasons for this type of error to occur are:

- License permissions
- The document format is not supported
- Other errors that have occurred while compressing the documents

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 10132

```
indexing failed for file, filename []
```

What happened: The system wasn't able to fully index the file.

What to do: Review the previous log entries for further information. The file you are trying to index is either a new file or an existing file.

Note:

- If you are trying to index/reindex an existing file, ensure that the file exists in the DOCDATA directory.
- Failed index files or request files (.index) end up in the work directory with an .err extension.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 10170

```
unable to get free disk space, path [pagedata\], system code [], system reason []
```

What happened: The request for available free space failed. This usually does not mean you ran out of space because there are more common causes for this including system resource starvation (1450), storage disconnection, hardware failure, etc.

What to do:

- If it is a 1450 error, your system may simply be busy or overloaded. Try again, switch to 64 bit, or distribute system load to lower system stress. Anti virus software could be involved too.
- Ensure that the hardware, network connection, etc. are functioning

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 10171

```
insufficient disk space available to safely continue processing [path=...\n\nhave=... need=...]
```

What happened: The Vault loader determined that the amount of free space in the specified path fell below the minimum required to continue loading jobs (default is 100 MB) and suspended loader activities.

What to do: Clear enough free space for the loader to continue, and then trigger the loader to continue using the `resume.adm` flag file.

ERROR 10305

```
unknown structured field identifier, code [], filename []
```

What happened: Vault was rendering AFP structured fields when it encountered an unknown identifier code.

AFP structured fields contain an identifier code in their introducer that indicates the type of the structured field. For example the Begin Page (BPG) structured field has an identifier code of 0xD3A8AF.

This error may refer to structured fields in a page or to those in a resource file such as a page segment or overlay.

What to do: This error indicates that the AFP data is corrupt or uses a newer function set than the Vault version supports.

Verify that the data was correctly generated and that it prints correctly.

This error may occur if the data in question was transferred improperly. For example if the data was transferred via FTP without using binary mode transfers, the data could have been damaged.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team

ERROR 10409

```
unable to open reprint input data, system code [], system reason [],  
filename []
```

What happened: A reprint consolidation was running but the process could not open the specified reprint input data file.

Documents that are submitted for reprint are saved to the `server\reprintinput` directory. When a `reprint.adm` flag file is placed in the `server\process` directory, the loader will read these documents and combine them into print files.

What to do: Examine the system reason to determine why the file open could not complete. This might occur because the process user id does not have sufficient rights to access the file.

Note: This may also be caused by another process having the file open during a reprint consolidation.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11812

```
unable to open compressed file.
```

What happened: When trying to open a compressed file, the request failed for one of the following reasons.

- The file does not exist.
- The user does not have access rights.

What to do: Refer to the system code for more information.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11816

```
the current block size is too small to handle this data, current block
size[], profile setting [], bigger value[].
```

What happened: When Vault is trying to compress data, the defined compress or document block size is smaller than needed. If processing a DRD file, the block size is for the document block size, otherwise it is for the compressed block size.

What to do: Increase the setting in the profile to a larger value: `current block size[], profile setting[], bigger value[]` defined in the profile (`DocumentBlockSize` for DRD and `CompressedBlockSize` for DRP).

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11824

```
block is larger than the maximum specified in the compressed file header,
size [], maximum [], filename [], offset []
```

What happened: Vault failed to read a block from a .compressed file because the block was larger than the maximum block size declared in the compressed file header.

When Vault creates a compressed file, it records the maximum block size in the compressed file's header. When Vault later reads the block from disk it checks that the block size is within the specified maximum.

What to do: Use `fileinfo` to print the information in the compressed file header. If the compressed size is zero, this file may be an incomplete file from a failed load. For most formats, the compressed file size in the header should be the same as the actual size of the compressed file. The exception is Postscript where the header declared compressed size can be smaller since it does not include the secondary Postscript header at the end of the file when present.

Note: This error can be caused by an invalid document or page offset that doesn't point to a valid block boundary. You can get a list of valid offsets by using the `e2util -p` command. If the offset in the error message does not appear in the target file, either the offset is invalid or the compressed file is damaged.

Ensure that the directories used by the load process have enough space for normal operation.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11826

```
attempt to read block header at specified offset, extends past end of
file, file name [], read header bytes [], offset [], file size []
```

What happened: When Vault was trying to read a block header from a compressed file at a specified offset, the number of bytes were greater than what was expected from a compressed file.

What to do: Ensure that the file format is a Vault compressed file (for example, DRP, DRD). Also ensure that the file is not corrupted. If it is corrupted, restore the correct one.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11851

```
unable to open compressed file, File name[], System code[]
```

What happened: Vault failed while trying to open a compressed file for any of the following reasons.

- The file does not exist
- The user does not have access rights.
- Other reasons.

What to do: Follow the system code, you can get more information and what to do next.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11856

```
recompressed file size is larger than the original file size, filename
[], block [], original size [], recompressed size [].
```

What happened: Vault failed while deleting document records because the recompressed file size is larger than the original file size.

What to do:

1. Ensure that the server is not running while running the ADM kill job.
2. Use the `indexcheck.exe` utility to determine which file these documents are in. (for example, `indexcheck index\cardprod 1234567890_`).

Note:

- This particular failure, that the recompressed block is larger than the original happens after the documents have already been removed from the index. So if you were to load new versions of the documents, that would work. However, the data that could not be fully removed might reappear, in part or whole, if the original job was re-indexed for some reason. This happens because some of the pages or document records were not deleted.
- Also note that the kill process is not meant to be used with the server running. If it were, it would be possible for the server to see intermediate versions of compressed blocks which could cause errors at the server (theoretically even a crash). The kill feature was intended to remove data from the system for reasons such as privacy. It wasn't intended to be used as a way to correct document generation issues.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11861

```
detected invalid page offset in compressed block, File name [], Compressed  
block offset []
```

What happened: The page offset in the specified compressed block offset is not valid.

What to do: Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11892

```
unable to read header of compressed file, file [], system code[], system  
reason []
```

What happened: Vault failed to read a compressed file header.

What to do: Review the system code for to determine why the file open process could not complete.

Note: This may have occurred because the process user id does not have sufficient rights to access the file or because another process may have had the file open during a reprint consolidation.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 11894

```
invalid header detected in compressed file, reason [], filename []
```

What happened: Vault was attempting to open a compressed file when it detected an invalid file header.

Compressed files have a header at the start of the file that contains information about the job such as the profile and resource set. When loading a compressed file, Vault checks that the header is correctly formed. In this case, one or more of the checks have failed.

What to do: The compressed file may be damaged or corrupt. Check the loader logs to see if there were any errors during the load process.

If the file has been moved or copied to another location, ensure that it has not been changed. Transferring a compressed file using FTP without turning on binary transfer mode may cause this error.

The reason code that displays is a bit mask that indicates which tests failed:

0x0001 - invalid signature

0x0002 - invalid profile name (blank)

0x0004 - invalid resource set name (blank)

0x0008 - invalid full size field (<1)

0x0010 - invalid compressed size field (<1)

0x0020 - invalid page count field (<0)

0x0040 - invalid block size field (<1)

0x0080 - invalid delta bit size field (>max)

0x0100 - invalid delta bit size field (<min)

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 12011

```
unable to determine structured field length
```

What happened: Vault was attempting to compress an AFP file being loaded. While parsing the AFP data, Vault was unable to determine the size of the next structured field.

What to do: This error is usually caused by corrupt AFP data.

Ensure that the data is valid. For example, print the data to an AFP printer. Try to view the data in an AFP viewer. Use a tool to decode the AFP stream (for example, `afpdecode.exe`).

Note: This can also be caused by incorrect settings in the transfer between a host machine and the Vault server. It could also be caused by truncated data or by problems in the generation process.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 13910

```
licenced limit exceeded, peak [], limit [
```

What happened: Vault performed a pages per month licence check and found a violation.

When the Vault loader starts, Vault will run a licence check of the pages loaded for each month in the system. It scans the loaded `.drp` files and assigns them to a month based on the modification/last write date of the file. It totals the pages for each month and checks it against the amount specified in your licence file. If any months are over the limit, this error will be logged. If the largest month is more than 10% over the specified limit, the loader will suspend further operations which will prevent you from loading new files.

What to do: Review the log for earlier messages that can provide additional information such as which months have exceeded the limit. You should determine why the page count for the noted months are beyond the licenced limit. If this is normal growth, you should contact your account representative and arrange to increase the page count limit for your licence.

Note: What to do: Review the log for earlier messages that can provide additional information such as which months have exceeded the limit. You should determine why the page count for the noted months are beyond the licenced limit. If this is normal growth, you should contact your account representative and arrange to increase the page count limit for your licence.

