Arcsys Error

Arcsys Troubleshooting Guide

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Preface

1. Introduction

This document contains a list of the main errors that could arise while using the Arcsys product, as well as the actions to be performed to correct them.

2. Reference Documents

2.1. Concepts

Arcsys Presentation Manual: **Arcsys-presentation-25.3.1.STS-en.pdf**

Arcsys Functional Description Manual: **Arcsys-functional-description-25.3.1.STS-en.pdf**

2.2. Installing and Updating

Arcsys Prerequisites Manual: **Arcsys-requirements-25.3.1.STS-en.pdf**

Arcsys Installation Manual: **Arcsys-installation-25.3.1.STS-en.pdf**

2.3. Operations

Arcsys Administration Manual: **Arcsys-administration-25.3.1.STS-en.pdf**

Arcsys Errors Manual: **Arcsys-error-25.3.1.STS-en.pdf**

2.4. GUI

Arcsys Web Interface User Manual: **Arcsys-web-25.3.1.STS-en.pdf**

Interface Guide: **Arcsys-web-end-user-25.3.1.STS-en.pdf**

2.5. Development

Arcsys API Manual: **Arcsys-api-25.3.1.STS-en.pdf**

2.6. Option guides

ArcHP Option Guide: **Arcsys-option-archp-25.3.1.STS-en.pdf**

ArcREF Option Guide: **Arcsys-option-arcref-25.3.1.STS-en.pdf**

2.7. Optional modules

BatchReporting: **BatchReporting-UserGuide-25.3.1.STS-en.pdf**

ClassAssigner: **ClassAssigner-UserGuide-25.3.1.STS-en.pdf**

MetadataReplacement: **MetadataReplacement-UserGuide-25.3.1.STS-en.pdf**

StartRetentionDateAssigner: **StartRetentionDateAssigner-UserGuide-25.3.1.STS-en.pdf**

3. Symbols and Meanings

Note

Identifies information of particular interest

Important

Identifies important information

4. Definitions and Abbreviations

See the Glossary

Part 1. General Procedure in Case of Problem

1. Procedure to Follow Depending on the Type of Error

1.1. Introduction

1.1.1. Purpose

The purpose of this manual is to guide Arcsys users towards resolving any errors found, and if the resolution is not possible, towards collecting the necessary information for Arcsys support to gain time when studying the problem.

1.1.2. Target audience

Arcsys operators with knowledge of how to use Arcsys and system administration in general.

1.2. An Arcsys request (whatever the type) ends in ERROR

1.2.1. Problem description

An Arcsys request has a terminal "ERROR" status.

1.2.2. What to do

The request's error code gives more details about the problem. See page 6, « Arcsys request error messages ».

1.3. Arcsys requests remain blocked (in VALIDATED or PROCEEDED mode, for example) or not loaded by the Arcsys Engine (in INITIALIZED mode)

1.3.1. Problem description

One or more Arcsys requests remain in the same status for an unusually long time.

1.3.2. What to do

- Check that the Arcsys Engine is configured to load the type of requests concerned (`ARCHIVING_ENGINE`,`MIGRATION_ENGINE` parameters, etc.) .

- Check that the Arcsys Engine code specified in the last part of the Arcsys Engine URL in `ENGINE_API_LIST` of each Arcsys Application Agent *exactly* matches the code of the Arcsys Engine specified its configuration file;

- Check that the system does not have a full disk (e.g. using the **df -kh** command in Unix systems).

- Check that all Arcsys processes have started up correctly (with the correct user) and respond to status requests.

- If the Arcsys Application Agent did not start when it should have: in Unix, if there has been a recent update or installation, check that the 32/64 bit dynamic library type installed in the `lib` directory of the Arcsys Application Agent matches that of the Java virtual machine. To check this, enter the following command:

```
file libOsSpecificJniFunction.so
```

If the information returned looks like this:

```
libOsSpecificJniFunction.so: ELF 64-bit LSB shared object, x86-64, version 1 (SYSV),
 dynamically linked, not stripped
```

This means that the library is a 64-bit type library.

- If a Arcsys Transfer Server does not respond to the status requests: in Unix, launch the following command which generates a Arcsys Transfer Server core file. Contact Arcsys technical support and send this core file:

```
gcore <PID of the parent process of Arcsys Transfer Server>
```

2. An error occurs at Arcsys Web Agent level

2.1. Error: "The requested action could not be completed"

2.1.1. Problem description

Following an action at Arcsys web level, an error is displayed: "The requested action could not be completed".

2.1.2. What to do

Contact Arcsys technical support providing, in addition to the error context, the Arcsys Web Agent log file to be analyzed. In the file, you can try to find the ERROR or FATAL message that gives you the nature of the error.

2.2. Abnormally long wait after editing, followed by failure to edit the item

2.2.1. Problem description

After editing an Arcsys item (keyword, for example) having a potential impact on numerous lots, the request takes a long time to run (waiting for server) and the editing is not carried out. An error message may be shown. For instance, in JOnAS you can read the following in the log file:`ArcsysWebAgent\server\ArchivingProduct\logs\arcsys-yyyy-MM-dd.log`:

INFO: JotmBatch: TransactionImpl.timeoutExpired : set rollback only (tx=bb14:38:0:010649d4e59b535d92...0040e7:)

2.2.2. Batch process

> **Note**
>
> The batch process function introduced in version 4.7 is the solution used to avoid this type of problem. See Arcsys Administration Manual for more details.

2.3. Website down

2.3.1. Problem description

The Arcsys website does not reply to any requests and seems to be down.

2.3.2. What to do

1. Find the application server process number (pid).

2. Launch the following command, which will generate a core file for the application server, without necessarily killing it:

```
kill -3 <pid>
```

3. Perform this operation three times with (approximately) 5-minute intervals between each one.

4. Contact Arcsys technical support, sending the web `arcsys-webagent.log` file and core files produced.

Part 2. Arcsys request error messages

1. Overview

1.1. Errors

1.1.1. Definition

Operating errors that can affect Arcsys requests are all referenced, classified and numbered in order to rapidly find the cause of the fault and its solution.

1.1.2. Generation

When an error takes place during processing, it is automatically tracked in the product's log files and sent back to the user through the Web interface.

1.2. Format

1.2.1. Definition

The format for generating errors in the log files is the same as the format sent to the user.

The format is: "Code=[xxxx/xxxx] - <Message>"

The "code" is split into two parts:

– The first part "[xxx/" gives the message code. All of these codes are described in this document.

– The second part "/xxx]" is an internal technical code required by Arcsys technical support to find the exact location where the error occurred.

The "Message" displayed respects the language choice made in the Arcsys Engine parameters, and displays an error-specific message, as well as the possible parameters of the error.

2. Error Classification

2.1. Overview

2.1.1. Definition

In order to pinpoint the module where the error occurred as quickly as possible, they are classified by modules.

2.2. Errors in the Arcsys Engine

2.2.1. Definition

These errors occur in the Arcsys Engine.

This is the case, for example, when an archiving request should take place in an idle Arcsys Application Agent. If the Arcsys Engine detects any failure in connecting to the Arcsys Application Agent, it forwards the error to the user and the request status is changed to error.

2.2.2. Error codes

The error codes of this module range from 1000 to 1999.

2.3. Errors in an Arcsys Application Agent

2.3.1. Definition

These errors occur in the Arcsys Application Agent.

This is the case, for example, if a file to be archived does not exist on the Arcsys Application Agent. The error in this case is transmitted to the Arcsys Engine, which forwards it to the user and the request status is changed to error.

2.3.2. Error codes

The error codes of this module range from 2000 to 2999.

2.4. Errors in a Arcsys Transfer Service

2.4.1. Definition

These errors occur in the Arcsys Transfer Service.

