



FileCloud Server Version 23.232

Troubleshooting

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FileCloud Troubleshooting



Do you have an error code?

If so, then go to the [Error Codes Glossary](#)



If not, use the links on this page to read more about the possible cause and resolution of an issue.

STRATEGIES	ISSUE CATEGORIES
<p>→ Review Release Notes</p> <ul style="list-style-type: none"> • Find out about requirements for new features • Review information about issues resolved • Learn about Known Issues <p>→ Report Issues</p> <ul style="list-style-type: none"> • Enable Debugging • Contacting Support <p>→ Run in Maintenance Mode</p> <ul style="list-style-type: none"> • Upgrading the server • Applying patches • Troubleshooting issues 	<p>→ Network Connectivity Issues</p> <ul style="list-style-type: none"> • TCP Port Exhaustion • SMTP Troubleshooting <p>→ File and Folder Issues</p> <ul style="list-style-type: none"> • Large ZIP Files Do Not Open in Windows • Large ZIP Files Do Not Open in LINUX • File Names with a Bracket Won't Upload • File Path is Too Long • File System Objects and Unicode • File Upload Failure (Storage Error) <p>→ Database Issues</p> <ul style="list-style-type: none"> • Repair Database Entries <p>→ FileCloud not starting on Windows</p>

Report Problems in FileCloud

To collect logs and report an issue:

1. [Enable Debug Logging](#)
2. [Recreate the Issue](#)
3. [Locate the Log Files](#)
4. [Send the Logs to Support](#)

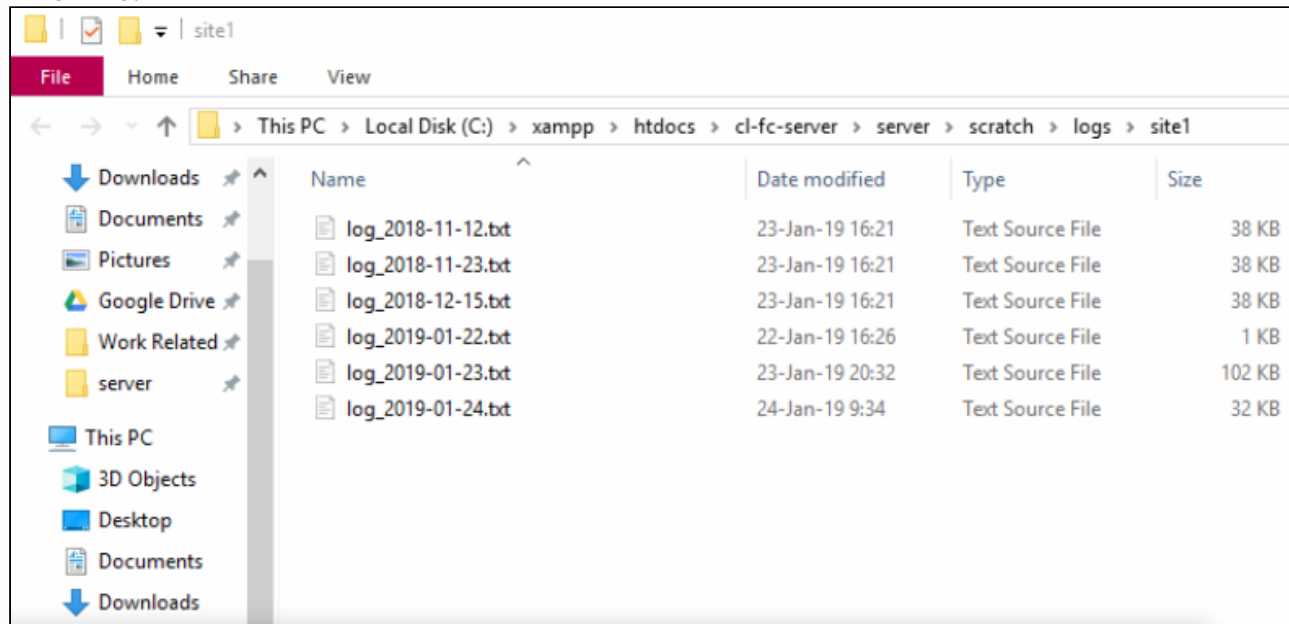
When an administrator runs into issues with FileCloud Server, they can contact support to resolve the issue.

- Support will request that the administrator collect the debug logs when the problem occurs.
- You can capture the required data in logs and send them to FileCloud development team.
- Log files for FileCloud Server are normally found in the scratch folder.

Starting in FileCloud Server version 19.1, the server log files in the scratch folder are now automatically compressed into a zip folder.

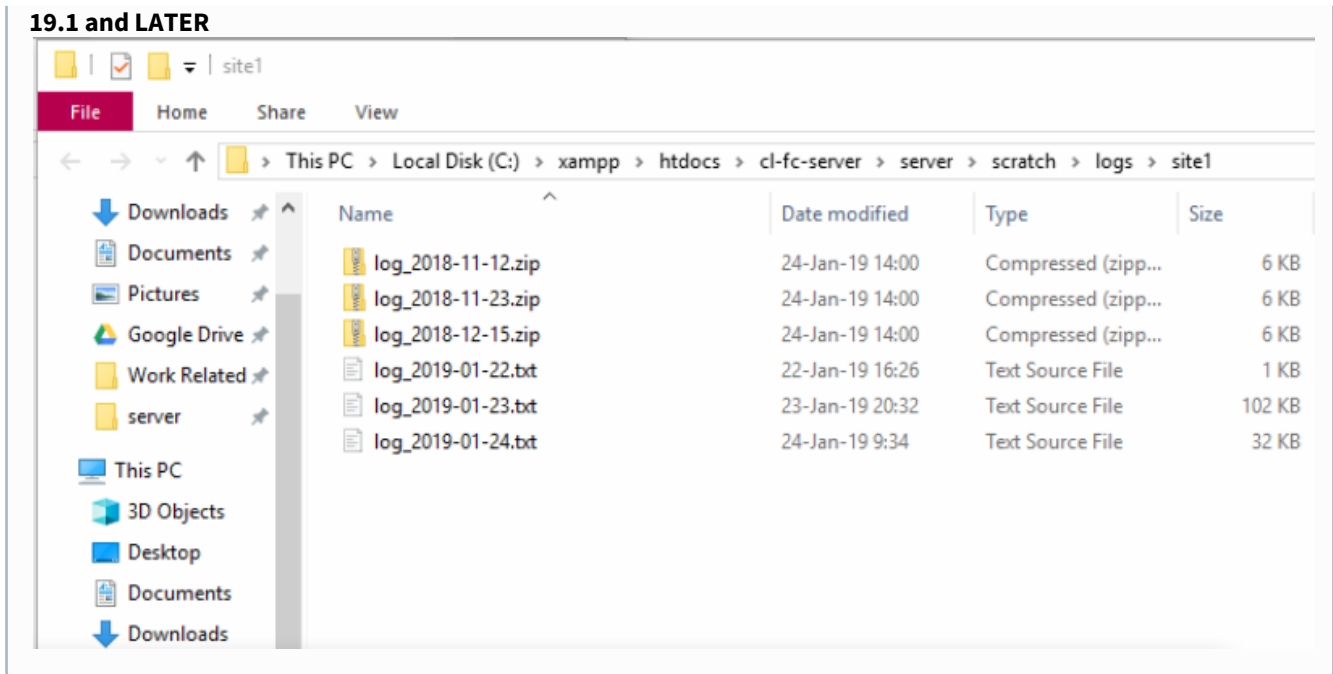
- This new auto-archive process is completed by Cron
- As soon as a log file is 30 days old, it is compressed and added to the archive
- After the file is archived, the original file is deleted to free up space
- This archival process happens automatically and does not require you to configure any special settings

BEFORE 19.1



The screenshot shows a Windows File Explorer window with the address bar displaying the path: This PC > Local Disk (C:) > xampp > htdocs > cl-fc-server > server > scratch > logs > site1. The main pane shows a list of log files with columns for Name, Date modified, Type, and Size.

Name	Date modified	Type	Size
log_2018-11-12.bt	23-Jan-19 16:21	Text Source File	38 KB
log_2018-11-23.bt	23-Jan-19 16:21	Text Source File	38 KB
log_2018-12-15.bt	23-Jan-19 16:21	Text Source File	38 KB
log_2019-01-22.bt	22-Jan-19 16:26	Text Source File	1 KB
log_2019-01-23.bt	23-Jan-19 20:32	Text Source File	102 KB
log_2019-01-24.bt	24-Jan-19 9:34	Text Source File	32 KB

19.1 and LATER

What is a scratch file or folder?

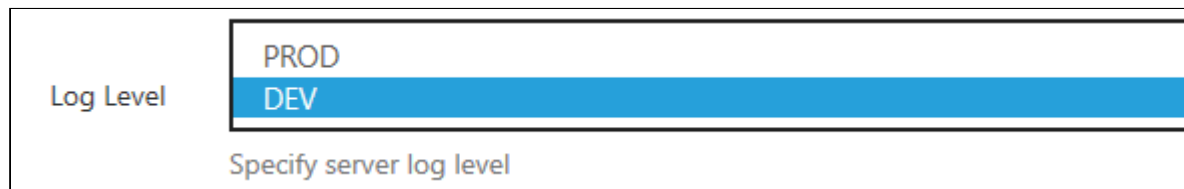
When looking for log files, you may see the term "scratch".

- Scratch is a term used to describe a temporary file or location in memory storage that a computer uses as a place to store data.
- FileCloud Server uses a scratch folder to contain the application code trace data (in log files) that are used for debugging issues.
- In production (PROD) mode, a scratch folder will have minimal logs.
- In development (DEV) mode, a comprehensive amount of trace data is generated, so this scratch folder can become large. This may slow down the speed of FileCloud Server responses.

Enable Debug Logging

By default Tonido FileCloud installation operates in "PROD" mode.

- This is the production mode, in which the amount of logging generated is very little.



To increase the logging information, an administrator has to enable debug mode.



- In production (PROD) mode, you will generate minimal logs.

- In development (DEV) mode, a comprehensive amount of trace data is generated, so the amount of log files and their size can become large.

Setting the Log Level to DEV may slow down the speed of FileCloud Server responses.

To enable debug mode:

1. Open a browser and log in to the *Admin Portal*.
2. From the left navigation pane, select *Settings*.
3. On the *Manage Settings* screen, select the *Server* tab.
4. On the *Server* tab, scroll down until you see *Log Level*.

The screenshot shows the 'Manage Settings' interface with the 'Server' tab selected. The 'Log Level' dropdown menu is highlighted with an orange box and is set to 'DEV'. The 'Save' button is visible, and a message indicates 'You have unsaved changes.'

5. In *Log Level*, select **DEV**.
6. Click *Save*.
💡 After saving, you do not need to restart any services. The change should be picked up automatically

Recreate the Issue

If the issue on hand is re-creatable, perform the steps to recreate the issue.

If the issue is not reproducible, then keep running FileCloud in "DEV" mode.

Locate the Log Files

You can either allow FileCloud Server and Client applications to generate log files to send to support, or you can manually collect the files you need.

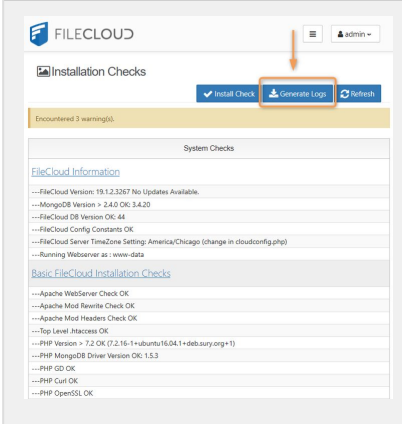
- ✔ It is recommended that whenever possible, you use the Admin Portal or client applications to generate log files.
 - This ensures you have the most recent, up-to-date information in the log files
 - This will also automatically collect all the log files in a compressed zip file

Automatically Generate Log Files

Use the Admin Portal

When you use the Admin Portal to generate logs, all log files will be compressed into a zip file and you can save and rename the file to suit your needs.