Vault counts all compressed pages including those discarded by the document build process (for example, skipped by the journal) or pages used for internal housekeeping. The number of housekeeping pages varies depending on the type of data being loaded (for example, AFP usually adds 1 page per job, Metacode adds multiple pages to store inline resources). Collections jobs count pages by arbitrary block (collections mode is not aware of the internal format of the loaded files). If you skip a large number of pages using the journal (for example, the last page of each document) you need to take into account that these pages count towards the licence limit even though they are not viewable.

The page count limit is located in the selected environment of your licence file (for example, `server\VaultKeys.xml`) in the tag `<PageCount>` under the Vault `<module>` tag (the one with `id="1"`). If the value is 0, the automated page count check is not performed (this can save server load in extreme cases).

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 15813

```
compressed file has more pages than the journal requires, compressed [],  
journal [], excess []
```

What happened: Vault was building a document data file (.drd) but the compressed page data file (.drp) had more pages in it than were requested by the journal.

This error indicates a mismatch in the page counts of the data and the page counts of the journal and can be the result of incorrect generation or post processing.

This can also occur for any of the following reasons:

- The process placing data in the Vault download directory does not use unique names. This can lead to Vault trying to load mismatched data and journal files.
- The wrong journal was loaded with the data.
- The journal was generated or modified improperly, for example a post processing step could remove pages from the stream without updating the page counts in the journal.

What to do: Verify that the data and journal are paired correctly and that they were generated correctly.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 15818

journal requires more pages than the compressed file provides, Journal file [], Compressed file [].

What happened: Vault failed when building a document because the page number was bigger than the total page number in the compressed file while e2loaderd was retrieving the document properties from a document journal file (such as document page count).

What to do: Review the document journal file for the page count (the total page count for all of the documents inside the journal file) and add them all together. Change the number to ensure that it matches the page number from the compressed document data file.

Note: If the journal file and document were created by Generate and Designer, review the original settings and create again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 16220

empty value detected in TLE matching account pattern

What happened: Vault was building a document metadata file (.drd) using data from Tag Logical Element (TLE) structured fields in an AFP print stream (profile setting `documents=generictle`). Vault encountered a TLE matching the account pattern specified in the `patterns.ini` file but the TLE value was empty. The `GenericTLERequireAccount=1` profile setting was enabled which triggers this error when the account TLE value is empty.

The account pattern is used to group pages in the print stream in to logical documents. When an account TLE is encountered and does not match the previous account number, a new document is started. Account numbers must not be blank values.

What to do: Make sure the print stream was generated correctly. If the TLE data is not set up correctly, pages might not be assigned to the correct document or the documents might not be accessible to the user.

In some cases, generators will produce TLEs with empty values on banner pages. If this is the case, you can disable this check by setting the profile option `GenericTLERequireAccount=0`, which is the default.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17710

```
Root record invalid (152 bytes) 65532:7752 - creating new database
```

What happened: The existing database was corrupted, and was repaired into a new empty database.

What to do: If this is a new file, this error can occur due to an improper initial setup and an automatic repair will occur.

If it is not a new file, this may be a serious file corruption and support is required. Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17812

```
index block positions don't match.
```

What happened: When reading index data at a given position, the setup position doesn't match the position stored in the index.

What to do: Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17819

```
unable to open index, file [], system code[], system reason []
```

What happened: Vault was unable to open an index file.

What to do: Refer to the system code for more information on why this error occurred.

Ensure that the index file is not opened by another process. This could include anti virus software. If the indexes are on a network drive or device, ensure that the connection is active or valid.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17823

```
offset mismatch reading index record, requested [], obtained [], filename  
[]
```

What happened: Vault was reading an index record from disk but the data that was read was for a different offset. Vault index records have a header that indicates where the offset of the record should be located.

What to do: This error indicates possible index corruption. Vault will attempt to correct the problem but this will may result in some data not being visible; therefore you should restore the index files from backup:

1. Shut down Vault.
2. Move the current set of index files to a temporary location (in case they are needed).
3. Restore the index files from backup.
4. Create a `.index` flag file in server or process for each `.drd` file loaded since the index backup.
5. Start Vault.
6. Allow the loader to index each of the selected `.drd` files.

Note: If any jobs have been unloaded and reloaded since the backup, you may not be able to use this method.

If restoring from backup is not possible, you should rebuild the indexes from the document data files:

1. Shut down Vault.
2. Move the current set of index files to a temporary location (in case they are needed).
3. Create an `.index` flag file in server or process for each `.drd` file (the `vaultflag` script in `server\tools` can help).
4. Start Vault.
5. Allow the loader to index each of the `.drd` files.

Note: Rebuilding indexes is usually a very time consuming process. If you have the hardware available, you can rebuild the indexes on another machine while the production Vault continues running. Once the indexes are rebuilt, the production system can be shut down and the new indexes put in place. This is somewhat more involved but may reduce the impact of the process on the production environment.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17825

seek failure when writing index record, index [], offset [], system code [].

What happened: The Vault Loader Engine was building an index for a document, but failed to call the I/O function of `SeekBegin()` because another process was opening the index file in an exclusive mode.

What to do: Refer to the system code for more information on why this error occurred. Also verify if other processes were trying to open the index files (including anti-virus software). Stop the process and try building the index again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17826

index record is missing signature

What happened: The index signature (0xAA) of an index is changed or missing. The file may be corrupted or it is not an index.

What to do: Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17827

unable to write index record to disk, system code [], system reason [], offset [], filename []

What happened: The operating system reported an error while Vault was trying to write an index record to disk.

What to do: Examine the system reason and code for the cause of the write failure. Since index write failures usually lead to index damage it is important to resolve the underlying problem promptly.

On Windows, this error can be the result of an "Insufficient system resources exist to complete the requested service" error (code 1450). This means that the kernel is out of resources and is unable

to process the write operation. This is a serious condition with potentially system wide impact. Using a 64-bit edition of Windows Server can help avoid this issue as it has a much higher resource limit than the equivalent 32-bit versions.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17828

```
seek failure reading index header, file [], system code[], system reason []
```

What happened: Vault was not able to access the index header. This may be caused by the file being exclusively opened by another process, or on a network drive that is no longer available.

What to do: Ensure that no other process has the index file open including anti-virus software. If the indexes are on a network drive or device, ensure that the connection is active or valid.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17830

```
seek failure when writing index root record, index [], system code [].
```

What happened: The Vault Loader Engine was building an index for a document but failed to move the file pointer to the beginning of the file because another process was opening the index file in an exclusive mode.

What to do: Refer to the system code for more information on why this error occurred. Also verify if other processes were trying to open the index files (including anti-virus software). Stop the process and try building the index again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 17911

invalid extended index settings, source [], section [], entry []

What happened: While Vault server is loading indexes, if there are some invalid settings, this error will happen.

What to do: Check the error message to find the invalid settings and replace them with the correct ones as listed:

Flag	Description
a	prefix the user search key with [account][0].
m	add multiple keys if more than one copy of the attribute is present.
s	an account must be selected in order for the search to be available.
h	match ends with [0][hintfile name][0][hintfile offset].
c	match ends with [account.idx offset].
p	when selected, display specified page of the specified document.
d	when selected, display the first page of the specified document.
t	when selected, display the first page of the customer's most recent document.
r	add multiple versions of the key, split at spaces.
b	when searching, list matches from last to first.
i	do not show this index to the user.
u	only add to index if customer record changes.
l	do not remove during unindex.
j	if a single search value was returned, automatically select it.

Flag	Description
w	web scripts can use this index to check the existence of accounts.
x	web scripts can use this index to check the existence of documents.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18018

```
unable to open account index, database []
```

What happened: Vault loader failed to open the account index while trying to create an index for a document.

What to do: Some of the possible reasons for this error occurring are as follows:

- There may not be not enough resources to open the account index (disk space, memory, file handles, etc.). Check the resources and try again.
- Another process may be opening the account index in exclusive mode (for example, anti-virus software is open the account index). Shutdown the software or try again.
- There may not be enough access permissions. Try using the super user ID and try again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18021

```
account pointer past end of database file, account [], database [], offset []
```

What happened: An attempt to read past the end of the database file has occurred. This could be an indication of index or disk corruption.

What to do: Ensure that the `account.drr` file is accessible or not temporarily unavailable due to network or permission issues. Review previous errors for more information.

If the files are accessible, this could be the result of database corruption due to improper shutdown or failure in the recent past. A re-index may be required.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18026

```
unable to open document data file, filename []
```

What happened: Vault was unable to open the file. The file you are trying to index is either a new file or an existing file. Review the previous log entries or loader log for information on why this error occurred. The most common error to cause this is [ERROR 11812](#).