This is the case, for example, if a file to be archived cannot be transferred to the Arcsys Transfer Server. The error is transmitted to the Arcsys Engine, which forwards it to the user and the request status is changed to error.

2.4.2. Error codes

The error codes of this module range from 3000 to 3999.

2.5. Errors in the Arcsys Transfer Server

2.5.1. Definition

These errors occur in the Arcsys Transfer Server.

This is the case, for example, if the media manager on which a file is to be archived is not available. The error is transmitted to the Arcsys Engine, which forwards it to the user and the request status is changed to error.

2.5.2. Error codes

The error codes of this module range from 4000 to 4999.

2.6. Errors in the ArcMover media manager

2.6.1. Definition

These errors occur in the ArcMover media manager.

This is the case, for example, if a hardware error occurs in a device controlled by ArcMover.

ArcMover is currently completely integrated in Arcsys Transfer Server. These errors are likewise transmitted to the Arcsys Engine, which forwards them to the user and the request status is changed to error.

2.6.2. Error codes

The error codes of this item range from 5000 to 5999.

2.7. Other errors

2.7.1. Definition

These errors are non-classifiable errors.

2.7.2. Error codes

The error codes of this item range from 9000 to 9999.

3. Errors in the Arcsys Engine

3.1. Code 1000

3.1.1. Details

This is a functional problem.

The Arcsys Engine cannot contact the Arcsys Application Agent specified because it is inactive. The request status is changed to ERROR.

The message provides the following information:

• The RMI service of the Arcsys Application Agent contacted

• The name of the Arcsys Application Agent machine contacted

• The port of the Arcsys Application Agent contacted

3.1.2. Solution

• Check that the Arcsys Application Agent has been started (using the status check script). If this is not the case, start up the Arcsys Application Agent (using the startup script).

• If the problem persists, contact Arcsys technical support, sending them the Arcsys Application Agent and Arcsys Engine log files.

3.2. Code 1001

3.2.1. Details

The Arcsys Engine cannot contact the Arcsys Application Agent. A communication problem has occurred. The request status is changed to ERROR.

The message provides the following information:

• The RMI service of the Arcsys Application Agent contacted

• The name of the Arcsys Application Agent machine contacted

• The port of the Arcsys Application Agent contacted

This is a technical problem, likely due to a network problem.

3.2.2. Solution

- Check that the Arcsys Application Agent can be accessed from the Arcsys Engine. For this, check the network connection between the Arcsys Engine and the Arcsys Application Agent.

- The Arcsys Application Agent port may be blocked by the Windows firewall; check that this port is enabled in Windows.

- If the problem persists, contact Arcsys technical support, sending them the Arcsys Application Agent and Arcsys Engine log files.

3.3. Code 1002

3.3.1. Details

The Arcsys Engine has encountered a communication problem with the Arcsys Database. The request status is changed to ERROR.

This error may stem from a functional or technical problem.

3.3.2. Solution

- Check Arcsys Database availability: availability of the machine that hosts the DBMS, availability of the repository used, etc.

- Check the network connection between the Arcsys Engine and the Arcsys Database.

- If the problem persists, contact Arcsys technical support, sending them the Arcsys Application Agent and Arcsys Engine log files.

3.4. Code 1003

3.4.1. Details

The maximum timeout for an Arcsys Application Agent has expired. Processing by the Arcsys Application Agent takes longer than the maximum authorized duration. The request status is changed to ABORTED.

The message provides the following information:

- The RMI service of the Arcsys Application Agent contacted

- The name of the Arcsys Application Agent machine contacted

- The port of the Arcsys Application Agent contacted

- The response timeout of the Arcsys Application Agent

This error may stem from a functional or technical problem.

3.4.2. Solution

- Check the time synchronization of the machines hosting the Arcsys Application Agent and Arcsys Engine.

- If the volume to be archived or retrieved is large, increase the timeout value of the Arcsys Application Agents by tweaking the Arcsys Engine (see the Arcsys Administration Manual): *SEC_ARCHVALIDATED_TIMEOUT* and *SEC_RESTPROCEEDED_TIMEOUT* parameters.

- If the problem persists or you do not wish to change the timeout values on the Arcsys Engine, reduce the size of the records.

- If the problem persists, contact Arcsys technical support, sending them the Arcsys Application Agent and Arcsys Engine log files.

3.5. Code 1004

3.5.1. Details

The maximum timeout for a Arcsys Transfer Server has expired. Processing by the Arcsys Transfer Server takes longer than the maximum authorized duration. The request status is changed to ERROR.

The message provides the following information:

- The response timeout of the Arcsys Transfer Server.

This error may stem from a functional or technical problem.

3.5.2. Solution

- Check the time synchronization of the machines hosting the Arcsys Transfer Server and Arcsys Engine.

- If the volume to be archived or retrieved is large, increase the timeout value of the Arcsys Transfer Server by tweaking the Arcsys Engine parameters (see the Arcsys

Administration Manual, *SEC_ARCHPROCEEDED_TIMEOUT* and *SEC_RESTVALIDATED_TIMEOUT* parameters)

- If the problem persists or you do not wish to change the timeout values on the Arcsys Engine, reduce the size of the records.

- If the problem persists, contact Arcsys technical support.

3.6. Code 1005

3.6.1. Details

The Arcsys Engine has encountered an internal technical problem. The request status is changed to ERROR.

This error stems from an internal functional problem.

3.6.2. Solution

Contact Arcsys technical support.

3.7. Code 1006

3.7.1. Details

The Arcsys Engine has encountered a communication problem with the Arcsys Transfer Server. The request status is changed to ERROR.

The message provides the following information:

- Communication error code (internal code)

This error may stem from a functional or technical problem.

3.7.2. Solution

- Check that the Arcsys Transfer Server has been started (using the status check script). If this is not the case, start up the Arcsys Transfer Server (using the startup script).

- Check the network connection between the Arcsys Engine and the Arcsys Transfer Server.

- If the problem persists, contact Arcsys technical support.

3.8. Code 1007

3.8.1. Details

The Arcsys Engine has encountered an error while retrieving the requested lot. The profile you have used is a "Retention Zone" profile and the timeout for the requested lot has expired. The request status is changed to ERROR. This lot can no longer be retrieved.

This error stems from a functional problem.

3.8.2. Solution

If the time lapse in the retention zone seems too short:

- Create a new storage policy with a longer retention zone duration.

- Create your collections using this new storage policy.

3.9. Code 1009

3.9.1. Details

The request had to be canceled because the lot was put on disposal hold.

3.9.2. Solution

- Delete the disposal hold on this lot.

- If the problem persists, contact Arcsys technical support.

3.10. Code 1010

3.10.1. Details

The request has expired because there are no objects in the lot that begin with the indicated path (partial retrieval per path).

The message provides the following information:

• The partial retrieval path

3.10.2. Solution

Select a partial retrieval path that exists for at least one object in the lot.

3.11. Code 1011

3.11.1. Details

A mandatory mask keyword is not present in the format handler.

The message provides the following information:

• The associated keyword

3.11.2. Solution

Add the associated keyword to the format handler.

3.12. Code 1012

3.12.1. Details

The file does not exist.

The message provides the following information:

• The file path

3.12.2. Solution

Choose an existing file.

3.13. Code 1013

3.13.1. Details

The format handler is not valid.

The message provides the following information:

- The format handler name

3.13.2. Solution

Edit the format handler until it matches the associated schema.

3.14. Code 1014

3.14.1. Details

A Arcsys Transfer Server is not available to send a request (archiving, retrieval, migration, etc.).

3.14.2. Solution

Check the status of the Arcsys Transfer Servers with which the Arcsys Engine must communicate. At least one of these servers must be in operation.