- By default, the compressed file will have a name similar to: `ffdc_2019-05-02-10-59-11`




To generate logs on the Admin Portal:

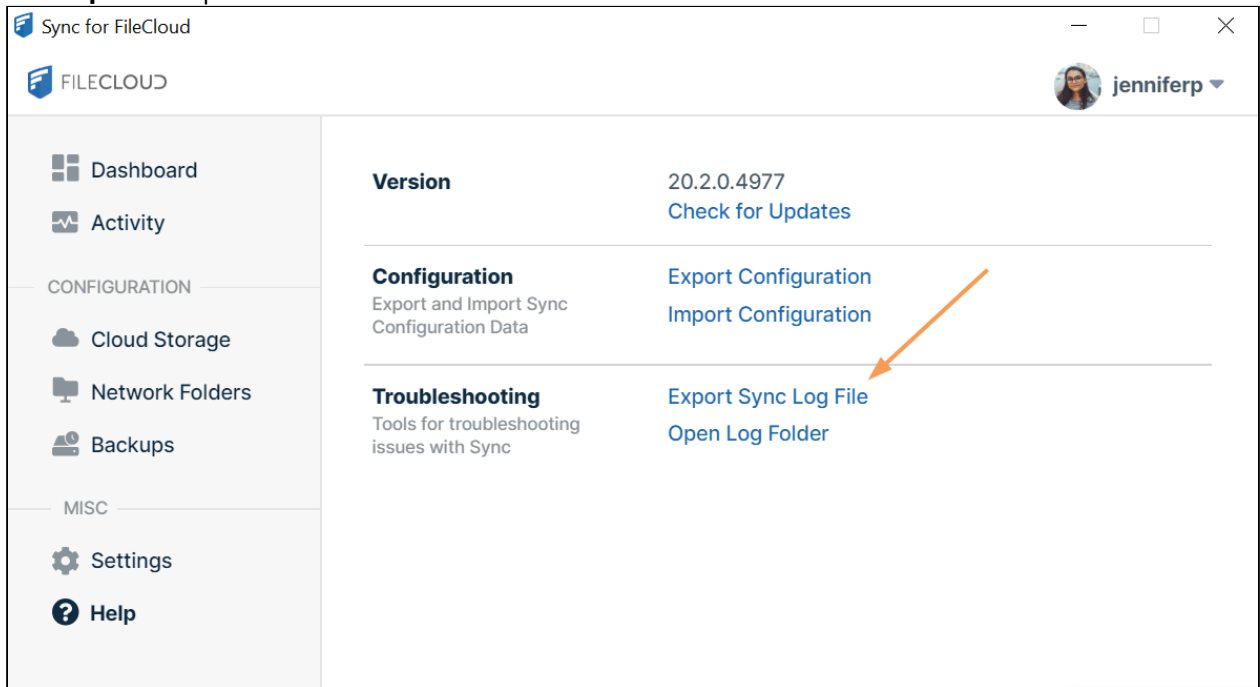
1. Open a browser and log in to the *Admin Portal*.
2. From the left navigation pane, under *System*, select *Checks*.
3. On the *Installation Checks* screen, click the *Server* tab.

Use the Sync Client

To use the Sync application to generate files:

1. From the system tray, right-click the FileCloud icon  and then select **Open**.
The mini-dashboard opens.
2. Click **Dashboard**.
The main dashboard opens.


- In the navigation panel of the main dashboard, click **Help**.
The **Help** screen opens.



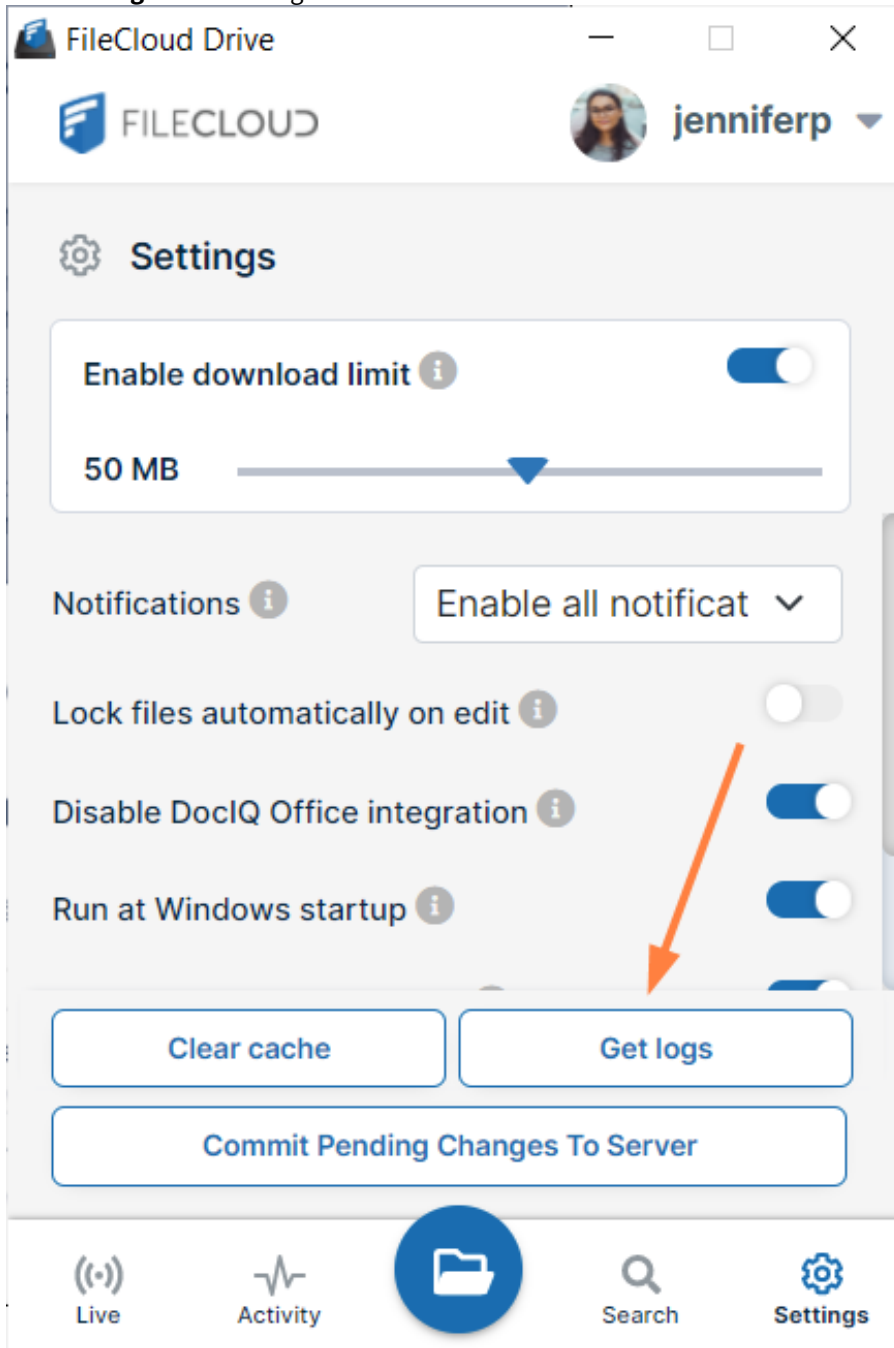
- Click **Export Sync Log File** to save the log file or click **Open Log Folder** to view the log file.

Use the Drive Client

To use the Drive application to generate files:

- From the system tray, right-click the FileCloud Drive icon  and choose **Dashboard**.
The Drive dashboard opens.
- At the bottom the FileCloud Drive dashboard, click the **Settings** button.
The Settings screen opens.


3. Click **Get logs** to access log files.



Use the ServerSync Application



To use the ServerSync application to generate files:

1. From the system tray, right-click the FileCloud ServerSync icon  and then select *Settings*.
2. On the *Home* page, select the *Help* screen option.
3. Under *Troubleshooting*, click *Save Log File*, note the folder location, and click *OK*.

Manually Collect Log Files

SERVER LOGS

	Windows Location	Linux Location
Apache Web Server	access.log and error log in folder: <DriveLetter>\xampp\apache\logs\	access.log and error log in folder: / var/logs/apache2/
FileCloud Server	<DriveLetter>\xampp\htdocs\scratch\logs\l og_YYYY-MM-DD.txt	/var/www/html/scratch/logs/ log_YYYY-MM-DD.txt
FileCloud Helper	%APPDATA% \FileCloudHelper\cloudntfs.log (or) <DriveLetter>\xampp\FileCloudHelper\clou dntfs.log	N/A
MongoDB	<DriveLetter>\xampp\mongodb\bin\log\m ongod.log	(Ubuntu): /var/log/mongodb/ mongd.log
PHP	<DriveLetter>\xampp\php\logs\php_error. log	Only if PHP Error logging is enabled
ServerSync	%APPDATA%\%appdata%\local\share/ FFOserverFileCloudServerSyncData\client\ syncclient.log	N/A

CLIENT LOGS

	Windows	Linux	Mac
Sync Client	%APPDATA% \FileCloudSyncData\client\ syncclient.log	~/FileCloudSyncData/ client/syncclient.log	~/FileCloudSyncData/client/ syncclient.log

	Windows	Linux	Mac
Drive Client	%APPDATA%\FileCloudDrive\data\FileCloudDrive.log	N/A	~/Library/Application Support/Filecloud/macdrive/data/filecloudmacdrive.log
DocIQ	%APPDATA%\dociq\data	N/A	N/A
FileCloud for Office (FFO)	%APPDATA%\local\share\FFOserver	N/A	/Users/[USERNAME]/Library/Preferences/FFOserver

Send the Logs to Support

Once you are ready to report the problem:

1. Collect the log files.
2. Send the files to support@codelathe.com
3. Add a short description of the problem.

FileCloud Debug Log File Locations



FileCloud Server is thoroughly tested during development and before every release.

- However, it is impossible to reproduce every kind of IT environment created by our customers.
- In your unique environment, you may see FileCloud Server perform unexpectedly.
- In a large complex program such as FileCloud Server with many lines of code, it may be difficult to find and resolve an issue.
- Therefore, to help you troubleshoot issues, CodeLathe provides you with the ability to record extra information in logs.
- Your log information can also help us fix any issues you see in a later release.

Starting in FileCloud Server version 19.1, FileCloud Server log files in the scratch folder are now automatically compressed into a zip folder.

- This new auto-archive process is completed by Cron
- As soon as a log file is 30 days old, it is compressed and added to the archive
- This archival process happens automatically and does not require you to configure any special settings.

Which Log File Do You Want to Review?

FileCloud Server Log

Windows: <DriveLetter>\xampp\htdocs\scratch\logs\log_YYYY-MM-DD.txt

Example: c:\xampp\htdocs\scratch\logs\log_2013-08-27.txt (Select the latest date)

Linux: /var/www/html/scratch/logs/log_YYYY-MM-DD.txt

PHP Error Log

Windows: <DriveLetter>\xampp\php\logs\php_error.log

Linux: Only if PHP Error logging is enabled

Apache Webserver Error Logs


Windows: <DriveLetter>\xampp\apache\logs\error.log

Linux: /var/logs/apache2/access.log

Sync Client Log



To use the Sync application to generate files:

1. From *Start* menu, select *FileCloudSync*.
2. From the system tray, right-click the FileCloud icon  and then select *Settings*.
3. On the *Home* page, select the *Help* screen option.
4. Under *Troubleshooting*, click *Save Log File*, note the folder location, and click *OK*.