What to do: If you are trying to index or reindex an existing file, ensure that the file exists in the DOCDATA directory.

Note: Failed index files or request (.index) end up in the work directory with an .err extension.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18029

```
could not delete key, key [], index []
```

What happened: The index failed to delete a key.

What to do: Ensure that the index is not read-only.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18033

```
unable to open account table, database []
```

What happened: Vault failed to open the account database file (`account.drr`) in the database directory.

What to do: Review the log to find indications of the failure.

Note:

- Ensure that the `account.drr` file exists in the database subdirectory, and that Vault has permissions to open it.
- Ensure that the directory referred to by `database` exists under your `indexpath` (usually `index`).

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18047

```
unable to read document record, filename [], offset []
```

What happened: Vault was running an index related operation on a document data file (.drd) and was unable to read the next document record.

What to do: This error is associated with error messages that appeared earlier in the loader log file and provides a more specific reason for the problem. The most common errors that would occur in this situation are:

- ERROR 40040: invalid document record detected, code []
- ERROR 11861: detected invalid page offset in compressed block, filename [], compressed block offset []

Note: This occurrence where there is a high level operation calling a low level operation (both of which report errors) is common in Vault.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18601

```
unsupported IOCA mode, compression [], encoding []
```

What happened: The Vault Rendering Engine was decompressing AFP image objects, but Vault does not support the compression algorithm.

What to do: Use the applicable compression algorithm supported by Vault:

Compression ID	Description
X'01'	InfoPrintMMR--Modified Modified Read
X'03'	no compression
X'80'	G3 MH—Modified Huffman (ITU–TSS T.4 Group 3 one-dimensional coding standard for facsimile)
X'81'	G3 MR—Modified READ (ITU–TSS T.4 Group 3 two-dimensional coding option for facsimile)
X'82'	G4 MMR—Modified Modified READ (ITU–TSS T.6 Group 4 two-dimensional coding standard for facsimile)
X'83'	JPEG algorithms (see the External Algorithm Specification parameter for detail)

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18606

```
IOCA self-defining field ran over the end of the containing IPD structured
field, code point [0xCE]
```

What happened: Vault was rendering an AFP IOCA image when it encountered a self-defining field that overran the end of the containing structured field. The print stream was generated improperly or uses a function set unknown or unsupported in Vault.

IOCA (Image Object Content Architecture) images typically contain IPD (Image Picture Data) structured fields. Inside these structured fields are self defining fields that describe the image properties such as the size and method for encoding color.

In this case a self defining field declares a length that extends past the end of the structured field it resides in.

What to do: Verify that the print stream prints correctly.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 18616

```
unimplemented IOCA self-defining field, code point []
```

What happened: Vault was rendering an IOCA image in AFP data when it encountered a self defining field that it does not implement.

IOCA (Image Object Content Architecture) images contain a set of self defining fields that indicate the properties of the image such as its dimensions and compression method.

What to do: This error indicates that the IOCA image in question is not in a format supported by Vault or uses an option that is not supported. Considered changing the image type or settings.

In rare cases this might also indicate corrupt or improperly generated input data. Ensure that the original print stream prints correctly and was not transferred to the Vault server incorrectly.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 19225

```
unknown build script command, command []
```

What happened: Vault was executing a media build script when it encountered an unknown build command. Build scripts are used to export a subset of the documents in Vault to an image suitable for use with the Mobile Vault viewing application. These scripts have a set of commands, normally indicated by a single letter.

What to do: This usually indicate a syntax error in the script being processed. Review the build script to see why the unknown command is present.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 23001

```
document build failed, filename []
```

What happened: Vault was building a document metadata file (.drd) and the process failed.

What to do: This is a summary error. For more information, examine the loader log file for related error messages that indicate the specific reason why the build stage failed. Try to run the build again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 23016

```
unable to determine the length of the next AFP structured field, filename  
[]
```

What happened: Vault was compressing an AFP stream. While parsing the data, it could not determine the length of the next structured field.

What to do: This error message usually indicates that the original AFP file is damaged or corrupt.

Use an AFP viewer or AFP decoder to examine the content of the stream and ensure that it is in valid AFP format.

Verify that any tools used to transfer files are configured correctly. For example, an FTP transfer with end of line conversion enabled can corrupt AFP files.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 23029

```
compressed file is invalid or incomplete, filename []
```

What happened: Vault was starting to build a document data file (.drd) for a compressed data file (.drp), but the compressed data file was damaged. The compression process that created the .drp file may have been abnormally stopped leaving an incomplete result.

What to do: The file may have been corrupted by an improper file transfer. Obtain the raw input data and run the compression stages again to create a valid version of the .drp file.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 23031

```
insufficient space to store report or custom attribute, report name [],  
report size [], max size []
```

What happened: During the document building process the report data or custom attributes were larger than the space available.

What to do: Check that the size of the report or custom attributes is less than 2048bytes. If it is larger, decrease the size of the report data or custom attributes.

Also, if pattern hinting is in use, check that the datastream has a valid account number and date for each document.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 28432

```
invalid page count found in XML journal document, NumberOfPages [], AccNo  
[], docInstanceID []
```

What happened: Vault was building a document metadata file (.drd) using an XML journal (profile setting `documents=xmljournal`). One of the document records in the journal specified an invalid number of pages. The page count should be an integer greater than 0. This error message indicates a problem in the journal generation process that occurs before data is loaded into Vault.

What to do: Move the intermediate job files (.drp/.jrn) from the server or work directory and investigate why the page count was generated incorrectly. The account number and instance id are provided in the error message to help locate the problem document record in the journal.

In rare cases, specifying such an invalid page count is intended to be a signal to Vault to ignore a document record. If this is the case, specify `IgnoreZeroPageDocuments=1` in the profile.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 28447

XML parser error, Xerces message [], Line [], Column []

What happened: Vault was processing XML data and the XML data was not valid, so an error occurred while compressing XML document (.drp) or building a document metadata file (.drd) using an XML journal (profile setting `documents=xmljournal`).

What to do: Review error message from Xerces for further instruction.

Note: The most common errors will be those that state that the XML file is not well formatted or the code-page of the XML data is incorrect. Reformat the XML data or set the correct code-page for it and try again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 28490

compressed file has more pages than the journal requires, compressed [], journal [], excess []

What happened: Vault was building a document data file (.drd) but the compressed page data file (.drp) had more pages in it than were requested by the journal.

This error can also be the result of:

- Incorrect generation or post processing.
- The process placing data in the Vault download directory does not use unique names. This can lead to Vault trying to load mismatched data and journal files.

What to do:

- If the journal and data were not generated properly then correct the generation side, regenerate the files, and load them again.
- If your download process does not use unique names, change the download process and reload the data.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 30023

```
unable to find font character set, resource [], resource set []
```

What happened: Vault was attempting to load an AFP font during rendering but it could not find the font character set resource associated with the font.

AFP font resources are usually stored in two files, a code page, describing the encoding used by the text and a font character set, containing the visual characteristics of the characters. A coded font resource which contains references to code pages and font character sets may also be used.

Resources in Vault are stored in resource sets which are directories containing resource files. The master copy of these resource sets is stored in the server's `distrib` directory. Each resource set is a subdirectory of `distrib`. Clients copy resources from the server to local resource set directories for use.

For a font character set with the name `C0HE08I0` in resource set `default`, the master copy of this file should be `server\distrib\default\C0HE08I0`. For a rendering engine using the resource, the file would be copied to `render\default\C0HE08I0`.

Resources may be manually extracted from AFP print streams using `afpextract`. They can also be automatically extracted using resource packs or by using the `ExtractResources` profile option.

What to do: Verify that all the resources needed by the print stream have been extracted and placed under `distrib`.

Ensure that you determine if the file specified is present in the local copy of the resource set and in the resource set under the server's `distrib` directory. Also, verify that the print stream prints correctly.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 30039

```
unable to find code page, resource [], resource set []
```

What happened: Vault could not find the code page resource associated with an AFP font while trying to load it.

AFP font resources are usually stored in two files: a code page describing the encoding used by the text and a font character set containing the visual characteristics of the characters. A coded font resource which contains references to code pages and font character sets may also be used.

Resources in Vault are stored in resource sets. Resource sets are directories containing resource files. The master copy of these resource sets is stored in the `distrib` directory. Each resource set is a subdirectory of the `distrib` directory. Clients copy resources from the server to the local resource set directories for use.

For example, for a code page with the name T1HEL500 in resource set default, the master copy of this file should be `server\distrib\default\T1HEL500`. For a rendering engine using the resource, the file would be copied to `render\default\T1HEL500`.

Resources may be manually extracted from AFP print streams using `afpextract`. They can also be automatically extracted using resource packs or by using the `ExtractResources` profile option.