3.15. Code 1015

3.15.1. Details

There is no Arcsys Transfer Server matching the Arcsys request. This is an internal technical problem. The request status is changed to ERROR.

This error stems from an internal technical problem.

The message provides the following information:

- Arcsys request identifier

3.15.2. Solution

Contact Arcsys technical support.

3.16. Code 1016

3.16.1. Details

There is no Arcsys Transfer Server to manage the Arcsys request zone (archive or retrieval zone).

The message provides the following information:

- Zone identifier

3.16.2. Solution

The current configuration cannot be used to manage the Arcsys request zone; the zone is not associated with a Arcsys Transfer Server via a drive or a file system.

3.17. Code 1018

3.17.1. Details

A retention schedule applies to a record that belongs to a storage policy whose last zone had a determined retention period. Thus, a disposal request associated with this storage policy is sent and gives an error

The message provides the following information:

- Lot identifier

3.17.2. Solution

You need to define the storage period for this zone with a retention period "not defined by storage".

3.18. Code 1019

3.18.1. Details

An archive request is sent at the same time to another archive request for the same lot.

The message provides the following information:

- Lot identifier

3.18.2. Solution

You must wait for the first archive request to finish. If this request gives an error, it is possible to then send another; otherwise, it is not possible to create another request at the same time.

3.19. Code 1020

3.19.1. Details

A lot is pending recovery on a zone, and an end-of-life migration request is being processed on another zone. For the sake of security, this request is forbidden (it gives an error) to prevent the risk of losing all copies of the lot in existence.

The message provides the following information:

• Lot identifier

• Zone identifier

3.19.2. Solution

You must wait for the recovery request to finish. The end-of-life migration request will be automatically created after a certain period.

4. Errors in the Arcsys Application Agent

4.1. Code 2000

4.1.1. Details

The Arcsys Application Agent has encountered a problem in the input/output system when processing an object. The request status is changed to ERROR.

The message provides the following information:

- The object identifier that caused this error OR the keyword "**all**" when the same type of error affects all the objects.

This is a technical problem.

4.1.2. Solution

- Verify the read/write rights of the Arcsys Application Agent in the directories where archiving and retrieval files are stored (these are transfer zones for archiving and retrieval files referenced by the `ARCH_REPOSITORY_PATH` and `REST_REPOSITORY_PATH` parameters)

- Verify the available disk space in these directories where the archiving and retrieval files are stored.

- If the problem persists, contact Arcsys technical support.

4.2. Code 2001

4.2.1. Details

The Arcsys Application Agent has encountered a problem accessing an object while archiving. The request status is changed to ERROR.

The message provides the following information:

- The name of the object causing this error

- The identifier of the object causing this error

This is a technical problem.

4.2.2. Solution

- Verify the presence of the object to be archived on the machine hosting the Arcsys Application Agent.

- Verify the object's read-only permissions.

- If the problem persists, contact Arcsys technical support.

4.3. Code 2004

4.3.1. Details

The Arcsys Application Agent has encountered an internal technical problem. The request status is changed to ERROR.

This error may stem from a functional or technical problem.

4.3.2. Solution

Contact Arcsys technical support.

4.4. Code 2006

4.4.1. Details

The Arcsys Application Agent has failed to delete an object after archiving. The request status is changed to ERROR.

The message provides the following information:

- The name of the object that could not be deleted

This error stems from a technical problem.

4.4.2. Solution

- Verify the object's write permissions.

- If the problem persists, contact Arcsys technical support.

4.5. Code 2008

4.5.1. Details

The Arcsys Application Agent has encountered a problem during archiving. It is impossible to archive a lot that does not contain any objects. The request status is changed to ERROR.

This error stems from a functional problem.

4.5.2. Solution

- Verify that the lot to be archived contains at least one object.

- If the problem persists, contact Arcsys technical support.

4.6. Code 2009

4.6.1. Details

The Arcsys Application Agent has encountered a problem during archiving when calculating the fixity of a file. The hash value estimated by the agent is not the same as that stored in the relational database. The stored hash value is thus incorrect. The request status is changed to ERROR.

The message provides the following information:

- The name of the file that is not integrated

This error stems from a functional problem.

4.6.2. Solution

- Check that the hash (hash value and function) entered in the relational database for the object is correct. If the value and/or function is not correct, change it.

- If the problem persists, contact Arcsys technical support.

4.7. Code 2010

4.7.1. Details

The Arcsys Application Agent has encountered a problem during retrieval when calculating the fixity of a file. The hash function **stored** in the object in the **relational**

database is not the same as the one stored in the **manifest** of the retrieved object. The request status is changed to ERROR.

The message provides the following information:

- The name of the file that is not integrated

This error stems from a functional problem.

4.7.2. Solution

This problem has no solution. The object is not integrated due to one of the following reasons:

- The hashing function may have been edited (hacked, etc.) in the manifest stored on the media manager.

- The hashing function may have been edited in the relational database (hacked, etc.).

4.8. Code 2011

4.8.1. Details

The Arcsys Application Agent has encountered a problem during retrieval when calculating the integrity certificate of a file. The hash value **stored** in the object in the **relational database** is not the same as the one stored in the **manifest** of the retrieved object. The request status is changed to ERROR.

The message provides the following information:

- The name of the file that is not integrated

This error stems from a functional problem.

4.8.2. Solution

This problem has no solution. The object is not integrated due to one of the following reasons:

- The hash value may have been edited (hacked, etc.) in the media manager.

- The hash value may have been edited in the relational database (hacked, etc.).

4.9. Code 2012

4.9.1. Details

The Arcsys Application Agent has encountered a problem during retrieval when calculating the fixity of a file. The hash value **calculated** by the Arcsys Application Agent is not the same as the one stored in the **manifest** of the retrieved object. The request status is changed to ERROR.

The message provides the following information:

• The name of the file that is not integrated

This error stems from a functional problem.

4.9.2. Solution

This problem has no solution. The object is not integrated for the following reason:

• The hash value may have been edited (hacked, etc.) in the media manager.

4.10. Code 2013

4.10.1. Details

The Arcsys Application Agent has encountered a problem while archiving a directory. The specified directory is a symbolic link (or one of its ancestors is a symbolic link).

The message provides the following information:

• The name of the directory containing a symbolic link

This error stems from a functional problem.

4.10.2. Solution

• Archive the symbolic link's target.

• If the problem persists, contact Arcsys technical support.

4.11. Code 2014

4.11.1. Details

The Arcsys Application Agent has encountered a problem while archiving a directory. One of its subdirectories cannot be read.

The message provides the following information:

- The name of the directory that should be archived

- The name of the subdirectory that could not be read

This error stems from a functional problem.

4.11.2. Solution

- Verify the subdirectory's read/write permissions.

- If the problem persists, contact Arcsys technical support.

4.12. Code 2015

4.12.1. Details

The Arcsys Application Agent has encountered a problem while validating an object handler.

The message provides the following information:

- The identifier of the object whose handler caused this error

This error stems from a functional problem.

4.12.2. Solution

This problem has no solution. The object is not integrated due to one of the following reasons:

- The object handler was edited during retrieval;

- The agent fails to find the proper XML schema to validate the handler while archiving or retrieval.

4.13. Code 2016

4.13.1. Details

The Arcsys Application Agent has encountered a problem while validating the manifest.

This error stems from a functional problem.

4.13.2. Solution

This problem has no solution. The lot is not integrated due to one of the following reasons:

- The lot manifest was edited during retrieval;

- The agent fails to find the proper XML schema to validate the manifest while archiving or retrieval.

4.14. Code 2017

4.14.1. Details

The Arcsys Application Agent has encountered a problem while parsing the manifest during retrieval.

This error stems from a functional problem.