To manually collect log files:

Windows: %APPDATA%\FileCloudSyncData\client\syncclient.log

Linux: ~/FileCloudSyncData/client/syncclient.log

Mac:~/FileCloudSyncData/client/syncclient.log


Drive Client Log (Windows Only)

To manually collect a log file:

Windows: %APPDATA%\FileCloud Drive\data\FileCloudDrive.log

Drive Client Log (Mac Only)


To automatically generate a log file:

1. From the system tray, right-click the FileCloud icon .
2. Select *Advanced*, and then Open Log Folder.

To manually collect a log file:

Mac: ~/Library/Application Support/Filecloud/macdrive/data/filecloudmacdrive.log

Mac Drive 2: ~/Library/Application Support/FileCloud MacDrive2/data/filecloudmacdrive.log

 For more information, you can also [View a Crash Report](#)

FileCloud Helper Log

Windows: %APPDATA%\FileCloudHelper\cloudntfs.log (or) <DriveLetter>\xampp\FileCloudHelper\cloudntfs.log

MongoDB Log


Windows: <DriveLetter>\xampp\mongodb\bin\log

Linux: (Ubuntu): /var/log/mongodb/mongd.log

FileCloud ServerSync Log



To use the Sync application to generate files:

1. From the system tray, right-click the FileCloud icon  and then select *Settings*.
2. On the *Home* page, select the *Help* screen option.
3. Under *Troubleshooting*, click *Save Log File*, note the folder location, and click *OK*.

To manually collect a log file:

Windows: %APPDATA%\FileCloudServerSyncData\client\syncclient.log

DocIQ Log

Windows: %APPDATA%\dociq\data

FileCloud for Office (FFO) Log

Windows: %APPDATA%\local\share\FFOserver

macOS: /Users/[USERNAME]/Library/Preferences/FFOserver

ServerLink Log

ServerLink Admin portal activity is logged in the FileCloud Server log.
Synchronization activity is logged separately, in **serverlink** folders.

Log locations

The log file paths are:

Windows:

<DriveLetter>\xampp\htdocs\scratch\logs\serverlink\log_YYYY-MM-DD.txt





For example: c:\xampp\htdocs\scratch\logs\serverlink\log_2020-08-27.txt

Linux:

/var/www/html/scratch/logs/serverlink/log_YYYY-MM-DD.txt

For example: /var/www/html/scratch/logs/serverlink/log_2020-08-27.txt

When a log file reaches a maximum size of (1024 * 50 KB by default), a new log file is created with **part#** as a suffix. For example:

 log_2021-04-21.txt	4/21/2021 8:07 AM	Text Document	2 KB
 log_2021-04-21_part1.txt	4/21/2021 8:06 AM	Text Document	631 KB
 log_2021-04-21_part2.txt	4/21/2021 8:06 AM	Text Document	7 KB
 log_2021-04-21_part3.txt	4/21/2021 8:07 AM	Text Document	6 KB

Changing Maximum Log size

You may change the default maximum log size with the TONIDOCLOUD_SERVERLINK_LIMIT_LOG_FILE_SIZE_KB setting.

To change the maximum log size:

1. Open cloudconfig.php.
 - Windows Location : C:\xampp\htdocs\config\cloudconfig.php
 - Linux Location : /var/www/html/config/cloudconfig.php
2. Add the following.

```
define("TONIDOCLOUD_SERVERLINK_LIMIT_LOG_FILE_SIZE_KB", 1024 * 50);
```

3. Change the default size of 1024 * 50.

Multitenancy

For multitenancy, each site has a serverlink folder containing sync logs.

Run FileCloud In Maintenance Mode



You might need to run FileCloud server in maintenance mode when:

- Upgrading the server
- Applying patches
- Troubleshooting issues

During these situations it is preferable to run FileCloud in maintenance mode.

! When run in maintenance mode, the following conditions apply:

- User interactions with the site are not allowed
- Admin interactions can still be performed

To run FileCloud Server in maintenance mode:

1. Setup Rules

Setup Maintenance Mode Rules

Step 1:

Edit the following htaccess file in your FileCloud installation and add the following lines to the top of the file (right after the line RewriteEngine On).

HTAccess File	Location
Main .htaccess file	WWWROOT/.htaccess For example, <ul style="list-style-type: none"> • in Windows, C:\xampp\htdocs\htaccess • in Linux, /var/www/.htaccess

- !** In versions of FileCloud prior to 20.2 do the same for the sub .htaccess file under core folder:
 Open the file WWWROOT/core/.htaccess
- in Windows, C:\xampp\htdocs\core\htaccess
 - in Linux, /var/www/core/.htaccess

HTAccess rules

```

1 # maintenance rule 1: web browser, allow only admin portal
2 RewriteCond %{DOCUMENT_ROOT}/resources/ui/maintenance/maintenance.html -f
  
```

```

3 RewriteCond %{DOCUMENT_ROOT}/resources/ui/maintenance/maintenance.enable -f
4 RewriteCond %{REQUEST_URI} !^/resources/ui/maintenance/.+
5 RewriteCond %{REQUEST_URI} !public/index.php
6 RewriteCond %{REQUEST_URI} !favicon.ico
7 RewriteCond %{REQUEST_URI} !^/ui/admin/
8 RewriteCond %{REQUEST_URI} !^/ui/admin2/
9 RewriteCond %{REQUEST_URI} !^/core/.+
10 RewriteCond %{REQUEST_URI} !^/admin.+
11 RewriteRule ^.*$ /resources/ui/maintenance/maintenance.html [B,END]
12 RewriteRule ^resources/ui/maintenance/(.+)$ resources/ui/maintenance/$1
   [B,END]
13 # maintenance rule 2: block all apps
14 RewriteCond %{DOCUMENT_ROOT}/resources/ui/maintenance/maintenance.html -f
15 RewriteCond %{DOCUMENT_ROOT}/resources/ui/maintenance/maintenance.enable -f
16 RewriteCond %{HTTP_USER_AGENT} !^.*(mozilla|chrome|safari|applewebkit).*$
   [NC]
17 RewriteRule ^.*$ /resources/ui/maintenance/maintenance.html [B,END]
18 RewriteRule ^resources/ui/maintenance/(.+)$ resources/ui/maintenance/$1
   [B,END]

```

Note: Since the .htaccess file may be replaced when updating FileCloud, after update, check if maintenance mode is still active and add the rules again if required before starting the web server.

2. Enable Maintenance Mode

Enabling Maintenance Mode


Now that the rules for maintenance mode has been setup, FileCloud can be switched to maintenance mode, by creating the following files.

File	Location	Remarks
maintenance.enable	WWWROOT/resources/ui/maintenance/maintenance.enable For example, <ul style="list-style-type: none"> • in Windows, C: \xampp\htdocs\resources\ui\maintenance\maintenance.enable • in Linux, /var/www/resources/ui/maintenance/maintenance.enable 	This can be an empty file.

File	Location	Remarks
maintanance.html	WWWROOT/resource/ui/maintenance/ maintenance.html For example, <ul style="list-style-type: none"> • in Windows, C: \xampp\htdocs\resources\ui\mainten ance\maintenance.html • in Linux, /var/www/resources/ui/ maintenance/maintenance.html The customized message can be specified in the maintenance.html file	File containing custom html messages for maintenance mode

Customizing the Maintenance Mode Notification Page

FileCloud maintenance mode notification page can be customized by editing the file WWWROOT/resource/ui/maintenance/maintenance.html. Any logos and css files that needs to be used in the html page can be placed under the same folder and referenced.

 FileCloud maintenance mode can be switched off by deleting the file following you created:
 \$ WWWROOT/resource/ui/maintenance/maintenance.enable

FileCloud Error Codes Glossary

Whenever FileCloud encounters an error it records the issue in the log files with an error code.

i Error codes are recorded with a prefix of **CLFC** and a series of **5-digit numbers**

For example: **CLFC-012345**

You can use the error code to understand:

- what went wrong
- what the possible cause may be
- suggested steps to resolve it

Sometimes, one issue can cause one or more error codes to be reported in the log file.

In this scenario, you will see errors in the following formats:

CLFC-xxxxx	5 digits represent a single error
CLFC-xxxxx-xxxxx	10 digits represent an issue with two errors
CLFC-xxxxx-xxxxx-xxxxx	15 digits represent an issue with three errors

Therefore, to resolve the problem you should address each error code.



FileCloud Server





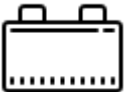
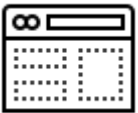
Error codes starting from 00000 and up to 09999.

For specific information on an error, select the range that your error code belongs to in the list.

- 00000 - 00999 : Generic Errors
- 01000 - 01199 : Mongo DB Errors
- 01200 - 01399 : SSL Errors
- 01400 - 01599 : File System Errors
- 01600 - 01799 : External Storage Errors
- 01800 - 01999 : Local Storage Errors
- 02000 - 02199 : PDF Errors
- 02200 - 02399 : Geo IP Errors
- 02400 - 02599 : Cron Errors
- 02600 - 02799 : Shortcuts Errors
- 02800 - 02999 : Short URL Errors
- 03000 - 03199 : Background Errors
- 03200 - 03399 : SOLR Errors
- 03400 - 03599 : Notification Stream Errors
- 03600 - 03799 : Active Directory Errors
- 03800 - 03999 : LDAP Errors
- 04000 - 04199 : Workflow Errors
- 04200 - 04399 : License Manager Errors
- 04400 - 04599 : NTFS Errors
- 04600 - 04799 : CURL Errors
- 04800 - 04999 : Metadata Errors
- 05000 - 05199 : WOPI Errors
- 05200 - 05399 : Locks Errors
- 05400 - 05599 : Reports Errors
- 05600 - 05799 : RMC Errors
- 05800 - 05999 : Office Online Errors
- 06000 - 06199 : Journal Errors
- 06200 - 06399 : Admin Manager Errors



FileCloud Online

 <p>FileCloud ServerSync</p>	50000 to 59999
 <p>FileCloud Sync</p>	
 <p>FileCloud on Mobile Apps</p>	30000 to 39999 iOS 40000 to 49999 Android
 <p>FileCloud Drive</p>	90000 to 99999
 <p>Microsoft Add-ins</p>	Outlook addin 70000 to 79999 Office addin 80000 to 89999
 <p>FileCloud Browser Extensions</p>	

Active Directory Error Codes

Active Directory Errors		
Code	What it means	How to Fix it
03601 Unknown AD Exception		
03602 General AD Exception		
03603 user not found in AD group		
03604 AD auth information not found		
03605 AD auth failed		
03606 auth method is not AD		
03607 AD host is not setup		
03608 AD account name not setup		

Active Directory Errors		
03609 AD account password not setup		
03610 AD and FC have incoherent data		
03611 AD user not found in Limit Group	The user trying to log in is not in the AD group entered in Limit Login to AD Group on the Settings > Authentication page on the Active Directory tab. See Active Directory Authentication for more information.	