What to do: Verify that all the resources needed by the print stream have been extracted and placed under the `distrib` directory. Determine if the file specified is present in the local copy of the resource set and in the resource set under the server's `distrib` directory. Also verify that the print stream prints correctly.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 30804

```
Vault does not support TIFF image setting, photometric interpretation [2]
(option/setting/parameter ?)
```

What happened: Vault was trying to render a TIFF image but it was not in a supported format.

The TIFF specification supports images encoded with many different formats, encodings, and options, but not all of them are supported by Vault. Since Vault only supports black and white TIFF images, it only allows photometric interpretations of 0 or 1.

The photometric interpretation parameter indicates how the data in the image is to be interpreted as colour. The specification allows for the following photometric interpretations:

- 0 - WhiteIsZero
- 1 - BlackIsZero
- 2 - RGB
- 3 - RGB Palette
- 4 - Transparency mask
- 5 - CMYK
- 6 - YCbCr
- 8 - CIE Lab

What to do: Try to reconfigure the software generating the TIFF images so it produces a format supported by Vault.

If that is not possible, consider loading the TIFF data using Vault's collection mode. This mode supports loading files in arbitrary formats. Vault cannot render collection data but it can be retrieved and rendered by another program, for example a browser.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 30806

Vault does not support TIFF image setting, compression mode [5]

What happened: Vault was trying to render a TIFF image but it was not in a supported format.

The TIFF specification supports images encoded with many different formats, encodings, and options but not all are supported by Vault.

The compression parameter indicates how the data in the image is compressed. The specification allows for the following compression modes:

- 1 - Uncompressed
- 2 - CCITT 1D
- 3 - Group 3 Fax
- 4 - Group 4 Fax
- 5 - LZW
- 6 - JPEG
- 32773 - PackBits

Vault only supports black and white TIFF images using Group 3 Fax, Group 4 Fax, PackBits or Uncompressed mode.

What to do: Try to reconfigure the software generating the TIFF images so it produces a format supported by Vault.

If that is not possible, consider loading the TIFF data using Vault's collection mode. This mode supports loading files in arbitrary formats. Vault cannot render collection data but it can be retrieved and rendered by another program, for example a browser.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 40040

```
invalid document record detected, code []
```

What happened: Vault attempted to read a document record that was invalid.

What to do: The message contains a reason code. The most common reasons are the following:

12: empty account number field

13: empty date field

14: invalid page count (<0)

15: invalid report count (<0)

16: invalid report list size (<0)

17: invalid report list size (>max)

18: damaged report list offset

19: damaged report list name

20: damaged report list pointer

Note: If you are using a journal based document build method, ensure that you populate the account and date fields properly. If you are using a pattern method, it may be that the pattern does not find the account or date fields in some or all cases.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 50003

```
failed to open PDF file, file [], System code [], system reason []
```

What happened: Vault failed to open a PDF file.

What to do: Review the system code for the reason why this occurred.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 50042

```
failed to process frame info for file []
```

What happened: Vault was trying to open a PDF file but was unable to process or decode the structure or frame information.

What to do: The file may be corrupted or in an unsupported format variant.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 50322

```
document requested more pages than are left in the compressed file, account  
[], date [], wanted [, have []
```

What happened: Vault was building a document data file (.drd) but the current document in the journal requested more pages than were left in the compressed page data file (.drp).

What to do: This error indicates a mismatch in the page counts of the data and the page counts of the journal. This can be the result of incorrect generation or post processing.

This can occur if the process placing data in the Vault download directory does not use unique names. This can lead to Vault trying to load mismatched data and journal files.

This can also occur if the process placing data in the Vault download directory does not exclusively open its files on Windows. Vault periodically tries to move data from the download directory to the work directory. If the file being placed into the download directory is incomplete and Vault is permitted to move the file, a page count mismatch can occur between the now truncated data file and the journal.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 50339

```
document build failed, filename []
```

What happened: Vault was building a document metadata file (.drd) and the process failed.

What to do: This is a summary error. Examine the loader log file for related error messages that indicate the specific reason why the build stage failed.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 50380

```
unable to process resource pack, rmfutil code [], rmfutil reason [], guids
[], input directory [], output directory [], template directory []
```

What happened: Vault was unable to extract resources associated with a job from a resource pack that was loaded in Vault.

Vault uses a dynamic link library named `rmfutil.dll`. This is provided from EngageOne Generate to extract resources from resource packs and then put them in the resource set directories that Vault uses for rendering. The extraction process takes the resource GUIDs from the header of the XML journal and searches the server's resource directory (`server\resource` by default) for resource packs that have matching GUIDs. It then places the resources into the server's `distrib` directory (`server\distrib` by default) where clients and rendering engines can download them.

What to do: The message will contain a reason description that will provide more detail on the cause of the error. The known error codes include the following:

1. invalid input directory
2. invalid output directory
3. one of the GUIDs specified is not in valid format
4. resource pack for guid could not be found
5. RPK file is not valid and presumed corrupt
6. invalid or missing parameters specified in `RmfProcessPacks` call
7. invalid template resource set directory
8. internal error
9. printstream of the resource pack is not supported or does not match that of the other resource packs
10. unable to delete a file

Note:

Code 4 is very common and indicates that one or more resource packs associated with the job has not been loaded into Vault. This will trigger a retry process that will attempt to extract the resources again when new resource packs are loaded into Vault. It is preferable to load the resource packs associated with a job before the job itself to ensure job loads are not delayed.

Code 1 can occur if the resource directory is empty.

Code 8 can occur if the template directory does not exist. The template directory is a resource set in the server's distrib directory from which default resources are copied as part of the extraction process. It is controlled by the `ResourceSet=` profile setting and is default if not otherwise set (`server\distrib\default` is the template directory).

In certain cases, such as when loading jobs from an newer version of DOC1 that produces a new format of resource pack, you may need to update the version of the `rmfutil.dll` library in the server directory.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 60213

```
timeout reading from rendering engine, elapsed [], bytes read [], bytes
needed []
```

What happened: The Vault Perl sample timed out while attempting to read data from the Vault.

What to do: Check the Vault service the Perl Sample is connecting to (typically a rendering engine or router) for errors in the error log that might indicate a cause of the timeout.

If you are running extremely long requests (for example 2,000 page PDF exports) you may need to adjust the timeout setting that the Perl Sample is using from the default. The Perl sample timeout is specified in the .pl scripts in the Perl Sample's "scripts" directory. Each will have a line similar to `my $timeout=600;` This line specified the timeout in seconds and can be adjusted as needed.

Note:

- The web server the Perl Sample is using may have its own timeout for running CGI applications that could cause the script to terminate. For images and other non-HTML output modes, the script can also timeout but may not be able to produce a meaningful error display because of the way the browser will interpret the data in that context.
- The timeout functionality is limited by the way the Perl Sample uses blocking socket reads. While it can time out a request where chunks of data are being transmitted, it can't always time out a request that is taking a long time in Vault before transmission.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 61050

unable to compute width table for font, resourceset [], font []

What happened: An error occurred while the Vault Rendering Engine was rendering AFP as PDF. PDF Unicode substitution for a font is defined in `fonts.ini`, and if the Unicode font substitution resource is empty, this error occurs.

What to do: Verify the substitution resource for the defined font under the defined resource set. If empty, create a correct value for it.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70108

unable to read page data header, error [], filename []

What happened: Vault was unable to retrieve job data from the header of the page data compressed file (.drp).

Vault stores the profile and resource set names in the header of compressed files. Some operations, such as searching, may need to retrieve this information.

What to do: Review the log file for previous error messages related to this one for more detail about the cause of the problem.

This message is commonly associated with an ERROR 11890 message indicating that the compressed file could not be opened.

This might occur if the file is accidentally removed, if Vault does not have permissions to open the file or if the file is opened exclusively by another process.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70114

```
unable to open document data file, file [], system code [], system reason []
```

What happened: Vault was unable to open a document file.

What to do: If present, review the message system code and reason to determine the cause.

The log file may contain additional messages associated with this error. Ensure that the file was not removed by mistake.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70115

```
unable to read record from document data file, filename [], offset []
```

What happened: Vault was attempting to read a document record from a .drd file but was unable to complete the operation.

What to do: This error is associated with another error earlier in the server log file that indicates a more specific reason why the record could not be read.

Refer to the following related errors that may have occurred for more information. Those related to parsing the record data include: Errors 11825, [11826](#), 11829, [11861](#) and those related to reading the compressed data from disk include: 11817, 11820, 11821, 11822, 11823, 11824, 11825, [11826](#), 11827, 11829, 11830, 11831, and [11861](#).