4.14.2. Solution

- Verify if there is an XML schema for the VERSION_XSD attribute of the manifest's MANIFEST root item in the "xml" directory of the application agent's installation directory.

- If not, this problem has no solution. The manifest is corrupt.

4.15. Code 2018

4.15.1. Details

The Arcsys Application Agent has encountered a problem while retrieving the manifest.

4.15.2. Solution

Contact Arcsys technical support.

4.16. Code 2019

4.16.1. Details

The Arcsys Application Agent has encountered a problem while creating a link.

4.16.2. Solution

Contact Arcsys technical support.

4.17. Code 2020

4.17.1. Details

The Arcsys Application Agent has encountered a problem while editing rights, uid, gid, date of last access or date last edited.

4.17.2. Solution

Contact Arcsys technical support.

4.18. Code 2021

4.18.1. Details

The Arcsys Application Agent has encountered a problem during timestamping.

The message provides the following information:

• The identifier of the object to be timestamped

• The lot identifier

• The object hash

• The URL of the TSA to be used for timestamping

This error stems from a functional or technical problem.

4.18.2. Solution

• Verify that the URL of the TSA is correct.

• Check that the indicated object hash is correct.

• Verify that the hashing function is correct.

4.19. Code 2022

4.19.1. Details

The Arcsys Application Agent has encountered a problem during signing.

The message provides the following information:

• The identifier of the object to be timestamped

• The lot identifier

• The object hash

• The path of the certificate to be used for signing

This error stems from a functional or technical problem.

4.19.2. Solution

• Verify that the certificate path is correct.

• Check that the indicated object hash is correct.

• Verify that the hashing function is correct.

4.20. Code 2023

4.20.1. Details

The Arcsys Application Agent has encountered a problem when processing the native file.

The message provides the following information:

• The file path

This error stems from a functional or technical problem.

4.20.2. Solution

Contact Arcsys technical support.

4.21. Code 2024

4.21.1. Details

The format handler does not match the native file provided.

The message provides the following information:

- The file path

- The format handler name

This error stems from a functional or technical problem.

4.21.2. Solution

- Change the format handler.

4.22. Code 2025

4.22.1. Details

The provided file does not contain any documents.

The message provides the following information:

- The file path

4.22.2. Solution

- Provide a native file containing documents.

- Change the format handler.

4.23. Code 2026

4.23.1. Details

A startup problem has occurred while processing the native file

The message provides the following information:

• The file path

This error stems from a functional or technical problem.

4.23.2. Solution

• Contact Arcsys technical support.

4.24. Code 2027

4.24.1. Details

A setup problem has occurred while processing the native file

The message provides the following information:

• The file path

This error stems from a functional or technical problem.

4.24.2. Solution

• Contact Arcsys technical support.

4.25. Code 2028

4.25.1. Details

When processing a file in AFP or ZIP format, the library used to process the native file is not up-to-date.

The message provides the following information:

• The file path

This error can stem from an incomplete Arcsys update (.so processing library in particular may not be the correct version).

4.25.2. Solution

• Check that the update was performed on all the required modules. Contact Arcsys technical support.

4.26. Code 2029

4.26.1. Details

During injection of a native ZIP file, a problem arose when processing the file. The record handler file could not be correctly extracted.

The message provides the following information:

• The file path

• The handler file

4.26.2. Solution

• Check that the ZIP file injected complies with processing restrictions (CSV description file).

4.27. Code 2030

4.27.1. Details

During injection of a native ZIP file, the number of files present in the handler does not match the number of files found in the ZIP file.

The message provides the following information:

• The number of files in the ZIP

• The file path

• The handler file

4.27.2. Solution

• Check that the ZIP injected and the CSV are consistent.

4.28. Code 2031

4.28.1. Details

During injection of a native ZIP file, a file contained in the ZIP does not have the hash specified in the CSV handler.

The message provides the following information:

- The file does not have the correct hash

- The ZIP file path

4.28.2. Solution

- Check that the file hash is consistent with that specified in the CSV.

4.29. Code 2032

4.29.1. Details

During injection of a native ZIP file, a technical problem arose.

The message provides the following information:

- The ZIP file path

4.29.2. Solution

- Contact Arcsys technical support.

4.30. Code 2033

4.30.1. Details

When injecting the native ZIP file, a technical problem arose when moving a native envelope to the stage/cli directory of the Arcsys Transfer Service/Arcsys Transfer Server.

The message provides the following information:

- The ZIP file path

4.30.2. Solution

- Check that the ARCH_REPOSITORY_PATH is correct and that the Arcsys Application Agent has sufficient rights in this directory. If this is the case, contact Arcsys technical support.

4.31. Code 2034

4.31.1. Details

During injection of a native ZIP file, a file was found in the ZIP file but not in the handler.

The message provides the following information:

• File name found in the ZIP file but not in the handler

• The file path

4.31.2. Solution

• Check that the ZIP injected and the CSV are consistent.

4.32. Code 2035

4.32.1. Details

During injection of a native ZIP file, a mandatory keyword was not given a value in the handler.

The message provides the following information:

• The mandatory keyword not informed

• The ZIP file path

4.32.2. Solution

• Check that the CVS file contains values for all mandatory keywords.

4.33. Code 2036

4.33.1. Details

One of the handler file lines in the ZIP file has an empty file name column.

The message provides the following information:

• The ZIP file path

4.33.2. Solution

- Check that the CVS file contains values for all file names.

4.34. Code 2037

4.34.1. Details

During injection of a native ZIP file, a file was found in the handler but not in the ZIP file.

The message provides the following information:

- File name found in the handler but not in the ZIP file

- The ZIP file path

4.34.2. Solution

- Check that the ZIP injected and the CSV are consistent.

4.35. Code 2038

4.35.1. Details

During injection of a native ZIP file, a ZIP file was not recognized as valid.

The message provides the following information:

- The ZIP file name

4.35.2. Solution

- Check that the ZIP file is not corrupt. If it seems OK, contact Arcsys technical support.

4.36. Code 2039

4.36.1. Details

The XML format file of the ZIP file specifies that a column of the CSV file contain dates without specifying the format of these dates.

The message provides the following information:

- The name of the keyword with a date value

4.36.2. Solution

- To the XML ZIP format file, add the date format for the keyword. If it seems OK, contact Arcsys technical support.

4.37. Code 2040

4.37.1. Details

Initialization of the native ZIP library failed.

4.37.2. Solution

Contact Arcsys technical support.

4.38. Code 2050

4.38.1. Details

A file object is considered by Arcsys as a pattern whereas only `DIRECTORY` objects are patterns.

The message provides the following information:

- The file name

4.38.2. Solution

- Check that the file is clearly visible and that the parent directories of the file are executable for the user of the Arcsys Application Agent. If the problem persists, contact Arcsys technical support.

4.39. Code 2051

4.39.1. Details

There is problem writing the signature file

The message provides the following information:

- The identifier of the lot concerned

4.39.2. Solution

Check that the Arcsys Application Agent has write access permissions in the target folder and that there is enough disk space. If the problem persists, contact Arcsys technical support.

4.40. Code 2053

4.40.1. Details

There is no default value for the mandatory keyword for a mask.

4.40.2. Solution

Verify that in all the masks, the mandatory keywords have default values. If the problem persists, contact Arcsys technical support.

4.41. Code 2055

4.41.1. Details

There is an error in the file format identification or validation. This error occurs during file processing by the ArcFF format control module.

The message provides the following information:

- The file name.

4.41.2. Solution

Check that the file concerned has a format that can be identified and validated according to the format associated with the record class. The log file associated with the ArcFF format control module can contain additional information on the error. If the problem persists, contact Arcsys technical support.