Admin Manager Error Codes

Admin Manager Errors		
Code	What it means	How to Fix it
06201 Install check manager general error		
06202 upgrade manager general error		
06203 upgrade manager ensure index failed		

Admin Manager Errors		
06204		
size is deprecated		
06205		
unable to check for versions		
06206		
not authenticated		
06207		
invalid group name		
06208		
cannot anonymize user data		
06209		
cannot update shares for user email changed		
06210		
cannot update acls for user email changed		
06211		
cannot update do not email list for user email changed		

Admin Manager Errors		
06212		
cannot update notification stream for user email changed		
06213		
cannot update share activities for user email changed		
06214		
cannot connect to update server		
06215		
installation verification failed		
06216		
temp folder not set		
06217		
no updates are available in the server		
06218		
database version is old, must be updated		
06219		
cannot upgrade database		

Admin Manager Errors

06220		
cannot import AD group		

Background Error Codes

Background Errors

Code	What it means	How to Fix it
03001 background type payload is not specified as return type		
03002 background payload class not set		
03003 background payload method not set		
03004 background support not ready		
03005 background payload could not be saved		

Background Errors		
03006 background is not valid		
03007 background payload could not be enqueued		

Cron Error Codes

CRON Errors		
Code	What it means	How to Fix it
02401 cannot start CRON		
02402 invalid key for CRON		
02403 key mismatch for CRON'		
02404 check CRON configuration		

CURL Error Codes

Generic Errors		
Code	What it means	How to Fix it
04601 curl not available		

Events Error Codes

Events Errors		
Code	What it means	How to Fix it
07500 error while normalizing event arguments		

External Storage Error Codes

External Storage Errors		
Code	What it means	How to Fix it
01601 external id not supplied		
01602 cannot locate external record		

External Storage Errors		
01603 skipped path access check		
01604 amazon s3 key or secret missing		
01605 amazon s3 (restricted) config file missing		
01606 amazon s3 bucket does not exist		
01607 unable to connect to amazon s3 bucket		
01608 amazon s3 exception		
01609 cannot get object data from amazon s3 bucket		
01610 amazon s3 bucket network share does not support this function		

External Storage Errors		
01611 source name missing		
01612 cannot copy file in amazon s3 bucket		
01613 cannot upload file to amazon s3 bucket		
01614 cannot create amazon s3 bucket		
01615 cannot copy object in amazon s3 bucket		
01616 cannot delete object in amazon s3 bucket		
01617 seed source and target cannot be the same amazon s3 bucket		
01618 seeding cannot proceed. pre-flight checks failed		

External Storage Errors		
01619 seeding cannot proceed		
01620 seed mode structure invalid		
01621 cannot get file listing from amazon s3 bucket		
01622 amazon s3 prefix does not exist		

File System Error Codes


A file system (or filesystem) is used to control how data is stored and retrieved.

- Without a file system, information placed in a storage area would be one large body of data with no way to tell where one piece of information stops and the next begins.
- By separating the data into individual pieces, and giving each piece a name, the information is easily separated and identified.

File System Errors		
Code	What it means	How to Fix it

File System Errors

<p>01401 cannot rename file</p>	<p>Conditions that would stop you from renaming a file include:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • An invalid file name <ul style="list-style-type: none"> • File names cannot contain: ..\:*? \ "<> " • An invalid file extension is being used <ul style="list-style-type: none"> • For security purposes, administrators can set restrictions on which file extensions can be used and which cannot • The file is locked • The file you are trying to rename has been deleted • Another file already exists with that name <ul style="list-style-type: none"> • A property is set that does not allow you to replace another file on rename • You are trying to rename a folder on an Amazon S3 network share, and the function is not supported. <ul style="list-style-type: none"> • There's no rename bucket functionality for S3 because there are technically no folders in S3. 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to rename does exist • Verify the file name is spelled correctly • Choose another name <ul style="list-style-type: none"> • Make sure there are no invalid characters in the name • You cannot rename a file if another file with the same name already exists. • Check if the file type is being restricted by clicking Restricting File Extensions • Unlock the file • If you are using an Amazon S3 network share, create a new bucket and then copy files over
<p>01402 cannot move file</p>	<p>Conditions that would stop you from moving a file include:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • An invalid path to the file's new location • The file is locked • The file you are trying to move has been deleted • Another file already exists with that name <ul style="list-style-type: none"> • A property is set that does not allow you to replace another file on rename • Share Size Limit Exceeded • User Size Limit Exceeded 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to move does exist • Verify the file name is spelled correctly • Choose another name. You cannot rename a file if another file with the same name already exists. • Unlock the file • Check to see if you have enough storage space to copy the file to another folder

File System Errors		
<p>01403 cannot copy file</p>	<p>Conditions that would stop you from copying a file include:</p> <ul style="list-style-type: none"> • An invalid path to the file's current location • An invalid path to the file's new location • The file you are trying to move has been deleted • Another file already exists with that name <ul style="list-style-type: none"> • A property is set that does not allow you to replace another file on rename • Share Size Limit Exceeded • User Size Limit Exceeded 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to move does exist • Verify the file name is spelled correctly • Choose another name. You cannot rename a file if another file with the same name already exists. • Check to see if you have enough storage space to copy the file to another folder
<p>01404 cannot delete file</p>	<p>Conditions that would stop you from deleting a file include:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • The file is locked • Versioning or making a current live version is interfering with the deletion 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to move does exist • Verify the file name is spelled correctly • Unlock the file
<p>01405 cannot encrypt file</p>	<p>Conditions that would stop you from encrypting a file include:</p> <ul style="list-style-type: none"> • The file key was entered incorrectly • The file is locked • The file does not exist 	<ul style="list-style-type: none"> • Verify the file key is correct • Unlock the file • Verify the file exists and can be opened
<p>01406 cannot decrypt file</p>	<p>Conditions that would stop you from decrypting a file include:</p> <ul style="list-style-type: none"> • No password was specified • The wrong password was specified • The file does not exist <p> If not resolved, the file remains encrypted.</p>	<ul style="list-style-type: none"> • Verify the password is specified and is correct • Verify the file exists and can be opened

File System Errors

<p>01407</p> <p>cannot delete unencrypted file</p>	<p>Conditions that would stop you from deleting a file include:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • The file is locked • Versioning or making a current live version is interfering with the deletion 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to move does exist • Verify the file name is spelled correctly • Unlock the file
<p>01408</p> <p>cannot append to file</p>	<p>Errors when adding data to an existing file can be caused by:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • An invalid file name <ul style="list-style-type: none"> • File names cannot contain: ..\:*? \ "<> " • An invalid file extension is being used <ul style="list-style-type: none"> • For security purposes, administrators can set restrictions on which file extensions can be used and which cannot • The file is locked • The file you are trying to append has been deleted • Share Size Limit Exceeded • User Size Limit Exceeded 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to append does exist • Verify the file name is spelled correctly • Choose another name <ul style="list-style-type: none"> • Make sure there are no invalid characters in the name • You cannot rename a file if another file with the same name already exists. • Check if the file type is being restricted by clicking Restricting File Extensions • Unlock the file • Check to see if you have enough storage space to add data to the file
<p>01409</p> <p>cannot write to file</p>	<p>Errors when adding data to an existing file can be caused by:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • An invalid file name <ul style="list-style-type: none"> • File names cannot contain: ..\:*? \ "<> " • An invalid file extension is being used <ul style="list-style-type: none"> • For security purposes, administrators can set restrictions on which file extensions can be used and which cannot • The file is locked • The file you are trying to append has been deleted • Share Size Limit Exceeded • User Size Limit Exceeded 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to append does exist • Verify the file name is spelled correctly • Choose another name <ul style="list-style-type: none"> • Make sure there are no invalid characters in the name • You cannot rename a file if another file with the same name already exists. • Check if the file type is being restricted by clicking Restricting File Extensions • Unlock the file • Check to see if you have enough storage space to add data to the file

File System Errors		
01410 file already exists	<p>Another file already exists with that name</p> <ul style="list-style-type: none"> A property is set that does not allow you to replace another file on rename 	<p>Choose another name. You cannot rename a file if another file with the same name already exists.</p>
01411 file doesn't exist	<p>Errors when accessing a file can be caused by:</p> <ul style="list-style-type: none"> An invalid path to the file's location An invalid file name <ul style="list-style-type: none"> File names cannot contain: ..\:*?\"<> " An invalid file extension is being used <ul style="list-style-type: none"> For security purposes, administrators can set restrictions on which file extensions can be used and which cannot The file you are trying to access has been deleted 	<ul style="list-style-type: none"> Verify the path to the file you are trying to append does exist Verify the file exists and the name is spelled correctly Check if the file type is being restricted by clicking Restricting File Extensions
01412 invalid file name - invalid characters found	<p>An invalid file name</p> <ul style="list-style-type: none"> File names cannot contain: ..\:*?\"<> " 	<p>Change the file name so that it does not contain invalid characters</p>
01413 invalid file extension - not permitted	<p>An invalid file extension is being used</p> <ul style="list-style-type: none"> For security purposes, administrators can set restrictions on which file extensions can be used and which cannot 	<p>Check if the file type is being restricted by clicking Restricting File Extensions</p>

File System Errors

<p>01414</p> <p>cannot move or rename file</p>	<p>Conditions that would stop you from renaming or moving a file include:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • An invalid file name <ul style="list-style-type: none"> • File names cannot contain: ..\ :*? \ "<> " • An invalid file extension is being used <ul style="list-style-type: none"> • For security purposes, administrators can set restrictions on which file extensions can be used and which cannot • The file is locked • The file you are trying to rename has been deleted • Another file already exists with that name <ul style="list-style-type: none"> • A property is set that does not allow you to replace another file on rename • You are trying to rename a folder on an Amazon S3 network share, and the function is not supported. <ul style="list-style-type: none"> • There's no rename bucket functionality for S3 because there are technically no folders in S3. • Share Size Limit Exceeded • User Size Limit Exceeded 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to rename does exist • Verify the file name is spelled correctly • Choose another name <ul style="list-style-type: none"> • Make sure there are no invalid characters in the name • You cannot rename a file if another file with the same name already exists. • Check if the file type is being restricted by clicking Restricting File Extensions • Unlock the file • If you are using an Amazon S3 network share, create a new bucket and then copy files over • Check to see if you have enough storage space to move the file
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File System Errors

<p>01415 cannot upload file</p>	<p>Conditions that would stop you from uploading a file include:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • An invalid file name <ul style="list-style-type: none"> • File names cannot contain: ..\/:*? \ "<> " • An invalid file extension is being used <ul style="list-style-type: none"> • For security purposes, administrators can set restrictions on which file extensions can be used and which cannot • The physical location of the file is not available, such as a network folder • The file you are trying to upload has been deleted • Another file already exists with that name <ul style="list-style-type: none"> • A property is set that does not allow you to replace another file on rename • Share Size Limit Exceeded • User Size Limit Exceeded 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to upload does exist • Verify the file name is spelled correctly • Check if the file type is being restricted by clicking Restricting File Extensions • Choose another name <ul style="list-style-type: none"> • Make sure there are no invalid characters in the name • You cannot rename a file if another file with the same name already exists. • Verify that the file's location is available (network folders) • Check to see if you have enough storage space to upload the file
<p>01416 cannot download file</p>	<p>Conditions that would stop you from downloading a file include:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • An invalid file name <ul style="list-style-type: none"> • File names cannot contain: ..\/:*? \ "<> " • An invalid file extension is being used <ul style="list-style-type: none"> • For security purposes, administrators can set restrictions on which file extensions can be used and which cannot • The physical location of the file is not available, such as a network folder • The file you are trying to download has been deleted • You do not have enough space locally 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to download does exist • Verify the file name is spelled correctly • Check if the file type is being restricted by clicking Restricting File Extensions • Choose another name <ul style="list-style-type: none"> • Make sure there are no invalid characters in the name • You cannot rename a file if another file with the same name already exists. • Verify that the file's location is available (network folders) • Check to see if you have enough storage space to download the file