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70129

```
Unable to read file attributes, filename [], system code[], system reason []
```

What happened: Vault attempted to access a DRD or DRP file, but the file was not available.

What to do: Verify if the file in the log message (in brackets after filename) is in the DRD or DRP directory and that the file system is accessible to Vault. If the file is missing, then the network connection or drive must be restored before the documents in it can be retrieved.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70132

```
unable to open file for mirroring, system code [], system reason [],  
filename []
```

What happened: Vault was trying to mirror file data from the master server but could not open the file.

What to do: Review the system code for an indication of why the error occurred. The log file may also contain additional related messages.

- The file is accidentally removed.
- Vault does not have permissions to the file.
- The file is opened exclusively by another process.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70190

```
invalid page in pagedata file, offset [], file []
```

What happened: a page request resulted in an invalid record in the pagedata file.

What to do: Ensure that the pagedata file is present. Review the preceding error messages for an indication of the problem.

If the file exists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70310

unable to connect, end point [].

What happened: The Vault connection component failed while trying to connect to an endpoint.

What to do: Check the end point to see if the IP address and PORT number are correct and if the server is running.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70311

unable to read data

What happened: The Vault connection component was trying to read data from a connected socket when it encountered an error.

Vault processes use connection components to communicate with other Vault processes. For example, the Rendering Engine will use a connection to communicate with the Vault server.

What to do: Check for related log messages that appear earlier in the process log file. These should contain more details on the cause of the problem.

Note: This error may occur if the underlying socket used to communicate with the server failed (see [ERROR 71125](#)).

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70313

received damaged message, parse code []

What happened: The Vault connection component was reading incoming responses from a connected server but the data was not in the expected format.

The Vault connection component is responsible for connecting to other Vault processes and sending and receiving messages from them. The Vault connection component is part of several Vault processes including e2render, e2routerd and the Windows client.

What to do: Check that the connection is configured for the right server address and port. Unintentionally connecting to a different application could cause this error.

Configuring the connection's maximum receive capacity too low may cause this issue.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70316

```
timeout waiting for response from the server, sec elapsed []
```

What happened: The request from the server timed out.

What to do: Ensure that the vault server is running and verify that there is a network connection.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70317

```
unable to send request
```

What happened: The connection component was unable to send a request. For example, e2renderd sends request to e2serverd to retrieve raw page data. If the connection in e2renderd cannot send the request, this error will be logged.

What to do: Check for related messages earlier in the process log file that may indicate the underlying reason why the request could not be sent.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70330

connection component is not running, check configuration.

What happened: If the connection component is not configured or is disabled, the connection will not be created.

What to do: Refer to the Vault Customizing Guide and correct the configuration: configure setting to enable the component.

Note: This error is similar to [ERROR 70331](#). Reviewing this may also help you with the connection issues you are having.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70331

unable to create SSL context.

What happened: The SSL (Secure Sockets Layer) context failed to initialize because the SSL setting is not enabled.

What to do: Correct the SSL settings (ssl=1). Refer to the “About the Rendering Engine” section of the “Vault Customizing Guide” for more information. Try to reconnect.

Note: This error is related to [ERROR 71101](#). Referring to the system code from 71101 will give you more information.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70502

unable to access index, database [], index []

What happened: Vault was performing a search and was unable to access the requested index.

What to do: Ensure that the specified database and index exists in the `database.ini` configuration file.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70509

```
no records match for the selection criteria
```

What happened: The Vault Index search did not return any results.

What to do: Review previous log entries to ensure that your original request used the correct key/database. Try again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70523

```
request title and column lists are different lengths, request titles [],  
column lists []
```

What happened: The Vault database component was trying to process incoming requests (including title and column list) but the number of titles and column lists were different.

What to do:

1. Verify if the format of requests for `request.titles` and `request.fields` are correct.
 - `request.fields`: request specific output columns for `database.search`, separated by semicolons.
 - `request.titles`: request specific output column titles for `database.search`, separated by semicolons.
2. Verify if the lengths of them are same. The two parts should have the same lengths.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 70801

```
unable to find resource, name [], resource set []
```

What happened: Vault could not access a needed resource from the resource directory.

What to do: Ensure that the print job resource set specified includes the needed file. Depending on your setup, this may require you to obtain the files from the printer vendor or contact support.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71007

```
attempt to inject empty resource into resource cache, resource [], resource set []
```

What happened: Vault was performing a rendering operation and tried to add an empty resource to the resource cache.

The Vault render code uses a persistent cache of resources used by the rendering process. These are loaded from files in resources sets; however sometimes resources are created based on other resources. For example, Vault may create a font width table for PDF export based on an AFP font.

What to do: The resources added to the resource cache should not be zero length. If this file exists in the specified resource set, make sure it is valid and not zero length.

If this error is occurring while exporting data to PDF, verify that the font substitution settings in the `fonts.ini` file are valid. In particular, using older versions of Vault with new substitution options can cause this error to occur.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71101

```
code [] library [] function [] reason []
```

What happened: An SSL Error occurred while verifying the certificate.

What to do: Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71110

```
unable to listen on socket
```

What happened: Vault was attempting to listen for incoming connections but encountered an error. To process requests from clients and other programs using the API, Vault needs to listen for incoming TCP/IP connections.

What to do: The error message contains a system code and further explains the cause of the problem. Also check the log for additional log entries related to this one.

Note:

- Another process may already be using the port Vault wants to use. You can verify that the port is not in use by another process using tools such as netstat. The port the Vault process listens on is specified as part of the `service=` setting in the `[server1]` section of the `process .ini` file (for example, `e2serverd.ini` or `e2renderd.ini`).
- Avoid configuring Vault processes to listen on ephemeral ports. These port ranges are reserved for dynamic use by client applications and can be used unpredictably by other processes.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71113

```
accept incoming connection failed, system code [], system reason []
```

What happened: Vault was accepting an incoming network connection when an error occurred.

What to do: If available, review the message system code and reason to determine the cause. The log file may contain additional messages associated with this error.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71117

```
unable to connect to socket.
```

What happened: Vault failed while trying to connect to a socket.

What to do: This error is related to 70300 based errors. Referring to the system code from 70300 base errors will give you more information on why this operation failed. Follow the instructions from this and try again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71119

```
system library failure reading SSL socket, system code [], system reason []
```

What happened: Vault was reading from an established SSL connection when an error occurred.

What to do: If present, check the message system code and reason to determine the cause.

Review the log file for additional messages associated with this error.

Note: One of the more common reasons is a “connection reset by peer” error (Windows 10054, and Unix 131). This happens when the connection is abnormally closed such as when the remote application crashes or is otherwise terminated. Sometimes this is caused by an application or device that does not close the TCP connection properly.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71125

```
Vault failed to read socket, system code [], system reason []
```

What happened: Vault was attempting to read from a socket connection but the operation failed with an error.

Note: One of the more common reasons for failure is a “connection reset by peer” error (Windows 10054, Unix 131). This happens when the connection is abnormally closed such as when the remote application crashes or is otherwise terminated. Sometimes this is caused by an application or device that does not close the TCP connection properly.

What to do: Refer to the system code for more information. It may also be associated with additional error messages earlier in the log file.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71134

```
socket write failed, system code [], system reason []
```

What happened: Vault was trying to send data on a socket when the system returned an error.

What to do: Review the system code for more information on why the write operation failed. There may also be additional error messages associated with this error earlier in the log file.

The most common reason this error will occur is a “connection reset by peer” error (Windows 10054, Unix 131). This can happen when the connection is abnormally closed, for example when the remote application crashes or is otherwise terminated. Sometimes this is caused by an application or device that does not close the TCP connection properly.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71301

```
unable to stop all threads, threads remaining []
```

What happened: The process was not able to close a thread during shutdown.

What to do: An improper shutdown may cause loss of data in certain circumstances. Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71510

Server failed to determine socket status, system code []

What happened: Vault failed while trying to determine the status of one or more sockets.

What to do: The operation may have failed due to any of the following errors that may appear in your log file (shown below). Referring to these system codes will give you more information on why this operation failed.

Follow the instruction from these and try again:

- WSANOTINITIALISED [10093] : Successful WSASStartup not yet performed. A successful WSASStartup call must occur before using this function.
- WSAEFAULT [10014]: The Windows Sockets implementation was unable to allocate needed resources for its internal operations, or the readfds, writefds, exceptfds, or timeval parameters are not part of the user address space.
- WSAENETDOWN [10050]: The network subsystem has failed.
- WSAEINVAL [10022]: The time-out value is not valid, or all three descriptor parameters were null.
- WSAEINTR [10004]: A blocking Windows Socket 1.1 call was canceled through WSACancelBlockingCall.
- WSAEINPROGRESS [10036]: A blocking Windows Sockets 1.1 call is in progress, or the service provider is still processing a callback function.
- WSAENOTSOCK [10038]: One of the descriptor sets contains an entry that is not a socket.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71513

received damaged message, parse code []

What happened: The Vault server component was reading incoming commands from a connected client but the data was not in the expected format.