5. Errors in the Arcsys Transfer Service

5.1. Code 3000

5.1.1. Details

An error occurs while transferring the file from the Arcsys Transfer Service to the Arcsys Transfer Server.

The message provides the following information:

- The Arcsys Transfer Service host;

- The name of the file to be sent

This error stems from a functional or technical problem.

5.1.2. Solution

- Check that the Arcsys Transfer Service has been started (using the status check script). If this is not the case, start up the service (using the startup script).

- Check that the Arcsys Transfer Service can be accessed from the Arcsys Transfer Server. For this, check the network connection between the Arcsys Transfer Service and the Arcsys Transfer Server.

- Check that the *ARCH_REPOSITORY_PATH* and *REST_REPOSITORY_PATH* parameters of the Arcsys Application Agent are correctly configured (see the Arcsys Administration Manual);

- If the problem persists, contact Arcsys technical support.

5.2. Code 3001

5.2.1. Details

An error occurs while transferring the file from the Arcsys Transfer Server to the Arcsys Transfer Service.

The message provides the following information:

- The name of the file to be returned

This error stems from a functional or technical problem.

5.2.2. Solution

- Check that the Arcsys Transfer Service has been started (using the status check script). If this is not the case, start up the service (using the startup script).

- Check that the Arcsys Transfer Service can be accessed from the Arcsys Transfer Server. For this, check the network connection between the Arcsys Transfer Service and the Arcsys Transfer Server.

- If the problem persists, contact Arcsys technical support.

6. Errors in the Arcsys Transfer Server

6.1. Code 4000

6.1.1. Details

The Arcsys Transfer Server could not open a file.

The message provides the following information:

• The file name on the Arcsys Transfer Server.

This error stems from a technical problem.

6.1.2. Solution

• Verify the file's read/write permissions.

• If the problem persists, contact Arcsys technical support.

6.2. Code 4001

6.2.1. Details

The Arcsys Transfer Server could not access a file.

The message provides the following information:

• The file name on the Arcsys Transfer Server.

This error stems from a technical problem.

6.2.2. Solution

• Verify the file's read/write access rights.

• If the problem persists, contact Arcsys technical support.

6.3. Code 4002

6.3.1. Details

An incorrect message was received from the Arcsys Transfer Service.

The message provides the following information:

- The name of the host on which the Arcsys Transfer Service runs.

This error stems from a technical problem.

6.3.2. Solution

- Check that the Arcsys Transfer Service version is the same as that of the Arcsys Transfer Server (using the status check script).

- Make sure another network service is not running on the same port as the Arcsys Transfer Service.

- Check that the locale of the Arcsys Transfer Service system is the same as that of the Arcsys Transfer Server system.

- If the problem persists, contact Arcsys technical support.

6.4. Code 4003

6.4.1. Details

An input/output error has occurred in the reception container of the Arcsys Transfer Server.

The message provides the following information:

- The name of the host on which the Arcsys Transfer Service runs.

This error stems from a technical problem.

6.4.2. Solution

- Check that the Arcsys Transfer Service can be accessed from the Arcsys Transfer Server. For this, check the network connection between the Arcsys Transfer Service and the Arcsys Transfer Server.

- If the problem persists, contact Arcsys technical support.

6.5. Code 4004

6.5.1. Details

The Arcsys Transfer Server cannot connect to the Arcsys Transfer Service.

The message provides the following information:

- The name of the host on which the Arcsys Transfer Service runs.

This error stems from a functional or technical problem.

6.5.2. Solution

- Check that the Arcsys Transfer Service has been started (using the status check script). If this is not the case, start up the service (using the startup script).

- Check that the Arcsys Transfer Service can be accessed from the Arcsys Transfer Server. For this, check the network connection between the Arcsys Transfer Service and the Arcsys Transfer Server.

- If the problem persists, contact Arcsys technical support.

6.6. Code 4005

6.6.1. Details

The file transfer between the Arcsys Transfer Server and the Arcsys Transfer Service has been interrupted.

The message provides the following information:

- The name of the host on which the Arcsys Transfer Service runs.

This error stems from a functional or technical problem.

6.6.2. Solution

- Check that the Arcsys Transfer Service has been started (using the status check script). If this is not the case, start up the service (using the startup script).

- Check that the Arcsys Transfer Service can be accessed from the Arcsys Transfer Server. For this, check the network connection between the Arcsys Transfer Service and the Arcsys Transfer Server.

- Check that the network configuration has not been changed.

- If the problem persists, contact Arcsys technical support.

6.7. Code 4006

6.7.1. Details

The size of the message received by the Arcsys Transfer Server is invalid.

The message provides the following information:

- The name of the host on which the Arcsys Transfer Service runs.

This error stems from a technical problem.

6.7.2. Solution

- Check that the Arcsys Transfer Service version is the same as that of the Arcsys Transfer Server (using the status check script).

- Make sure another network service is not running on the same port as the Arcsys Transfer Service.

- Check that the location of the Arcsys Transfer Service system is the same as that of the Arcsys Transfer Server system.

- If the problem persists, contact Arcsys technical support.

6.8. Code 4007

6.8.1. Details

The version of the Arcsys Transfer Service is different from that of the Arcsys Transfer Server.

The message provides the following information:

- The name of the host on which the Arcsys Transfer Service runs.

This error stems from a functional problem.

6.8.2. Solution

The Arcsys installation is incorrect:

- Reinstall the Arcsys Transfer Service .

- Reinstall the Arcsys Transfer Server .

- If the problem persists, contact Arcsys technical support.

6.9. Code 4008

6.9.1. Details

The archiving medium does not respond.

This error stems from a technical problem.

6.9.2. Solution

- Check that the archiving medium has started up properly and can be accessed. Check the network connection between the Arcsys Transfer Server and the archiving medium.

- If the problem persists, contact Arcsys technical support.

6.10. Code 4009

6.10.1. Details

An error has occurred during communication with the archiving media.

The message provides the following information:

- The message issued by the archiving media.

This error stems from a functional or technical problem.

6.10.2. Solution

- See the archiving media documentation to solve the problem.

- If the problem persists, contact Arcsys technical support.

6.11. Code 4010

6.11.1. Details

The archiving media client version used for the Arcsys Transfer Server is not the same as the one used for the archiving media server.

This error stems from a technical problem.

6.11.2. Solution

- Check that the client API version of the archiving media and that of the archiving media server are the same.

- See the archiving media documentation to solve the problem.

- If the problem persists, contact Arcsys technical support.

6.12. Code 4011

6.12.1. Details

Archiving has failed for unknown reasons.

This error stems from a functional or technical problem.

6.12.2. Solution

Contact Arcsys technical support.

6.13. Code 4012

6.13.1. Details

Retrieval has failed for unknown reasons.

This error stems from a functional or technical problem.

6.13.2. Solution

Contact Arcsys technical support.

6.14. Code 4013

6.14.1. Details

The Arcsys Transfer Server has encountered an error while loading the media dynamic library.

The message provides the following information:

- The media provided (Media manager, or retention)

This error stems from a technical problem.

6.14.2. Solution

- Check for the presence of the media dynamic library in the `ArcsysTransferServer/lib` directory. On Linux, you should find a library called `libarcC.so` for Cloud and

`libarcG.so` for Generic. If the library cannot be found, reinstall the Arcsys Transfer Server.

- If the problem persists, contact Arcsys technical support.

6.15. Code 4014

6.15.1. Details

The Arcsys Transfer Server has encountered an internal error while calculating the hash.

The message provides the following information:

- The type

This error stems from a functional or technical problem.

6.15.2. Solution

Contact Arcsys technical support.

6.16. Code 4015

6.16.1. Details

The Arcsys Transfer Server has encountered an error while loading the library for calculating the hash.

The message provides the following information:

- The type

This error stems from a technical problem.