File System Errors		
<p>01417</p> <p>download is not permitted for this agent</p>	<p>An agent refers to the device requesting the file.</p> <ul style="list-style-type: none"> • the Sync client • the Drive client • Mobile Apps 	<p>Change the settings in these clients and apps to allow the file to be downloaded</p> <ul style="list-style-type: none"> ➔ FileCloud Sync ➔ FileCloud Drive ➔ Mobile App Access
<p>01418</p> <p>file size exceeds limit</p>	<p>There are several places where file size limits can be set in FileCloud:</p> <ul style="list-style-type: none"> • Administrators can manage the storage space allotted to a user account or a group of users through Policies. • FileCloud Sync, Drive, and MacDrive set a limit on the size of the files you can download to 30MB by default. 	<p>Administrators can increase the allotted storage size:</p> <ul style="list-style-type: none"> ➔ Change the Storage Quota for a User or Group <p>Users can change the download size restrictions:</p> <ul style="list-style-type: none"> ➔ FileCloud Sync ➔ FileCloud Drive
<p>01419</p> <p>file location or name not set</p>	<p>This error message occurs when trying to upload a document.</p> <p>Some of the required information is missing or invalid, such as:</p> <ul style="list-style-type: none"> • An invalid path to the file's location • An invalid file name <ul style="list-style-type: none"> • File names cannot contain: ..\:*? \ "<> " • An invalid file extension is being used <ul style="list-style-type: none"> • For security purposes, administrators can set restrictions on which file extensions can be used and which cannot • The physical location of the file is not available, such as a network folder • The file has been deleted 	<ul style="list-style-type: none"> • Verify the path to the file you are trying to download does exist • Verify the file name is spelled correctly • Check if the file type is being restricted by clicking Restricting File Extensions • Make sure there are no invalid characters in the name • Verify that the file's location is available (network folders)

File System Errors

<p>01420</p> <p>cannot upload multi-part file</p>	<p>Mutli-part is a method of uploading chunks of a large file.</p> <ul style="list-style-type: none"> The chunks are built into large files after receiving all the chunks <p>The conditions that can cause this error include:</p> <ul style="list-style-type: none"> Not enough storage space for the large file Not enough RAM or available memory to process the file chunks on the server running FileCloud 	<ul style="list-style-type: none"> Check to see if you have enough storage space for the file Check your server to see if it is running out of RAM or available memory
<p>01421</p> <p>cannot continue uploading multi-part file</p>	<p>Mutli-part is a method of uploading chunks of a large file.</p> <ul style="list-style-type: none"> The chunks are built into large files after receiving all the chunks <p>The conditions that can cause this error include:</p> <ul style="list-style-type: none"> Not enough storage space for the large file Not enough RAM or available memory to process the file chunks on the server running FileCloud The physical location of the file is not available, such as a network folder The file has been deleted 	<ul style="list-style-type: none"> Check to see if you have enough storage space for the file Check your server to see if it is running out of RAM or available memory Verify that the file's location is available (network folders) Verify the large file still exists
<p>01422</p> <p>cannot add file (db entry)</p>		
<p>01423</p> <p>file is locked</p>		
<p>01424</p> <p>cannot upload (file) chunk to server</p>		

File System Errors		
01425 unable to delete partially uploaded files		
01426 unable to delete temp files	The temp files are being used by any open programs.	
01427 cannot read from stream		
01428 cannot write to stream		
01429 cannot flush stream		
01430 invalid stream		
01431 invalid/bad path		
01432 empty path		
01433 path doesn't exist		
01434 invalid permissions		

File System Errors		
01435 path too long - exceeds 255 chars		
01436 no write permission		
01437 cannot get search results		
01438 path is not specified		
01439 cannot translate path		
01440 cannot create folder		
01441 cannot delete folder		
01442 cannot access folder		
01443 cannot access temp folder		

File System Errors		
01444 cannot create cache folder		
01445 cannot create temp folder		
01446 cannot create backup folder		
01447 cannot get file listing for folder		
01448 cannot share network folder - not allowed		
01449 folder already exists		
01450 folder is invalid		
01451 cannot add folder (db entry)		
01452 cannot move folder contents		

File System Errors		
01453 cannot copy folder		
01454 unable to find folder		
01455 folder name contains invalid characters		
01456 entry doesn't exist		
01457 cannot write to log file		
01458 cannot delete log file		
01459 filename is not utf8 normalized		
01460 apache log file is too big. manual cleanup recommended		
01461 cannot obtain real path		

File System Errors		
01462 cannot create file		
01463 unknown path type		
01464 cannot save search results		
01465 user is not permitted to access path		
01466 unable to map file id to path		
01467 path is invalid for user		
01468 cannot update path map		
01469 cannot unzip archive		
01470 cannot access path		

File System Errors		
01471 download permission required		
01472 upload permission required		
01473 sync not allowed		
01474 team folder share not permitted		
01475 download and upload permission required		
01476 direct link is allowed only for private shared folders		
01477 search string is empty		
01478 search scope is invalid		
01479 delete not allowed		

Generic Error Codes



You can use this page to learn more about FileCloud Server error codes.

Generic Errors		
Code	What it means	How to Fix it
00001 unable to acquire critical section		
00002 image processing exception		
00003 cannot load thumbnails		
00004 general error - see additional error code		
00005 unknown error		
00006 cannot connect to memcache server		
00007 cannot find storage specific php config file		

Generic Errors		
00008	cannot find host url	
00009	cannot write key record	
00010	config setting is not enabled	
00011	cannot backup	
00012	cannot store zipped backup file	
00013	token not found	
00014	site is not reachable	
00015	CURL failed for url	
00016	XML failed for url	
00017	Malformed event. Will be ignored	

Generic Errors		
00018 unable to submit task for background processing		
00019 cannot send notification		
00020 cannot process events		
00021 check php path		
00022 hostname missing in multi-site configuration		
00023 cannot create default site settings		
00024 site setting is empty for host		
00025 cannot get short url for share		

Generic Errors		
00026 share is not configured for secure access		
00027 invalid share id		
00028 invalid share location		
00029 re-sharing not allowed		
00030 cannot share from network share		
00031 cannot store password		
00032 unable to remove old passwords		
00033 invalid user		
00034 cannot create user account		

Generic Errors		
00035 cannot login to account		
00036 2FA checks failed		
00037 email address is invalid		
00038 email address already in use		
00039 user accounts exceed limit permitted by license		
00040 unable to add user account to storage		
00041 unable to add user account to db		
00042 email address is not verified		
00043 user account expired		

Generic Errors		
00044 user account profile image update is disabled		
00045 user profile invalid		
00046 user profile image not updated		
00047 unable to send email		
00048 user not found in group		
00049 path not sent for share		
00050 audit db was not trimmed		
00051 exporting audit records failed		
00052 cannot get user record		

Generic Errors		
00053 cannot add toast		
00054 cannot get total number of licenses		
00055 cannot process events		
00056 toast message is missing		
00057 toast target is missing		
00058 toast type is not specified as argument		
00059 cannot update 2FA policy for user		
00060 no users available to access this network share		
00061 cannot delete toasts for user		

Generic Errors		
00062 file size is not set		
00063 critical section record released in db		
00064 critical section acquiring attempt has exceeded waiting time limit		
00065 all critical section records in the db could not be deleted for the session		
00066 a required parameter is missing		
00067 input is an invalid JSON string		
00068 2FA secret retrieval token not found		
00069 2FA secret retrieval token mismatch		

Generic Errors		
00070	secret can be reset only by admin	
00071	bad alphabet passed as input for password generation	
00072	strong password generation failed	
00073	(http headers) response already sent	
00074	invalid characters found in displayname	
00075	unable to create thumbnail image	
00076	invalid auth	
00077	invalid role	
00078	policy record not found	

Generic Errors		
00079 default policy not found		
00080 invalid user account		
00081 invalid group		
00082 invalid item path for action		
00083 invalid item name for action		
00084 item path cannot be root		
00085 cannot get external path type		
00086 cannot get cached result		
00087 multiple users registered with same email id		

Generic Errors		
00088 cannot load class		
00089 cannot find user		
00090 invalid xml		
00091 cannot clear cached search result for user		
00092 cannot register user with duo		
00093 duo security keys not configured		
00094 duo user lookup failed		
00095 cannot resend 2FA code		
00096 token not found		
00097 error creating 2FA code		

Generic Errors		
00098 cannot send 2FA code		
00099 invalid 2FA code		
00100 new 2FA code sent		
00101 super admin email id not set		
00102 share size limit exceeded		
00103 disk usage size limit exceeded		
00104 user storage size limit exceeded		
00105 http header value is set incorrectly		
00106 http header value not set		
00107 csrf check failed		

Generic Errors		
00108 content search failed		
00109 cannot get user object		
00110 invalid token		
00111 acl path context is invalid		
00112 checksum is invalid		
00113 config setting has not value set		
00114 user account disabled		
00115 no device login allowed for user		
00116 admin logging into user portal		
00117 invalid credentials		

Generic Errors		
00118 missing share ID		
00119 cannot delete share		
00120 not approved		
00121 domain name is black listed		
00122 invitations not allowed		
00123 user access is External		
00124 cannot add user to share		
00125 cannot find share		
00126 public shares are disabled by admin		
00127 sharing not allowed		

Generic Errors		
00128 public sharing not allowed		
00129 manage not allowed		
00130 share permission required		
00131 sync permission required		
00132 share and sync permission required		
00133 invalid group id		
00134 cannot add group to share		
00135 url is missing / empty		
00136 password is missing		

Generic Errors		
00137 invalid share name		
00138 invalid owner		
00139 invalid share		
00140 authentication failed		
00141 not authorized		
00142 empty share id		
00143 empty share name		
00144 cannot remove user from share		
00145 missing hostname or key or secret for duo		
00146 enterprise version license is required		

Generic Errors

<p>00147 application has encountered exception</p>	<p>In general, an exception breaks the normal flow of execution in a software application. This occurs when there are unexpected conditions, for example, trying to open a file that does not exist.</p> <ul style="list-style-type: none"> • If it is a fatal exception, the software may abort and return the user to the operating system. • When this happens, data that the program was processing may be lost. 	
<p>00148 cannot enforce session timeout without code based device authentication</p>		
<p>00149 cannot set admin approval without using code based device authentication</p>		
<p>00150 cannot add External user to group other than Everyone</p>		
<p>00151 cannot email admin as added to Do-Not-Email list</p>		
<p>00152 authentication method is disabled</p>		

Generic Errors		
00153 login blocked		
00154 site expired		
00155 license invalid		
00156 user account is locked		
00157 session timeout		
00158 password expired		
00159 error saving message to the audit log		
00160 error sending email template to admin account		
00161 Incorrect username or password		
00162 policy cannot be assigned		

Generic Errors		
00163 SMS Provider is not set		
00164 Admin/SuperAdmin phone not set		
00165 2FA SMS Subsystem checks failed		
00166 Login was denied by DLP rules		
00167 Private share to group disabled by admin		
00168 Captcha verification required		
00169 Sharing to new users is blocked due to maxing out license user count		

Generic Errors

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Geo IP Error Codes

Geo IP Errors

Code	What it means	How to Fix it
02201 geo ip by country exception		
02202 geo ip by city exception		

Journal Error Codes

Journal Errors

Code	What it means	How to Fix it
06001 journal db consistency error		

LDAP Error Codes

LDAP Errors		
Code	What it means	How to Fix it
03801 LDAP connection failed		
03802 LDAP auth information not found		
03803 Auth method is not LDAP		
03804 LDAP host is not setup		
03805 LDAP account name not setup		
03806 LDAP account password not setup		
03807 LDAP account is not found		

LDAP Errors		
03808 LDAP account supplied matches multiple record in LDAP server		
03809 LDAP user account supplied failed authentication		
03810 LDAP user account supplied not found in any of the LDAP servers		
03811 LDAP supplied email not found in any of the LDAP servers		

License Manager Error Codes

License Manager Errors		
Code	What it means	How to Fix it
04201 unable to get SPLA license info from xml data		

License Manager Errors		
04202 invalid SPLA license info		
04203 unauthorized site host for access		
04204 unable to send email notification for expired licenses		

Local Storage Error Codes

Local Storage Errors		
Code	What it means	How to Fix it
01801 storage system not ready		
01802 crypt initialization error		
01803 crypt library error		
01804 recovery envelope key not found		