The Vault server component is responsible for accepting and processing incoming requests from clients. The Vault server component is part of several Vault processes including e2serverd, e2render, and e2routerd.

What to do: Review the log entry for this message to locate the address of the client making the request. Verify that the client is configured and operating properly.

Note: This error can be the result of an error in the client's implementation of the Vault wire protocol. It can also occur if an unrelated application is accidentally configured to connect to the Vault process end point.

You may also see this error if there is active port scanning occurring on the network. Some port scanners will transmit data in an attempt to prompt a response from the server that can be used to identify the type of application listening on the end point.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71515

```
unable to send data
```

What happened: The Vault server finished executing a request but was unable to send the result back to the remote connection.

What to do: This message is associated with a close or failure in a remote connection. Review the log file for earlier messages that would indicate why the result could not be sent.

Note: This message is commonly associated with certain types of client events such as crashes, time-outs, shutdowns, cancellations, etc.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71520

```
request cancelled
```

What happened: The Vault server component was about to execute a request but the associated remote connection was closed or failed. The server component cancelled the request in order to save system resources.

What to do: This message is associated with a close or failure in a remote connection. Check the log file for earlier messages for information on why the request was cancelled.

Note: This message is commonly associated with certain types of client events such as crashes, timeouts, shutdowns, cancellations, etc.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71521

```
request cancelled
```

What happened: The Vault server was executing a request but the associated remote connection was closed or failed. The server cancelled the request part way through execution to save system resources.

What to do: This message is usually associated with a close or failure in a remote connection. Check the log file for earlier messages that indicate the reason why the request was cancelled.

This message is commonly associated with certain types of client events such as crashes, timeouts, shutdowns, cancellations, etc.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71516

```
unable to send data - closing connection, error []
```

What happened: Your data was not sent because a network error has occurred.

What to do: Review the error code for more information and check the network to see if it is down and retry.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 71517

```
unable to send cacheflush notice, error []
```

What happened: A cache flush notification was not sent due to a network error or target service being down.

What to do: Make sure the vault server is running, verify the ip settings and check the network.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 72706

```
unsupported legacy rendering mode, mode []
```

What happened: Vault failed to emulate a legacy rendering command because the requested mode was unknown or unsupported.

What to do: Vault provides emulation for some legacy API functions in order to make the transition to newer versions easier. You should not rely on emulated functions for the long term as they may be removed in the future.

Ensure that the mode is a valid Vault legacy rendering API function number and that the function is on the list of emulated modes.

The functions that the current version of Vault will emulate are:

M=2 Render

M=50 Index Query

M=51 Report List

M=52 Document List

M=55 Render By GUID

M=56 Report List By GUID

M=57 List Available Render Modes By GUID

M=59 Index Query With Mask

M=80 Extended Index Query

M=81 Extended Query List

M=82 Extended Document List

M=83 Extended Report List

M=84 Extended Render

M=85 Extended Document Attributes

M=86 Extended Index Query With Page Count

M=87 Extended Database List

M=88 Extended Document List All

M=95 Render By IGUID

M=96 Report List By IGUID

M=97 List Available Render Modes By IGUID

The following functions are no longer supported:

M=89 File List

M=90 File Page Count

M=91 File Render

M=92 Licence Info

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 73802

```
unable to stop load processes, remaining []
```

What happened: The Vault loader was trying to stop a process after it had completed but other processes were still running.

What to do: Continue to wait for the other processes to stop.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 74221

```
unable to rename temporary file to final name while mirroring, system code  
[], system reason [], temporary [], final []
```

What happened: This error occurs when the mirroring loader is trying to update a file in `server\distrib`. The file has been downloaded to a temporary file (`download.tmp`) and the loader is trying to rename the newly downloaded file into place.

What to do: Review the system code to determine why the rename process could not be completed.

Note: This could be caused by a permissions error on the target file.

Under Windows you may see system code 32 indicating the file is in use by another process. This can occur for any of the following reasons:

- The server is fetching the same file on behalf of an upstream client such as the Service Client which is being updated.
- A virus scanner or backup program has the file open as part of its operation.
- An administrator is running the client out of the `server\distrib` directory (this should be avoided).

If a subsequent “mirroring distrib” phase runs without error, the problem has resolved itself. Otherwise, use a tool like Sysinternals Process Explorer <http://live.sysinternals.com/> to determine what the process that has the file open is.

This type of error can cause issues if it persists because it can leave the mirroring server with an inconsistent set of files in `server\distrib` which could lead to clients with an inconsistent set of files which might interfere with rendering, etc.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 74223

```
unable to delete existing file while mirroring, system code [], system  
reason [], filename []
```

What happened: This error occurs when the mirroring loader is attempting to update a file in `server\distrib`. The file was downloaded to a temporary file (`download.tmp`) and the loader was trying to remove the existing version of the file before it renamed the newly downloaded file into place.

What to do: Review the system reason to determine why the deletion could not complete. This could be caused by a permissions error on the target file.

Under Windows you may see system code 32 indicating that the file is in use by another process.

This can occur in for a number of common reasons:

- The server is retrieving the same file on behalf of an upstream client such as the Service Client which is being updated.
- A virus scanner or backup program has the file open as part of its operation.
- An administrator is running the client out of the `server\distrib` directory (which should always be avoided when possible).

If a subsequent “mirroring distrib” phase runs without error, the problem has resolved itself. Otherwise, you would need to use a tool like Sysinternals Process Explorer <http://live.sysinternals.com/> to determine which process has the file open.

Note: This type of error can cause issues if it persists because it can leave the mirroring server with an inconsistent set of files in `server\distrib` which could lead to clients with an inconsistent set of files which might interfere with rendering, etc.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 74422

```
odbc call failed, operation [], odbc code [], odbc reason []
```

What happened: Vault was trying to export data to an ODBC data source when an ODBC library function call returned an error.

What to do: Review the reason code to determine the cause of the problem.

Also, verify the export settings in the profiles and the data source settings in the system data source configuration utility.

Note:

- This is a general error for calls made to the ODBC library so there are many different potential causes of this error. The operation code in the log entry is a high level description of the operation that failed.

You may get errors connecting to a data source if the data source name, user, password or other connection related parameters are incorrect.

- If you try to use a 64-bit ODBC driver with Vault you will get an architecture mismatch error when trying to connect. ODBC drivers are dynamic link libraries that are loaded in the process using them. The driver and program must use the same bit level (32-bit or 64-bit). Vault processes are 32-bit so you need to use the 32-bit driver. You may need to use the 32-bit ODBC configuration utility to create the data source on 64-bit platforms (for example, `C:\Windows\SysWOW64\odbcad32.exe`).

For some issues you may want to enable more detailed logging for the SQL component:

```
e2loaderd.ini:  
[sql1]  
debug=1
```

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 74611

```
socket failure connecting to [] , error []
```

What happened: A Vault sever failed to reset.

What to do: Review your network error code for more information and ensure that your servers are connected and running.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 75003

```
begin read operation delay, File name[], System code[]
```

What happened: While reading a file, an error was reported for one of the following reasons (Windows platform only):

- **ERROR_FILE_SYSTEM_LIMITATION (665):** The requested operation could not be completed due to a file system limitation.
- **ERROR_NO_SYSTEM_RESOURCES (1450):** Insufficient system resources to complete the requested service.
- **ERROR_PAGED_SYSTEM_RESOURCES (1452):** Insufficient system resources (for example, missing system files, wrong system settings or a corrupted registry file) to complete the requested service.

What to do: Review the related resources according to the system error code. Try the operation again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 75004

```
end read operation delay, File name[], System code[]
```

What happened: Vault failed while reading a file. This message is the second part of **ERROR 75003**.

What to do: Review the related resources according to the system error code.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 75005

```
unable to open file, attempting to recover, file name [], system code [],  
system reason []
```

What happened: When trying to open a file, there may be a sharing violation if the file has been opened by another user or application. Vault will delay and try again.

What to do: Ensure that the file exists and is not opened by another user or application. Then try again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 75006

```
Vault made several attempts to open file, but file is not opening.
```

What happened: Vault made several attempts to open a file but it failed.

What to do: This error is related to [ERROR 75005](#). Referring to the system code from 75005 will give you more information.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 75007

```
begin write operation delay, File name[], System code[]
```

What happened: Vault failed while writing a file because of the following reasons:

- **ERROR_FILE_SYSTEM_LIMITATION (665)** : The requested operation could not be completed due to a file system limitation.