6.16.2. Solution

- Check for the presence of the dynamic library of the hash function in the `/ArcsysTransferServer/lib` directory. You should find a library called `libhash<fonction>.so` (`.dll` for Windows). If the library cannot be found, reinstall the Arcsys Transfer Server.

- If the problem persists, contact Arcsys technical support.

6.17. Code 4016

6.17.1. Details

The Arcsys Transfer Server has encountered an error while closing the library for calculating the hash.

The message provides the following information:

• The type

This error stems from a technical problem.

6.17.2. Solution

Contact Arcsys technical support.

6.18. Code 4017

6.18.1. Details

The Arcsys Transfer Server has encountered an error while testing an envelope for fixity. When calculating the hash, the Arcsys Transfer Server does not obtain the same value as the hash computed before in the archiving chain in the application agent.

The message provides the following information:

• The fixity test

• The lot number

• The sequence number

6.18.2. Solution

• If the error occurs during archiving: check that there are no input/output hardware errors (no space left on device, disk corruption...) on the swap folders between the Arcsys Application Agent and the Arcsys Transfer Server or Arcsys Transfer Service (`stage/cli` folders); verify that all files included in the archive are properly closed before creating the archive request. If you are unable to identify the problem, contact Arcsys technical support and provide all logs of the archive chain components, especially the Arcsys Application Agents, Arcsys Transfer Servers, Arcsys Engines, injectors, on the day of the error. If ArcIP is involved, provide the `sip.xml` file. Do

not forget to precise if the anomaly occurs on a specific type of archive (size over a certain number, AFP or ZIP file...).

- If the error occurs when retrieving the archive and if the sequence number involved is 1 (which is the manifest): it may be due to a manifest synchronization anomaly. Contact Arcsys technical support and confirm if there has been a synchronization request on the archive. Arcsys technical support will ask for database information on the `MOVER_MEDIA`, `ARO016_MOVERREFERENCE`, `ARO016_MOVERREFERENCE_BKP` tables.

6.19. Code 4021

6.19.1. Details

An error occurred stopping the synchronous retrieval of an object.

The message provides the following information:

- Details of the error found

This error stems from a technical problem.

6.19.2. Solution

Contact Arcsys technical support.

6.20. Code 4023

6.20.1. Details

Failure of one Arcsys Transfer Server to contact another Arcsys Transfer Server.

The message provides the following information:

- The Arcsys Transfer Server host that cannot be contacted

This error stems from a technical problem.

6.20.2. Solution

Check that the Arcsys Transfer Server has started up properly and that the server site is up.

If this is the case, contact Arcsys technical support.

6.21. Code 4024

6.21.1. Details

Failure in data transfer between two Arcsys Transfer Server.

The message provides the following information:

• The Arcsys Transfer Server host that should receive the data

• The name of the file that should be transferred

This error stems from a technical problem.

6.21.2. Solution

Contact Arcsys technical support.

6.22. Code 4025

6.22.1. Details

The action involving the media (file system or tape) is impossible because you do not have ArcMover.

This error stems from a functional or technical problem.

6.22.2. Solution

• Contact Arcsys technical support.

6.23. Code 4026

6.23.1. Details

There is no more space in the online retention zone.

This error stems from a technical problem.

6.23.2. Solution

• Increase the space allocated to the online retention zone (increase the ONLINE_MAX_SIZE parameter of the Arcsys Transfer Server).

- Stop making online retention mandatory for archiving (set the ONLINE_STORAGE_MANDATORY parameter in the Arcsys Transfer Server to false).

- Stop storing the records in the online zone (set the storage policy's online retention time to 0).

- If the problem persists, contact Arcsys technical support.

6.24. Code 4027

6.24.1. Details

There is no more RAM on the server.

This error stems from a technical problem.

6.24.2. Solution

- Check the available RAM on the server. If necessary, increase it.

- If the problem persists, contact Arcsys technical support.

6.25. Code 4028

6.25.1. Details

There was an error during post-processing of the downloaded document (synchronous retrieval).

This error stems from a functional or technical problem.

6.25.2. Solution

- Check the settings of the post-processing for the synchronous retrieval.

- If the problem persists, contact Arcsys technical support.

7. Errors in the ArcMover media manager

7.1. Code 5000

7.1.1. Details

The media manager failed to create the transaction for the request.

This error stems from a functional or technical problem.

7.1.2. Solution

- This is most likely a memory error in your workstation. Make sure it has enough resources to run the Arcsys Transfer Serverr.

- If the problem persists, contact Arcsys technical support.

7.2. Code 5001

7.2.1. Details

During retrieval, the media manager was unable to reconstitute the information in the effective location of the data.

This error stems from a functional problem.

7.2.2. Solution

- Check that there are no errors in any Arcsys components and relaunch the affected component.

- If the problem persists, contact Arcsys technical support.

7.3. Code 5002

7.3.1. Details

A zone indicated in the request is improperly set up or does not contain valid media.

The message provides the following information:

- The identifier of the Arcsys zone affected by the error

This error stems from a functional problem.

7.3.2. Solution

- Using the media manager administration interface, check that there are media with sufficient space to archive your data for the zone affected. If necessary, add media to the zone and relaunch the Arcsys Transfer Server.

- Check that the zone is associated to a drive at least for the "TAPE" zones or enough disk space for the "FILESYSTEM" zones.

- If the problem persists, contact Arcsys technical support.

7.4. Code 5003

7.4.1. Details

The media manager failed to find the media to process the request.

The message provides the following information:

- The identifier of the Arcsys zone affected by the error

This error stems from a functional problem.

7.4.2. Solution

- Using the media manager administration interface, check that there are media with sufficient space to archive your data for the zone affected. If necessary, add media to the zone and relaunch the Arcsys Transfer Server.

- If the problem persists, contact Arcsys technical support.

7.5. Code 5004

7.5.1. Details

The media manager failed to find the drive for processing the request.

The message provides the following information:

- The identifier of the Arcsys zone affected by the error

This error stems from a functional problem.

7.5.2. Solution

Contact Arcsys technical support.

7.6. Code 5005

7.6.1. Details

The media manager failed to load the media selected for the request in a drive.

The message provides the following information:

• The Arcsys identifier of the media involved

This error stems from a functional or technical problem.

7.6.2. Solution

• Check that the media in question has not been removed from the library after starting up the Arcsys Transfer Server.

• Check that the Arcsys-dedicated drives are not being used by another application and that they do not present any errors.

• If the problem persists, contact Arcsys technical support.

7.7. Code 5006

7.7.1. Details

ArcMover was unable to format a tape according to Arcsys standards.

The message provides the following information:

• The Arcsys identifier for the media on which the error occurs

This error stems from a functional or technical problem.

7.7.2. Solution

• Check that the Arcsys Transfer Server has been started (using the status check script). If this is not the case, start up the Arcsys Transfer Server (using the startup script).

- Check that the media is not write-protected.

- If the problem persists, contact Arcsys technical support.

7.8. Code 5007

7.8.1. Details

An input/output error has occurred on a media while transferring data.

This error stems from a functional or technical problem.

7.8.2. Solution

- Check that the media is not corrupted, particularly by another application.

- If the problem persists, contact Arcsys technical support; there is most likely a hardware problem affecting one of your devices.

7.9. Code 5009

7.9.1. Details

Transaction error when preparing the media.

The message provides the following information:

- The Arcsys identifier for the media on which the error occurs

- The barcode for the media in question

This error stems from a functional or technical problem.

7.9.2. Solution

- If the problem persists, contact Arcsys technical support.

7.10. Code 5010

7.10.1. Details

Error when loading the media.

The message provides the following information:

- The scratch identifier

Arcsys failed to load a media from the scratch pool.