Local Storage Errors		
01805 cannot create new key pair		
01806 cannot create new file key		
01807 cannot encrypt file key		
01808 cannot decrypt all files		
01809 unable to find crypt marker		
01810 unable to create nonce		
01811 unable to cache site specific filekey		
01812 unable to fetch site specific filekey from cache		
01813 unable to delete site specific filekey from cache		

Local Storage Errors		
01814 recovery key not found		
01815 only SEEK SET is supported		
01816 invalid block size		
01817 decrypted file has a different size than original		
01818 cannot find the older version of this file		
01819 the file is already the live version		
01820 unable to switch the file version		
01821 unable to delete previous live file version		

Local Storage Errors		
01822 unable to delete switched file version		
01823 unable to find source file		
01824 unable to find target file		
01825 unable to delete all data segments		
01826 unable to send file to cloud		
01827 unable to copy file in cloud		
01828 unable to delete file in cloud		
01829 negative file count in container		

Locks Error Codes

Locks Errors		
Code	What it means	How to Fix it
05201 cannot remove lock for path		
05202 lock is disabled by admin		
05203 lock is not allowed for this admin role		
05204 lock is allowed only if write access is available		
05205 unable to remove locks		

Metadata Error Codes

Metadata Errors		
Code	What it means	How to Fix it

Metadata Errors		
04801 unable to delete the metadata value record for path		
04802 unable to change the full path for metadata value record		
04803 cannot add metadata set definition		
04804 cannot update metadata set definiition		
04805 cannot bind metadata to file object		
04806 cannot remove metdata for file object		
04807 cannot delete protected metadata set definition		

Metadata Errors		
04808 cannot delete metadata set definition		
04809 cannot add metadata value record		
04810 cannot update metadata value record		
04811 unable to sync metadata values		
04812 metadata attributes were deleted'		
04813 metadata set definition was updated		
04814 metadata attributes were updated		
04815 metadata attributes were inserted		

Metadata Errors		
04816	cannot delete set definition for metadata values record	
04817	metadata binding with file was deleted	
04818	metadata set definition was deleted	
04819	unable to save attribute values for file object	
04820	unable to update metadata values for full paths	
04821	cannot remove user from metadata permissions	
04822	cannot remove group from metadata permissions	

Metadata Errors		
04823 set definition is invalid		
04824 cannot update set definition		
04825 cannot update attribute definition		
04826 general metadata error		
04827 cannot update metadata set value		
04828 cannot delete set related values		
04829 cannot get metadata info		
04830 cannot associate the default metadata set definition to file object		

Metadata Errors		
04831 default set is not defined		
04832 cannot create default metadata set definition		
04833 cannot get default metadata set id		
04834 cannot add metadata set definition to file object		
04835 cannot update attribute values for file object		
04836 cannot perform metadata health check		
04837 cannot delete metadata values		
04838 metadata eager update failed		

Metadata Errors		
04839 cannot delete attribute values		
04840 cannot add attribute values		
04841 invalid set id		
04842 metadata search input cannot be empty		
04843 cannot copy metadata values record		
04850 no physical path for built-in set		
04851 cannot register metadata set definition		
04860 error during metadata migration operation		

MongoDB Error Codes



You can use this page to learn more about FileCloud Server error codes.



MongoDB is a cross-platform document database. Classified as a NoSQL database, MongoDB does not use the traditional table-based relational database structure.

Instead, MongoDB uses JSON-like documents with dynamic schemas, making the integration of data in certain types of applications easier and faster.

FileCloud requires MongoDB for database creation and management.

➔ You can also troubleshoot these errors by reading [MongoDB documentation](#).

MongoDB Errors

Code	What it means	How to Fix it
------	---------------	---------------

MongoDB Errors

<p>01000 mongodb exception</p>	<p>In general, an exception breaks the normal flow of execution in a software application.</p> <p>This occurs when there are unexpected conditions, for example, trying to open a file that does not exist.</p> <ul style="list-style-type: none"> • If it is a fatal exception, the software may abort and return the user to the operating system. • When this happens, data that the program was processing may be lost. 	<p>Verify you have enough resources to run MongoDB.</p> <p>Check to see if you need to repair the database.</p> <p>Verify that Apache is running.</p> <p>Check the Mongo logs to reveal issues.</p> <p>By default, MongoDB creates the Windows log file at this path:</p> <div data-bbox="971 688 1453 842" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>C: \\xampp\\mongodb\\bin\\log\\mongod b.log</p> </div> <p>By default, MongoDB creates the Linux log file at this path:</p> <div data-bbox="971 995 1453 1083" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>/var/log/mongodb/mongod.log</p> </div> <p>If the log file is not found, then check the MongoDB config file for the location.</p>
------------------------------------	---	--

MongoDB Errors

01001
cannot connect to
mongodb server

A connect command to get to the server fails.

For example:

```
[root@xxxx bin]# ./mongo
MongoDB shell version:

2.0.1 connecting to: test
Mon Oct 31 18:41:32

Error: couldn't connect to
server 127.0.0.1

shell/mongo.js:84
exception: connect failed
```

1. Verify that MongoDB server is running.

Try to open this in your web browser:
`http://localhost:27017`

If you can't, this means that you have to start MongoDB server.

2. Ensure all paths to the MongoDB server are absolute.

An absolute or full path points to the same location in a file system, regardless of the current working directory. To do that, it must include the root directory.

3. Add your server IP to the Bind list.

Open the file `/etc/mongod.conf`

Find the `bind_ip` line

Add the IP address of the machine from where you are connecting


```
bind_ip = 127.0.0.1, your
Remote Server Machine IP
Address Here
```


For example:

```
bind_ip = 127.0.0.1,192.168.1.5
```

Then restart mongodb service:

```
sudo service mongod restart
```

 Make sure mongodb port is opened in the firewall.

 You can also comment the line, if you are not worried about security.

MongoDB Errors

4. Verify you are running MongoDB as root user.

If you are getting something similar to the following message:

```
start: Rejected send message,
1 matched rules; type="method
_call",

sender=":1.86" (uid=1000 pid=3
215 comm="start mongod ")

interface="com.ubuntu.Upstart
0_6.Job" member="Start" error

name="(unset)"
requested_reply="0"

destination="com.ubuntu.Upsta
rt"

(uid=0 pid=1 comm="/sbin/
init")

tester@TesterPC:/var/lib/
mongod$ mongosh
```

You must be trying to start the mongod service as user other than root. You must be root user.

Log in as root and then run following command:

```
sudo bash
```

followed by

```
service mongod start
```

5. Remove a full mongod.lock file.

MongoDB Errors

Check if the following file exists:

```
/var/mongo/mongod.lock exists
```

If it exists, check to see if it has content.

If it is not empty, then remove the file.

Then restart MongoDB.

```
service mongod start
```

6. Check the Mongo logs to reveal other issues

By default, MongoDB creates the Windows log file at this path:

```
C:  
\xampp\mongodb\bin\log\mongod  
b.log
```

By default, MongoDB creates the log file at this path:

```
/var/log/mongodb/mongod.log
```

If the log file is not found, then check the MongoDB config file for the location.

For example, other connection issues can include:

```
Wed Dec 21 03:35:04  
[initandlisten]  
connection refused because  
too many open connections:  
819
```

MongoDB Errors

<p>01002 cannot backup db</p>	<p>By default, FileCloud installs the Mongo database server on the same machine as the webserver without any authentication settings.</p> <p>If you need to enable authentication for added security or if you are hosting the database on a different machine than the web server, then these settings can cause this backup error if they are not configured correctly.</p> <p>➔ For more information, read the MongoDB Manual on Backup</p>	<p>1 Verify whether MongoDB Authentication is Enabled. If it is, ensure the settings are correct, or disable authentication to troubleshoot the backup error.</p> <p>➔ Enable MongoDB Bind IP and Authentication</p> <p>2. Ensure all paths to the MongoDB server are absolute.</p> <p>An absolute or full path points to the same location in a file system, regardless of the current working directory. To do that, it must include the root directory.</p>
-----------------------------------	--	--

MongoDB Errors

01003
cannot get host string

Host String refers to the URI format used for defining connections between applications and MongoDB instances.

The format is the same for all official MongoDB drivers.

```
mongodb://
[username:password@]host1[:
port1][,host2[:port2],...
[,hostN[:portN]][/
[database][?options]]
```

host1 parameter is required. It identifies a server address to connect to. It identifies either a hostname, IP address, or UNIX domain socket.

➔ For more information, read the MongoDB Manual on the [Standard Connection String Format](#)

If you see this error, then either the host1 parameter is not specified correctly or the server address is not available.

1. Check the Mongo logs to inspect the host1 parameters.

By default, MongoDB creates the Windows log file at this path:

```
C:
\xampp\mongodb\bin\log\mongod
b.log
```

By default, MongoDB creates the log file at this path:

```
/var/log/mongodb/mongod.log
```

If the log file is not found, then check the MongoDB config file for the location.

2. Verify the host1 parameters are correct:

- hostname and IP address
- or UNIX domain socket

3. Verify that host1 server is available.

4. Ensure all paths to the MongoDB server are absolute.

An absolute or full path points to the same location in a file system, regardless of the current working directory. To do that, it must include the root directory.

MongoDB Errors		
<p>01004</p> <p>this feature is not implemented</p>	<p>The version of MongoDB that you are running is not compatible with the version required by FileCloud.</p> <p>MongoDB lists potential version issues on its Website.</p> <p>✘ Windows Subsystem for Linux (WSL) is Unsupported</p> <p>MongoDB does not support WSL, and users on WSL have encountered various issues installing on WSL.</p> <p>✘ The MongoDB package provided by Ubuntu is not maintained by MongoDB Inc.</p> <p>The mongodb-org package is officially maintained and supported by MongoDB Inc. and kept up-to-date with the most recent MongoDB releases. This installation procedure uses the mongodb-org package.</p>	<ol style="list-style-type: none"> 1. Run the correct version. <ul style="list-style-type: none"> • Verify your MongoDB version meets the requirements in the Release Notes. 2. Remove incorrect versions. <ul style="list-style-type: none"> • If you suspect that the Ubuntu mongodb package conflicts with the MongoDB Inc. mongodb-org package, then: <p>Run the following command to check if the mongodb package is already installed on the system.</p> <pre style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">sudo apt list --installed grep mongodb</pre> <p>To completely remove and purge the mongodb package before attempting this procedure in FileCloud:</p> <pre style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">sudo apt remove mongodb sudo apt purge mongodb</pre>
<p>01005</p> <p>cannot insert record</p>		
<p>01006</p> <p>cannot update record</p>		
<p>01007</p> <p>cannot delete record</p>		
<p>01008</p> <p>cannot fetch record</p>		
<p>01009</p> <p>instance is down</p>		

Notification Stream Error Codes

Notification Stream Errors		
Code	What it means	How to Fix it
03401 cannot delete notifications for user		

NTFS Error Codes

NTFS Errors		
Code	What it means	How to Fix it
04401 no NTFS access for default auth type user		
04402 NTFS access failed or timed out		
04403 NTFS access verification failed		
04404 unable to set NTFS owner		

Office Online Error Codes

Office Online Errors		
Code	What it means	How to Fix it
05801 office online editing failed		
05802 invalid response from portal		
05803 unable to deregister office online relay		
05804 unable to parse status from office online relay		

PDF Error Codes

PDF Errors		
Code	What it means	How to Fix it
02001 unable to convert to pdf		

PDF Errors		
02002		
pdf service is not running		
02003		
file is too large for preview		
02004		
document converter is not enabled		
02005		
cannot add watermark to pdf		
02006		
check for latest converter version		

Reports Error Codes

Reports Errors		
Code	What it means	How to Fix it
05401		
missing query id		

Reports Errors		
05402		
missing report name		
05403		
invalid query id		
05404		
unknown query id		
05405		
missing query parameter		
05406		
report name already exists		
05407		
missing report id		
05408		
invalid report id		
05409		
invalid parameter		
05410		
cannot save report		