- `ERROR_NO_SYSTEM_RESOURCES (1450)` : Insufficient system resources exist to complete the requested service.
- `ERROR_PAGED_SYSTEM_RESOURCES (1452)` : Insufficient system resources exist to complete the requested service.

What to do: Check the related resources according to the system error code.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 75008

```
end write operation delay, File name[], System code[]
```

What happened: Vault failed at the starting phase of writing a file.

What to do: Refer to [ERROR 75007](#) and verify the related resources of the system error code.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

INFO 75009

```
recovery successfully opened file, filename [], delay(ms) []
```

What happened: The file was successfully opened after several attempts of trying to open a file while it was being used by another process.

What to do: This is an information message which is meant to inform you which file is recovered and how long the process took. This message is related to [ERROR 75005](#).

ERROR 76304

```
unsupported legacy reply message, name [], message []
```

What happened: Vault failed to emulate a legacy reply command because the requested message number was unknown or unsupported.

What to do: Vault provides emulation for some legacy API functions in order to make the transition to newer versions easier. You should not rely on emulated functions for the long term as they may be removed in the future.

Ensure that the mode is a valid Vault legacy rendering API function number and that the function is on the list of emulated modes.

The functions that the current version of Vault will emulate are:

- 11 GetFile
- 120 UpdateClient

These functions are only provided to support older client update utilities so they can work with the new version.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 76504

```
unable to render postscript document, code []
```

What happened: The Vault Rendering Engine failed while using Ghostscript to transform a postscript document to another output format (such as GIF, PDF and so on).

What to do: Review the log for earlier, related messages. These will typically indicate an underlying reason for the problem.

Note: In some cases this message will be generated if Vault is unable to start Ghostscript to render the Postscript document. This can happen if the Ghostscript library (`gsdll32.dll/libgs.so`) does not match the version of the associated `lib` subdirectory or the `lib` subdirectory is missing.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 76903

```
function cannot be executed because there is no underlying provider,  
Function name []
```

What happened: If the settings for the connection pool are not correct while using Vault Router to manage multi-servers or multi-renders, this error will occur.

What to do: Refer to the “e2Routerd” section of the "Vault Customizing Guide", and correct the settings in `e2routerd.ini`. Correct the connection pool settings and try again.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 78001

```
function cannot be executed because there is no underlying provider,  
function []
```

What happened: Vault failed to execute a request because it was unable to find a component that could execute the request.

What to do: Ensure that the function is a valid Vault API function name. You will get this error if a custom API application used an incorrect function name.

Note: If the function is a rendering command, ensure that it is being sent directly or indirectly to a rendering engine for execution. If you accidentally configure an application to send rendering commands to the Vault server process, you will get this error.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80031

```
pid file already exists, filename [], attempt []
```

What happened: Vault tried to create a pid file for a daemon process but the file already existed.

What to do: Verify that no other copy of this daemon is running.

Note: If Vault shuts down abnormally it may leave a pid file. If that is the case, you can delete the pid file.

Vault uses a pid file on Unix platforms to check that other copies of the daemon process are not running and to store the process ID of the new daemon.

Vault makes two attempts to create the pid file. The first attempt tries to create a pid file in `/var/opt/vault/run`. As a fallback, Vault will make a second attempt by trying to create a pid file in the daemon's log directory. The pid file itself will be the name of the executable with ".pid" appended to it (for example, `e2serverd.pid`).

A Vault daemon process will exit if it cannot create a pid file.

If you need to change the directories Vault uses to store the pid file, edit the process configuration file (for example, `e2loaderd.ini`) and change the following settings:

```
[program]
piddirectory=/some/dir1
pidalternate=/some/dir2
```

You can set one of these options to blank (for example, `pidalternate=`) to disable that attempt. Ensure that you have at least one valid setting or default or the process will not be able to create a pid file.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80033

```
unable to delete PID file, filename [], system code [], system reason []
```

What happened: The Vault server could not delete the PID file upon exiting.

When the Vault server (`e2loaderd`, `e2serverd`, `e2renderd`, and `e2routerd`) starts running, it creates a PID file and deletes it upon exiting.

What to do: Review the error message for the file name, system code and system reason for producing this error. Some possible reasons are:

- The PID file is already deleted.
- The PID file is opened exclusively by another process.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80038

```
failed file open test, opened [], max [], system code [], system reason []
```

What happened: On start up, the Vault processes failed while performing a file open test to see if there is a limit on the number of handles that can be opened. This error occurs when the test cannot open the maximum number of test files.

What to do: Review the error message for the system code and reason to help determine the cause of the problem.

Note:

- If the file system permissions are not configured correctly you may see a "permission denied" error (13, EACCES).
- If you are running under Solaris 10 without the extended file handle facility for 32-bit processes, you may get a "too many open files" error (24, EMFILE). The Vault start up script provided in the install automatically preloads this utility if it is installed on your system. If you run without this utility Vault may run out of handles under load. This is needed because the original Solaris file I/O structures limited 32-bit processes to 256 handles.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80110

```
unknown tray mode, Tray mode [], Profile []
```

What happened: If the value of `TrayMode` is neither "Named" nor "Numbered", an error will occur.

Note: When rendering PDF with background, there are two methods for configuring PDF background: one is Named mode (referred to as "old mode"), another one is Numbered mode (referred to as "new mode").

Old mode: This method of configuring trays supports the need of a "normal" PDF background file to have a single, multi-page PDF file as the master background for all image backgrounds required for a particular stream. In this method, the PDF would contain one page for each paper stock loaded into the printer. Therefore, if your printer has four physical trays, you need four differently named PDF backgrounds, GIF background sets, WMF files and etc.

New mode: This method enables you to have a single PDF file with 4 pages inside it, where each page maps to one of the physical trays. Because of this new method, the PDF no longer needs to be edited.

What to do: Use `TrayMode=Named` or `TrayMode=Numbered` to set up the value.

The setting of `TrayMode` is found either `profiles.ini` or the API you are using. Verify the PROFILE settings in `profiles.ini` or the settings from your API and correct them.

For more information, refer to the "Configuring PDF Background" section in the "Vault Customizing Guide".

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80607

```
invalid reference offset rendering PDF page, offset [], object [],  
generation [], page [], page size [], reference count []
```

What happened: While rendering a PDF print stream, Vault fetches each page and any objects from the original PDF those pages reference. Vault failed trying to accesses each reference using an offset, because it did not have a legal value.

What to do: Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

WARNING 80633

```
Tray settings are not ready, profile []
```

What happened: The client was requesting the PDF background mode, but there were not tray settings for background.

Note: This is only a warning message for the tray settings. The rendering page data is still correct.

What to do: Add new mode PDF background setting in the profile. For more information, please refer to the “Configuring PDF background” section in the “Vault Customizing Guide”.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80746

```
unknown text export record type, text [], filename []
```

What happened: Vault was exporting a Postscript document to text using the Ghostscript library and encountered an unknown record type while converting the document to an internal text display list.

What to do: Examine the text field in the error message. It may be an error message written by the Ghostscript library to the text display list. This situation can occur if the original Postscript document or the resources it uses have errors.

Note: If the text field is not an error message it may be an unknown or unsupported display list command.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80901

```
target already exists during staged move, from [], temp [], to []
```

What happened: Vault was moving a file from one directory to another when it detected that the destination file name already existed.

Vault performs staged moves as part of several operations such as loading new jobs or mirroring data. It first moves the source file to a temporary file name in the target directory and then renames the temporary to the destination file name.

What to do: If you are loading or mirroring data, ensure that you are not loading the same job name more than once. It is possible a failed or abnormally interrupted operation left files that caused this error when retried.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80902

```
temporary already exists during staged move, from [], temp [], to []
```

What happened: Vault was moving a file from one directory to another when it detected that the temporary file name already existed.

Vault performs staged moves as part of several operations such as loading new jobs or mirroring data. It first moves the source file to a temporary file name in the target directory and then renames the temporary file name to the destination file name.

What to do: If you are loading or mirroring data, ensure that you are not loading the same job name more than once. It is possible a failed or abnormally interrupted operation left files that caused this error when retried.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80903

could not move to temporary name during staged move, system code [], system reason [], from [], temp [], to []

What happened: Vault was moving a file from one directory to another when the move from the source to the temporary file failed.

Vault performs staged moves as part of several operations such as loading new jobs or mirroring data. It first moves the source file to a temporary file name in the target directory and then renames the temporary to the destination file name.

What to do:

- Examine the error message for the cause of the move failure.
- Ensure that the user ID the Vault process is running under has sufficient rights to rename files in the target directory.
- Ensure that there is sufficient disk space to receive new data files.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80904

could not move to final name during staged move, system code [], system reason [], from [], temp [], to []

What happened: Vault was moving a file from one directory to another when the rename from the temporary file name to the destination file name failed.