7.10.2. Solution

- Check that the Arcsys-dedicated drives are not being used by another application and that they do not present any errors.

- If the problem persists, contact Arcsys technical support.

7.11. Code 5011

7.11.1. Details

Error when archiving.

This error stems from a technical problem.

7.11.2. Solution

- If the problem persists, contact Arcsys technical support.

7.12. Code 5012

7.12.1. Details

The tape library ... is currently locked

The message provides the following information:

- The identifier of the tape library involved

7.12.2. Solution

- If you wish to make the request, unlock the tape library in question using the tape library management interface.

7.13. Code 5013

7.13.1. Details

The media was not found (during recycling).

The message provides the following information:

- The identifier of the media involved.

This error stems from a technical problem.

7.13.2. Solution

- If the problem persists, contact Arcsys technical support.

7.14. Code 5014

7.14.1. Details

The media was not a tape (during recycling).

The message provides the following information:

- The identifier of the media involved.

This error stems from a technical problem.

7.14.2. Solution

- If the problem persists, contact Arcsys technical support.

7.15. Code 5015

7.15.1. Details

The archiving zone was not found (during recycling).

The message provides the following information:

- The identifier of the zone concerned.

This error stems from a technical problem.

7.15.2. Solution

- If the problem persists, contact Arcsys technical support.

8. Other errors

8.1. Code 9000

8.1.1. Details

An error occurred that is not referenced in the Arcsys product.

This error stems from a functional or technical problem.

8.1.2. Solution

Contact Arcsys technical support.

Glossary

Access Zone

An access zone is an independent entity within Arcsys that defines a controlled network area from which resources can be accessed. These entities can then be attached to permissions (at the repository, collection, lot, or class level) to restrict or grant access based on the client's IP address when authenticating to the Arcsys REST API, the Arcsys Web Agent or ArcWeb Module.

API *(Application Programming Interface)*

The APIs provided by Arcsys enable the product holder to fully customize a new application or user interface according to the specific ergonomic needs of their use case. Arcsys exposes several types of APIs:

- REST APIs are the recommended interface. They offer broad coverage of Arcsys's functionalities, including administration, operations, archiving, search, and archive retrieval.

- Legacy APIs based on RMI and SOAP protocols are still available for compatibility purposes but are deprecated and should no longer be used in new developments.

Application Agent

There are two different types of agents at archiving level: application interface agents and user interface agents. An **application agent** can archive all the objects specific to an application (files, RDBMS table records, etc.), whereas a **web agent** performs both administration functions and manual archiving functions initiated by the user.

Archiving By Reference

Archiving by reference is a method in which data remains in its original storage location when added to an archive system, and the system generates references and metadata entries for the files. Eventually, the files are transferred to the archive system's defined storage using the copy and migration mechanism.

Archive Restitution

Archive restitution is the return and transfer of archived documents to their originator, or to a duly appointed person or organization. An Archive Restitution is in Arcsys an Archive Retrieval operation that ends with a Destruction. An Archive restitution operation can only be created through the appropriate operation in the REST API, or by using ArcEP module. See Also **Archive Retrieval**, **Destruction**.

Archive Retrieval

Archive retrieval is an operation that makes a copy of a record available to a record requester. This term takes precedence over the term *restore*, which has another meaning at archiving level (restore in the sense of handing back the documents to the organization that created them or to its representatives, then destroying them). Archive retrieval can be

complete (misleadingly called a "complete retrieval") or partial (*Partial Archive Retrieval*, misleadingly called a "partial retrieval").
See Also **Archive Restitution**.

Arcsys

ERM published by Infotel. Arcsys refers to both the Arcsys Core product and all of its connectors and options.

Arcsys Connector

An Arcsys connector is an operational module generally requiring an additional license used to interface with an external software package (ECM, ERP, Mail) for archiving and/or archive retrieval to and from Arcsys.

Arcsys Core

The Arcsys Core represents all "essential" Arcsys modules, which are: Arcsys Database, the Arcsys RMI, TCP/IP and SOAP API, the Arcsys REST API, the Arcsys Transfer Server, the Arcsys Transfer Service, the Arcsys Engine, the Arcsys Web Agent, the Arcsys Application Agent, the Arcsys Auto-Archive Agent, the ArcFF format control module, the CopyRequestManager, the Arcsys standard Clients, the ArcsysFsComparator File systems comparator, the ArcProofFolder Proof Folder module and the ArcsysBatchs batch module.
See Also **Arcsys**.

Arcsys Engine

Central archiving platform on which synchronous and asynchronous archiving, indexing and retrieval processes operate. The engine can spread threads over multiple processors. This guarantees dialogue and traceability between the agents that are associated to it.

Arcsys Option

Arcsys options are added to the Arcsys Core for additional functionalities. They do not necessarily require an additional architectural module. They may be subject to a separate license. The main options are:

- ArcAFP Option (AFP format management)

- ArcMover Tape Option (media manager managing file systems and tape libraries)

- ArcIP (record ingestion)

- ArcEP (record extractor)

- ArcPAK Option (record compression on ArcMover and native ingestion of compressed files)

- ArcRFT Option (full text search)

- ArcSIGN Option (internal digital signature generation) and ArcVERIF (external digital signature verification)

- ArcCrypt Option (encryption of data at rest)

- ArcCFN (digital vault)

- ArcREF Option (record ingestion by reference)

- ArcMOVS3 Option (media manager allowing to archive and retrieve data on any Cloud media compatible with the Amazon S3 REST API)

Attestation policy

An attestation policy allows to define which type of attestation can be generated as well as a set of parameters concerning their generation.

Classification Scheme

A classification scheme in archiving and digital preservation refers to an organized framework for categorizing records and archival materials based on a hierarchical structure. It facilitates systematic retrieval, management, and preservation of information. In the context of Arcsys, the classification scheme is defined as the structural entity that contains a hierarchy of classes. These classes are used for organizing archives and records and for implementing specific archival policies such as retention schedules and format management. Within Arcsys, a classification scheme is linked to a specific repository, providing an organizational backbone for multiple collections. It also serves as a navigational tool for end users, enabling them to explore archives through the hierarchical structure of classes, alongside navigation by repository and collection.

Collection

Set of rules that a record must comply with. The collection is defined via the Web agent or Arcsys API, and comprises information contained in the relational database tables. A collection always refers to two rules: one concerning the **storage policy** and one relating to the **indexing mask**. A collection is assigned to the record on the initial record request.
See Also **Storage policy**, **Indexing mask**.

Deletion

MOREQ2010 provides the following definition for this concept: the act of deleting data from the relational database so that no trace remains. Generally speaking, an entity can only be deleted if is not used in a stored record. Otherwise, it can only be destroyed and not deleted, thus leaving a residual entity.
See Also **Destruction**.

Destruction

Irreversible action that deletes the documents by applying disposal criteria. It can be associated with the retention of residual information in the relational database.

Disposal

Outcome of archived documents when the retention period ends, i.e. generally, destruction or transfer.
See Also **Destruction**, **Transfer**.

Disposal due date (or retention end date)
Scheduled end of retention date.

Disposal Hold
Arcsys can be used to place a "disposal hold" on one or more lots archived in the application. This prevents certain sensitive operations, such as transitioning the lots to end-of-life status or migrating them to a different storage medium. All other operations remain authorized. The disposal hold guarantees that no irreversible change affecting the archival integrity or status of the lot can occur while the hold is active.

Electronic Attestation
Document produced to attest that an action or an electronic transaction has occurred.

Envelope
Arcsys groups documents stored in the system in envelopes, either created by Arcsys during the archiving process (in this case, files in TAR format), or created prior to Arcsys processing by the user or third-party processes (*native envelopes* in AFP or ZIP format, for example). The representation of an envelope in the Arcsys Database is called a **logical envelope**. Its technical implementation is also called *MoverReference*. Last but not least, the representation of information of where the envelope is physically stored in the optional ArcMover module is called *MoverMedia*.