Retention Error Codes

Retention Errors		
Code	What it means	How to Fix it
07000 cannot create metadata set definition for retention		
07001 policy definition is invalid		
07002 cannot add retention policy definition		
07003 cannot update retention policy definition		
07004 cannot delete retention policy definition		
07005 another record with a given hash already exists in the DB		
07006 invalid policy ID		
07007 error while trying to fetch retention policies		

Retention Errors		
07008		
delete policy definition operation is forbidden		
07009		
another record with a given name already exists in the DB		
07010		
cannot assign retention metadata set to FileObject		
07011		
cannot add retention policy record		
07012		
cannot update retention policy record		
07013		
cannot delete retention policy record		
07014		
another retention policy record with a given realpath already exists in the DB		
07015		
cannot fetch retention record to the given object		

Retention Errors		
07016		
invalid retention record ID		
07017		
error while trying to fetch retention records		
07018		
delete retention record operation is forbidden		
07019		
cannot copy retention record		
07020		
retention records bulk update error		
07021		
cannot fetch policies assigned to the given object		
07022		
cannot fetch retention record permissions assigned to the given File Object		
07023		
cannot process expiry actions		

Retention Errors		
07024		
cannot send expiry email		
07025		
cannot normalize event args		
07026		
cannot remove retention policy assigned to the File Object		
07027		
cannot assign retention policy to File Object		

RMC Error Codes

RMC Errors		
Code	What it means	How to Fix it
05601		
unknown remote client status		
05602		
unable to add rmc record		

RMC Errors		
05603		
add rmc command failed		
05604		
unable to find rmc client record		
05605		
Cannot deliver policy to rmc client		

Shortcuts Error Codes

Shortcuts Errors		
Code	What it means	How to Fix it
02601		
more than 10 shortcuts not permitted		
02602		
cannot add shortcut		
02603		
cannot update shortcut		

Shortcuts Errors

02604		
shortcut id is not valid		

Short URL Error Codes

Short URL Errors

Code	What it means	How to Fix it
02801		
missing sharename for short url		
02802		
missing owner for short url		

SIEM Error Codes

SIEM Errors

Code	What it means	How to Fix it
08100		
Siem server connection error		

Sockets Error Codes

Socket Errors		
Code	What it means	How to Fix it
08000 Cannot connect to the given endpoint		

SOLR Error Codes

Solr Errors		
Code	What it means	How to Fix it
03201 solr service is not running	Solr service is not running or not being detected by the FileCloud webserver.	Start Content Search in the FileCloud control panel. See Install Content Search for Windows .
03202 solr service is not enabled	The Content Search functionality is not configured in Admin > Settings > Content Search.	See the installation in configuration settings in the section Setting up Content Search for Documents

SSL Error Codes





SSL (Secure Sockets Layer) is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private.

FileCloud runs on Apache web server.


- Apache server can be configured to serve the website securely using HTTPS protocol.
- To enable HTTPS protocol, you will need an SSL certificate.



You can read more about [SSL Configuration](#) in FileCloud Server.

SSL Errors		
Code	What it means	How to Fix it
01201 open ssl error	<p>OpenSSL is an open source tool for using the Secure Socket Layer (SSL) and Transport Layer Security (TLS) protocols for Web authentication.</p> <p>OpenSSL provides a general purpose cryptography library that includes tools for generating RSA private keys and Certificate Signing Requests (CSRs), checksums, managing certificates and performing encryption /decryption.</p> <p> Most open ssl errors are caused by outdated certificate files.</p>	<p>If you allow a certificate to expire, the certificate becomes invalid, and you will no longer be able to run secure transactions.</p> <ul style="list-style-type: none"> • The Certification Authority (CA) will prompt you to renew your SSL certificate prior to the expiration date. • To renew after discovering an SSL certificate is expired, just generate a new Certificate Signing Request (CSR) and re-install your certificate.
01202 cannot find open ssl config file	<p>FileCloud Server requires this file and provides it to you:</p> <ul style="list-style-type: none"> • Windows - it is provided with FileCloud Server • Linux - the FileCloud Server installer will copy it to the correct local folder <p>The openssl.conf is an INI-type file that is mostly used for the generation of certificate requests.</p> <p>It includes data such as:</p> <ul style="list-style-type: none"> • a list of certificates and private keys • a database of signed certificates • the serial number which the CA is currently at <p>To read the SSL documentation about this file: https://www.openssl.org/docs/manmaster/man5/config.html</p>	<p>The location of this file depends on the operating system you are using.</p> <p>In Windows, the file should be here:</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 5px 0;">xampp\apache\conf\openssl.cnf</div> <p>In Linux, the file should be here:</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 5px 0;">/etc/ssl/openssl.cnf</div> <p>If the file is missing, it is usually due to an installation error.</p> <p>You can download a new file and place it in the correct location cited above.</p> <p style="text-align: center;"> Download the Windows OpenSSL.conf file</p>

SSL Errors

<p>01203</p> <p>specify correct path to ssl config file</p>	<p>FileCloud Server requires this file and expects it to be in a specific location.</p> <p>Search for the following file and place it in the expected location:</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin: 10px 0;"> openssl.conf </div>	<p>The location of this file depends on the operating system you are using.</p> <p>In Windows, place the file in the following directory:</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin: 10px 0;"> xampp\apache\conf\openssl.conf </div> <p>In Linux, place the file in the following directory:</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin: 10px 0;"> /etc/ssl/openssl.conf </div> <p>If the file is missing, it is usually due to an installation error.</p> <p>You can download a new file and place it in the correct location cited above.</p> <div style="text-align: center; margin-top: 10px;">  Download the Windows OpenSSL.conf file </div>
<p>01204</p> <p>url must be ssl enabled</p>	<p>If you are collecting ANY sensitive information on your website (including email and password), then you need to be secure.</p> <ul style="list-style-type: none"> One of the best ways to do that is to enable HTTPS, also known as SSL (secure socket layers), SSL protects any information going to and from your server by automatically encrypting the data. 	<p>To resolve this error, you must use SSL to provide an address for your site that begins with <i>https</i>.</p> <p>To set up HTTPS:</p> <ol style="list-style-type: none"> 1. Host with a dedicated IP address 2. Buy a certificate 3. Activate the certificate 4. Install the certificate 5. Update your site to use HTTPS

WOPI Error Codes

WOPI Errors

Code	What it means	How to Fix it
------	---------------	---------------

WOPI Errors		
05001		
cannot add wopi path map		
05002		
cannot remove wopi path map		
05003		
cannot translate wopi id		
05004		
invalid path found for wopi id		
05005		
cannot get lock record for wopi id		

Workflow Error Codes

Generic Errors		
Code	What it means	How to Fix it
04001		
missing workflow id		

Generic Errors		
04002		
missing workflow action id		
04003		
missing workflow condition id		
04004		
missing workflow name		
04005		
workflow name already exists		
04006		
cannot place workflow into background task queue		
04007		
background type workflow agent is not specified as return type		
04008		
missing condition action workflow parameters		

Generic Errors		
04009		
invalid workflow id		
04010		
passed event email does not match a profile		
04011		
invalid workflow action id		

Network Connectivity Issues



Do you have an error code?

Yes...

→ Go to the [Error Codes Glossary](#)



If not, use the following list of problems on this page to read about possible causes and resolutions.

TCP Port Exhaustion

Problem

When a client initiates a TCP/IP socket connection to a server:

1. The client typically connects to a specific port on the server and
2. The client requests that the server respond to the client over an ephemeral, or short lived, TCP or UDP port.

Under certain conditions it is possible that the available ports in the default range will be exhausted.

In that condition:

- no new connection can be opened
- server connections will hang

Cause

The following conditions can cause excessive ports to be left in TIME_WAIT state:

- ✘ A busy site that exposes Network Folders with NTFS permissions using the FileCloud NTFS Helper Service. If there are a lot of users online at the same time, it can cause a lot of HTTP connections to the Helper service that after processing are left in CLOSE_WAIT/TIME_WAIT state. These connections eventually get cleaned up but if there are thousands of connections being made every second then it is possible all available TCP ports get exhausted. Restarting the Helper Service/Webserver will clean up all connections immediately.
- ✘ Many open connections to MongoDB that are used and closed quickly might leave many open connections that might exhaust all available TCP ports. Processes that might do this include Helper Service (for realtime sync), FileCloud Cron Task etc

- ❌ Sync App using Explorer Sync Extension to display icon overlays. This is done using many quick TCP/IP calls for inter process communications leading to possible port exhaustion. on the client machine.
- ❌ Sync/Drive/Automation Apps that try to connect and disconnect from the server many thousands of times (due to error conditions etc) might exhaust available TCP ports on the client and server machine.

Resolution

First try to get a list of open connections to see if this is the problem.

To get a list of open TCP connections in TIME_WAIT state:

1. Open the command prompt.
2. Run one of the following commands depending on which OS you are using:

Windows:

```
netstat -a -n | find /C "TIME_WAIT"
```

Linux:

```
netstat -n | grep -c TIME_WAIT
```

If this is a consistent issue on your FileCloud Server, you can use one of the following resolutions depending on which OS you are using:

⚠️ Only change this behavior if requested by Tech Support.

LINUX Admins:

To change the port range you can do the following:

```
echo "32768 61000" >/proc/sys/net/ipv4/
ip_local_port_range
```

To change the default time for a TCP socket to be in TIME_WAIT
(it will become 30 seconds by modifying the settings in the following procedure:

```
echo 30 > /proc/sys/net/ipv4/tcp_fin_timeout
```

Depending upon the OS, you might need to restart the Networking under Linux for the changes to apply.

WINDOWS Admins:

1. To edit a registry key, open regedit.
2. Navigate to the following key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters

3. Add a new MaxUserPort key and set it to:

DWORD Value between 5000 and 65534. You can use a value like 32000 to specify the number of ports to be used by user processes.

4. Add a new TcpTimedWaitDelay key, and set it to:

DWORD Value between 30 to 240. You can use a value like 30 second. The default time for TCP socket to be in TIME_WAIT will become 30 seconds instead of the 4 minute default.

5. Close regedit and save your changes.
6. After editing, reboot the server.

SMTP Troubleshooting

Problem

When using Microsoft Exchange Server with Two-Factor Authentication, the user never receives an email with a confirmation code.

Cause

When using Microsoft Exchange Server, Two-Factor Authentication cannot send a verification email.

Resolution

To reset SMTP settings:

1. To be able to access login in without using Two-Factor Authentication, perform an [Admin Password Reset](#).
2. Go to the FileCloud Admin Portal, and access Settings.
3. On the EMAIL tab, to configure the Email Settings, clear the checkbox next to SMTP Auth Enabled.

SMTP Host
SMTP Hostname

SMTP Port
SMTP Port

SMTP Security
SMTP connection security

SMTP Auth Enabled
Enable to set SMTP auth

SMTP Auth User
SMTP auth user name

SMTP auth password
SMTP auth password

[Reset to defaults](#)

Do Not Email Settings

Do Not Email List [Manage](#)

Ignore "Do Not Email"

4. To save your changes, click the Save button.

You should be able to receive email with a confirmation code now.

File and Folder Issues



Do you have an error code?

Yes...



Go to the [Error Codes Glossary](#)



If not, use the following list of problems on this page to read about possible causes and resolutions.

Large ZIP Files Do Not Open in Windows

Problem

Folders downloaded as ZIP (> 4GB) do not open properly in Windows. When a folder or multiple files are downloaded from web UI, they will be downloaded as a zip archive. If the total size of the zip files is greater than 4 GB, then the zip will be malformed.

Cause

This is a PHP on Windows limitation.