Vault performs staged moves as part of several operations such as loading new jobs or mirroring data. It first moves the source file to a temporary file name in the target directory and then renames the temporary file to the destination file name.

What to do:

- Examine the error message for the cause of the move failure.
- Ensure the user id the Vault process is running under has sufficient rights to rename files in the target directory.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80906

```
unable to delete existing file during staged move, system code [], system  
reason [], from [], temp [], to []
```

What happened: Vault was moving a file from one directory to another when it detected that the destination file name already existed but was unable to delete it.

Vault performs staged moves as part of several operations such as loading new jobs or mirroring data. It first moves the source file to a temporary file name in the target directory and then renames the temporary to the destination file name. For some operations, it deletes the temporary and destination files if present.

What to do:

- Examine the error message for the cause of the delete failure.
- Ensure the user id the Vault process is running under has sufficient rights to delete files in the target directory.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 80907

```
unable to delete existing temporary file during staged move, system code  
[], system reason [], from [], temp [], to []
```

What happened: Vault was moving a file from one directory to another when it detected that the temporary file name already existed but was unable to delete it.

Vault performs staged moves as part of several operations such as loading new jobs or mirroring data. It first moves the source file to a temporary file name in the target directory and then renames the temporary to the destination file name. For some operations, it deletes the temporary and destination files if present.

What to do:

- Examine the error message for the cause of the delete failure.
- Ensure that the user id the Vault process is running under has sufficient rights to delete files in the target directory.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 81101

unable to decode jpeg image, hash [], code []

What happened: Vault tried to decompress a JPEG image and encountered an error.

What to do: Examine the code field for further detail on the cause of the error:

81201: invalid image width (<1)

81202: invalid image height (<1)

81203: invalid band count (<1)

81204: invalid band count (>4)

81205: invalid ide size (<1)

81206: invalid ide size (>32)

81207: band data not present

81208: invalid band data size (<1)

81209: unable to allocate memory to flatten image

81210: unable to allocate memory to merge image

81211: band contains wrong number of bytes

81212: unknown or unsupported sample encoding

81214: temporary data bytes written does not match expected size

81215: unable to allocate memory to fetch temporary data

81216: temporary data bytes read does not match expected size

81220: decompressed size does not match expected image size

81291: JPEG library returned an error during decompression, see earlier message in log file

81292: JPEG library returned an error during compression, see earlier message in log file

Note:

- Ensure that the image resources associated with the page are valid.
- For AFP print streams verify that the data prints correctly on a physical printer.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 81102

unable to encode jpeg image, hash [], code []

What happened: Vault tried to compress a JPEG image and encountered an error.

What to do: Examine the code field for further detail on the cause of the error:

81201: invalid image width (<1)

81202: invalid image height (<1)

81203: invalid band count (<1)

81204: invalid band count (>4)

81205: invalid ide size (<1)

81206: invalid ide size (>32)

81207: band data not present

81208: invalid band data size (<1)

81209: unable to allocate memory to flatten image

81210: unable to allocate memory to merge image

81211: band contains wrong number of bytes

81212: unknown or unsupported sample encoding

81214: temporary data bytes written does not match expected size

81215: unable to allocate memory to fetch temporary data

81216: temporary data bytes read does not match expected size

81220: decompressed size does not match expected image size

81291: JPEG library returned an error during decompression, see earlier message in log file

81292: JPEG library returned an error during compression, see earlier message in log file

Note:

- Ensure that the image resources associated with the page are valid.
- For AFP print streams verify that the data prints correctly on a physical printer.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 81291

```
jpeg decompressor returned an error processing image, jpeg code [], jpeg  
reason [], width [], height [], band count [], ide size [], compressed  
size []
```

What happened: Vault tried to decompress a JPEG image and the JPEG library returned an error code.

What to do: Examine the reason field for further detail on the cause of the error.

Note:

- Ensure the image resources associated with the page are valid.
- For AFP print streams verify that the data prints correctly on a physical printer.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 81292

```
jpeg compressor returned an error processing image, jpeg code [], jpeg  
reason [], width [], height [], band count [], ide size [], uncompressed  
size []
```

What happened: Vault tried to compress a JPEG image and the JPEG library returned an error code.

What to do: Examine the reason field for further detail on the cause of the error.

Note:

- Ensure the image resources associated with the page are valid.
- For AFP print streams verify that the data prints correctly on a physical printer.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 81302

```
unable to get first file while finding files, directory [], filename [],  
system code [], system reason []
```

What happened: Vault failed while the Vault server was trying to search for a file in a directory.

What to do: Verify if the directory exists and check the system error code or system reason for a reason why the error occurred.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 91404

This error code appears for versions predating Vault 7.0. Please refer to the replacement error code [ERROR 78001](#) for more information.

ERROR 95007

```
unable to create resource file, system code [], system reason [], filename  
[]
```

What happened: Vault tried to export a resource from an AFP file being loaded and tried to create a file for the resource but the operating system returned an error.

What to do: Review the message for information about the specific cause of the error and the name of the file it tried to create. Check your configuration to ensure the path for exporting resources is valid.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 97002

unable to start Ghostscript, code []

What happened: When Vault Rendering Engine was trying to process a Postscript document, it failed to initialize Ghostscript.

What to do: The error code from Ghostscript will explain what happened. The most common errors are:

- Missing Lib directory in Rendering Engine working directory: Copy the Lib resources from the Vault production system.
- The version of Ghostscript DLL (or shared library) is not matched with the lib resources: Copy the matched DLL (or shared library) and library resources from the Vault production system.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

ERROR 97004

unable to run string, code [], exit code [], length []

What happened: Ghostscript was unable to render the document.

What to do: Review the log data leading up to this error for related messages. Check the table below for common causes of this error. Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

Message	Description
Unrecoverable error: invalidfileaccess in file	The Postscript stream is attempting to access the file system but Ghostscript is blocking access. This is typically the result of the GhostscriptSafer profile setting being enabled, which is the default. While this can be disabled with <code>GhostscriptSafer=0</code> , it is not recommended.

Message	Description
Error: /undefinedfilename in (default/resource.ps)	The Postscript stream is trying to read a file from the file system but the file does not exist. In this particular case, the stream is attempting to access the resource file used with the <code>FileMode=1</code> profile setting. Even if no external resources need to be defined this file must exist when using <code>FileMode=1</code> .
Error: /limitcheck in file	Certain types of data in Postscript streams are not fully supported in older versions of Ghostscript and may produce this error. Consider updating the version of Ghostscript used with Vault.
Unrecoverable error: typecheck in findfont	Ghostscript was scanning for fonts when it encountered invalid data. By default Vault tells Ghostscript to scan the resource set for additional fonts to use. However, certain files such as backgrounds might trigger this error. If this happens, consider using the <code>RedirectFontPath=0</code> profile setting to disable this behavior.
Unrecoverable error: undefined in XXXXX	Ghostscript was interpreting the print stream but encountered a symbol that was not defined. This might be a problem with the original print stream, a background being merged in or the reprocessed PostScript header.
Unrecoverable error: ioerror in showpage	This indicates a generic file I/O error during Ghostscript rendering. This could be cause of insufficient disk space or underlying problems with the disk.

ERROR 97206

unable to set the timeout for Ghostscript child process, code []

What happened: Vault failed when the Vault Rendering Engine was starting the Ghostscript child process, and setting up the time out for the communication between them.

What to do: Review the system code to find the solution.

If the problem persists, note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

SEVERE ERROR 99997

segmentation fault, module [], version []

What happened: The Vault process has crashed.

What to do: You may be asked to capture a core dump of the process to aid further diagnosis.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

SEVERE ERROR 99998

bus error, module [], version []

What happened: The Vault process has crashed.

What to do: You may be asked to capture a core dump of the process to aid further diagnosis.

Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

SEVERE ERROR 99999

structured exception, module [], version []

What happened: A Vault process has crashed.

What to do: Note the information in the log message and contact Customer Support. Please have a copy of the log file where the message occurred available for the support team.

Note:

You may be asked to capture a dump file of the failing process for analysis. The easiest way to do that is to use the Sysinternals utility `procdump.exe`. This utility is available from the following web sites either standalone or with the other Sysinternal utilities:

<http://technet.microsoft.com/en-US/sysinternals>

<http://live.sysinternals.com/>

To capture a dump of a Vault process, run the following command while the process is running:

```
procdump -ma -e -t e2render.exe
```

Replace `e2render.exe` with the name of the particular executable that is crashing. This command will wait until the process crashes (or exits) and then save a dump file.

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