Event
In Arcsys, a retention schedule can associate the start of record retention with an event with a known or unknown date. This event, created in an Arcsys repository, can thus be attached to a number of different retention schedules.
See Also **Retention schedule**.

Feature preview
A Preview status on a feature enables early access to non-production features, allowing users to explore and provide feedback for improvement.

Features in Preview status should not be used in production environment, as they are not fully implemented yet.

Fixity
The quality of a document that has not been subject to intentional or accidental destruction, alteration or modification.

Format policy
A format policy is used to define a set of rules concerning format checks for a given file type. These rules are used to specify the action that will be performed, the expected results of these actions, as well as the error cases, triggering archiving failure.

Hash value
Also called an "integrity certificate" in cryptography, the hash value is the digest of a message which guarantees a practically unique result that is impossible to reverse calculate. The most commonly used algorithms are MD5 (128 bits), SHA-1 (160 bits), SHA256 (256

bits) and SHA512 (512 bits). Arcsys includes a module that is capable of dynamically calling several algorithms. The choice of an algorithm type is valid for all archived objects within the same Arcsys product version; compatibility with algorithms from the previous version is guaranteed. The associated term *hash function* is also used.

Indexing mask

As is the case with the storage policy, an indexing mask is a rule that is referenced by a collection. An indexing mask can be referenced by several collections. An indexing mask refers to the use of a set of Keyword = Value pairs. The keyword component is set to make sense in a specific business application (e.g. Accounting Day, Department, Account No., Account Holder, etc.). The value component can be either unrestricted, or restricted to a set of acceptable values (e.g. A, B or C), or in date format, or restricted by an input mask. Some pairs are defined as mandatory whereas others may be optional.

An application which uses an indexing mask through a collection must supply all Keyword=Value pairs as they are defined using this mask. Any indexing-related errors lead to the record being rejected for conformity. This record is then added to the list of records with errors.

The indexing mask is defined by an administrator via the Arcsys interface or APIs. It is comprised of a set of metadata element definitions.

Journal

A journal is an XML file which contains a list of PREMIS events.

Lot

Arcsys can consolidate several different objects that form a functional set in a client application in the same physical record. It is comprised of different types of objects: files, databases, or any other type of object managed by Arcsys. It is possible to retrieve the entire lot or one of the objects contained in the lot. The MOREQ2010 record is translated in Arcsys implementation by a lot; the lot, as opposed to a MOREQ2010 record, can represent documents that are not yet archived.

Lot enrichment

The process of adding new objects to an existing archive.

Manifest

The manifest is an XML file that defines precisely the content of a record. The manifest contains: metadata associated with the record, structure metadata, a description of the physical files of the record(s) that follow, the object-by-object content of the record, object formats, object names, their size, hash value, the algorithm used to calculate the hash value, etc. The manifest is a type of complete ID card for the record.

The manifest is always written on the storage media and precedes the record that it describes. This process is used to automatically describe storage media (irrespective of the medium). With this system, users can understand media content and metadata without installing the software that generated the records.

Metadata element definition (or keyword)

Component of an indexing mask. We use the term "metadata element definition" rather than the term "keyword" as it is closer to MOREQ2010. The metadata element definition in particular defines the type of metadata (date, string, digital, controlled) and its input mask, for example.

See Also **Indexing mask**.

Object

The object is a basic archived unit that can be retrieved via Arcsys. Lots contain one or more objects. An object can be: a file, a directory, a table, a relational table, etc. The MOREQ2010 component is implemented by this object concept; the object, as opposed to a MOREQ2010 component, can represent a document that has not yet been archived.

Online

Storage level, which must be disk type, that makes records permanently available within an extremely reduced time period.

Permissions

Permissions refer to the user profiles or groups authorized to access documents or sets of documents archived in the system.

Program exit

Place in the standard workflow for picking up and executing specific code.

See Also **Workflow**.

Proof folder

A proof folder consists of a record, a proof slip, and, where appropriate, additional items (common signature or timestamp response, for example) that are used, by demonstrating the fixity and the authenticity of a document, for admission as proof. A proof slip can be generated using Arcsys Web Agent, ArcWeb Module, or Arcsys REST API. A proof folder can only be generated using ArcEP.

Record

A record is an evidential document that is deemed sufficiently important by the creator to be managed by an ERM that will manage its life cycle (retention, disposal, etc.). A record represents an archived lot. A record is archived via a *record request*. Archiving a document *creates a record*.

Relational database (or referential)

Essential component of the system, it contains all the data (excluding archived data) used by Arcsys for its operation. It includes logical entities called "repositories" (see definition).

Repository

Logical entity in the Arcsys relational database. The company can define as many repositories as it wants, either to define a test set, to isolate an application, or for any other reason. These repositories are entirely independent of each other. They all have their own pattern and all have the same structure.

Restore(or retrieval)

This term is used misleadingly in Arcsys to refer to the concept of archive retrieval. It is not accepted in archiving terminology as to mean transfer and then destruction.
See Also **Archive Retrieval**.

Retention and disposal schedule

This comprises all the rules defining the record retention period for a company or an organization, according to risks of unavailability and information system access requirements. It specifies the disposal after these time periods.
See Also **Retention schedule**.

Retention period

A duration expressed in days, months or years of object retention. The retention period is a concept used notably in MOREQ2010.

Retention schedule

A retention schedule defines the start and the end of the retention of records that are attached to it, either directly or through their class.

Retention start date

Date from which a retention period must be taken into account. The retention start date is a concept used notably in MOREQ2010.

Security

An ERMS requirement that involves including documents whose use (confidentiality, risk of exposure) and/or fixity (non modification of content, non-alteration of media) should be closely monitored.

Storage policy

A storage policy is a rule that is referenced by a collection. The policy dictates the storage media which are successively implemented to hold a record, as well as the retention period for each media. The storage policy is defined through the graphical interface. Applications or business users use it indirectly through the reference to a collection. A storage policy can be changed over time to reflect new retention periods or new storage media. The policy covers storage units by logical pool.

Storage pool

Logical storage pool, characterized in particular by its time period (e.g. 10 years). The storage policy assigns a "zone" to a "policy".

Storage zone

The storage zone is a logical entity representing a physical storage space (e.g. set of file systems, tape libraries, cloud storage).

Synchronous retrieval

Archive retrieval that takes place in the form of a direct retrieval of a document (for direct viewing or downloading) in a Web browser.

See Also **Archive Retrieval**.

Time stamping

Time stamping is a technique used to associate a document with a certain date in reference to a given and recognized time system. The date set in this way is an essential element for document authentication. Time stamping can be performed internally or by a third-party time stamp.

Tracking

Result of continuously creating, capturing and maintaining information about the movement and use of the system and objects (ISO 15489-1:2001, 3.19).

Transfer

In an archival sense, this operation sends an archived object to another IT system. Once the transfer is performed, the object can be removed from the ERMS as needed. In OAIS terminology, a transfer represents more specifically the physical transmission of a record or a set of records by a service supplying an archive service. Not to be confused with the transfer of data in the purely technical sense, as with the Arcsys Transfer Server module.

Transit Zone

Entity logically connecting an application agent and a directory, along with additional configuration.

Workflow

A set of operations carried out from the beginning to the end of a process. In Arcsys, this refers to all actions carried out on archives and objects, either directly or indirectly, in the case of archives, from their pre-archiving or preparation to their removal from the system (after they have reached end-of-life). There are other workflows in Arcsys besides the archiving workflow, which are more administration-oriented. Customized workflow involves the use of at least one drop-off point to carry out customer processing.

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