Resolution

Limit the total size of the zip folder to be less than 4 GB

Large ZIP Files Do Not Open in LINUX

Problem

Folders downloaded as ZIP (> 4GB) do not open properly in LINUX. When a folder or multiple files are downloaded from web UI, they will be downloaded as a zip archive. If the total size of the zip files is greater than 4 GB, then the zip will be malformed.

Cause

This is a known issue with PHP.

Resolution


To support ZIP files larger than 4 GB:

1. Open the configuration file:

WWWROOT/config/cloudconfig.php

2. Add the following line:

```
define("TONIDOCLOUD_ZIP_IMPL", "ZIP64");
```

 This workaround only resolves the issue on Linux. Switching to this ZIP implementation on Windows does not allow support of zip archives larger than 4 GB.

File Names with a Bracket Won't Upload

Problem

File names with the following characters won't upload using web browser.

- Left bracket [
- Right bracket]

Cause

This is a known issue with PHP.


Resolution

Use one of the following recommendations:

- Rename the file and upload
- Upload file using FileCloud Sync

File Path is Too Long

Problem

-  This issue applies only to:
- Existing network folders which are mapped through FileCloud and not managed storage
 - FileCloud running on a Windows Server

When you are opening a file or uploading a file to your FileCloud folder, you might get an error that the file path is too long or you may be unable to upload the file.

For example:

- If you try to open the file directly from a folder (FileCloud Sync folder or FileCloud drive folder) using Acrobat reader or another application, you will see an error message telling you that path is too long.
- You cannot copy or drag and drop a file to the path (FileCloud Sync folder or FileCloud drive folder) if the file path exceeds 260 characters. You may still be able to upload the file directly using the FileCloud user portal and it is syncing properly.

Sample Error Message:



The file path is too long. Please specify a shorter file name or save to a location that has a shorter path.

Cause

There is a known limitation in Windows (version) that path lengths cannot exceed 260 characters long.

For more information, read the Microsoft Windows documentation on:

➔ [Naming Files, Paths, and Namespaces](#)

Resolution

To fix this problem you need to edit a registry key.



This solution only works if you are running FileCloud on Windows Server 2016. There are no known resolutions for running FileCloud on any other version of Windows Server 2016.

You may still be able to upload the file directly using the FileCloud user portal. This will also sync the file properly.

If you want to correct the issue occurring when:

- opening a file in a folder with a path that exceeds 260 characters via the web browser
- using drag and drop to upload files into a folder via a web browser that has a path that exceeds 260 characters

Then you need to edit the Windows server registry. The FileSystem value has the *LongPathsEnabled* variable set to *0* by default. To correct this issue you must change it to *1*.



This resolution of editing a registry key has been tested and works for the following FileCloud access mode:



FileCloud User Web Portal

This resolution has not been fully tested for the following FileCloud editions:



FileCloud Sync



FileCloud Drive

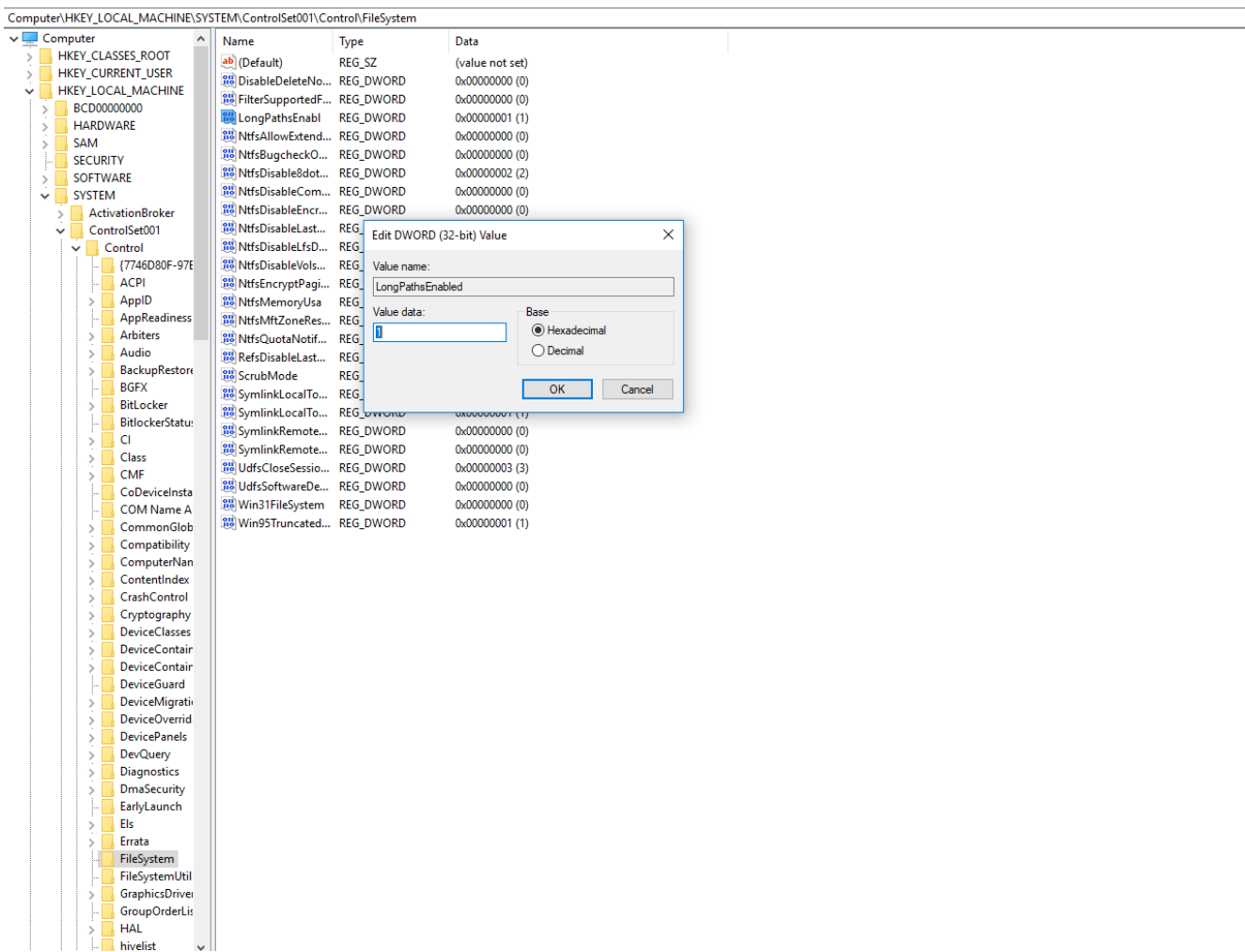
To edit the registry:

1. On the Windows taskbar, in the search box, type *regedit*.
2. Select the top result, *regedit Run command*.
3. If you see a message asking if you want to allow this application to make changes to your device, click *Yes*.
4. In Registry Editor, navigate to the following path:

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\FileSystem`

5. On *LongPathsEnabled*, right-click and then select *Modify*.
6. In the Edit DWORD Value window, in *Value Data*, replace the 0 with *1*.
7. To save your changes, click *OK*.
8. Restart the server.

Figure 1. Navigating in Registry Editor



Issues with File System Objects and Unicode

Problem

The multiple ways Unicode uses to represent a visually indistinguishable glyph using different but equivalent representations can cause many sorts of unexpected behaviors.

These behaviors are normally seen in the following situations:

- Working on files between Windows and Mac
- Files that have unicode strings

For example, if a given file in FileCloud is stored in NFC form and edited and re-uploaded from Mac OSX, that file gets uploaded as NFD, leading to two visually indistinguishable files being stored by FileCloud in a single folder.

Cause


There are some special considerations when working with Unicode strings. Unicode can have multiple ways to represent a visually indistinguishable glyph using different but equivalent representation for example there are many different Unicode forms (NFC, NFD, NFKD, NFKC) to represent Unicode strings.

➔ Refer to [Wikipedia](#) for more detailed information.

This can cause non-trivial and complex issues when working with File System Objects (like files and folders) in FileCloud across filesystems.

Operating System	Standard Normalization	Details
Windows	NFC [1] but others work	Windows can work with all 4 forms Unicode normalization and therefore can have four different versions of same visually similar file name <code>â?.txt</code> in a single folder
Mac OSX	NFD (closest form)	Mac OSX represents all files/folders in NFD form. Only a single file can exist with a given unicode string (irrespective of normalization)

Resolution

 Starting with FileCloud 12.0, there are some functional changes that help handle this situation.

- **FileCloud will use NFC as the preferred form to store file names and folder names**, however, it will never be a case where there will be 100% NFC form used for all files. The reason is that many different clients can behave differently when they upload data into FileCloud. For example: WebDAV clients and other third party can still push NFD normalized strings.
- FileCloud will disallow creation of two filenames or folders with visually indistinguishable glyphs in the same path or location

Normalization Handling

Client	Normalization Form	Automatic Conversion	Notes
Web Browser	Uploads any Form	File names and Folder Names automatically converted to NFC. Can be disabled using a config option.	
Sync App	Uploads only NFC format.	None	(From 12.0) On Windows, non-NFC files from server are downloaded but ignored. New non-NFC format files are ignored and are not synced. On Mac OSX, non-NFC files from server will download but ignored.
Drive App	Uploads any Form	None	
iOS Image Uploads	Uploads NFD Form	None	
iOS Sync	Uploads only NFC format	None	
Android	Uploads any Form	None	
Outlook & Office Add-On (from 12.0)	Uploads only NFC format	None	

Configuring Options to Control Normalization Form Handling Behavior

! Any kind of Normalization behavior on the server requires the `php_intl` extension to be installed and active on your server. Upgrading to the latest 12.0 release components will provide the "intl" extension and this can be checked in the Admin->Checks page.

To control whether any automatic conversion to NFC is done or not:

1. Navigate to the `WWWROOT\config` folder.
2. Open the `cloudconfig.php` file.
3. Add the following line:

```
define("TONIDO_DISABLE_UTF8NORMALIZATION", 1);
```

4. Save the changes.
5. Restart the server.

Converting Existing Files or Folder Names to NFC

You can obtain a script from Technical support called:

- `normalization.php`

This script can convert existing files or folder names to NFC normalization form.

To run the conversion script:

1. Save the script file `normalization.php` in the following folder:

`WWWROOT/resources/backup` folder

2. To use the `PATH` variable, which refers to FileCloud paths, look for a line similar to `/USERNAME`. This is the place where all files and folders are used for a specific username. (e.g. `/john`)

To check a specific path

```
c:\xampp\php\php.exe normalization.php -p PATH
```

To fix the issues in a specific path

```
c:\xampp\php\php.exe normalization.php -p PATH -f 1
```

An optional hostname can be provided for multi-tenant solutions

```
c:\xampp\php\php.exe normalization.php -p PATH -h HOSTNAME
```

Recovering Previous Versions of Files

Problem

All current versions of files in a user account become unusable.

Cause

In some situations, a user may face data loss due to:

- file corruptions
- encryption by ransomware attacks

Resolution

Enable PHP CLI Mode

To run the following commands, PHP CLI mode needs to be enabled.

In LINUX:

1. Edit the file `/etc/php5/cli/php.ini` and make sure the module `mongo.so` is enabled. Without this the reset password command will fail.
2. To enable `mongo.so`, add the following line at the end of file `/etc/php5/cli/php.ini` (if this line doesn't exist in the file)

```
extension=mongo.so
```

In Windows:

1. The PHP cli mode is already enabled in the FileCloud Installer.

Download the Tool

To download the Update Settings tool:

1. In a web browser, navigate to the following url: <http://patch.codelathe.com/tonidocloud/live/scripts/fc/prevversionexporter.zip>
2. Download the update settings tool zip.
3. Unzip the contents of the download zip file onto the folder `WWWROOT/resources/backup` Where `WWWROOT` is

Windows	<code>C:\xampp\htdocs\</code>
Linux	<code>/var/www</code> or <code>/var/www/html</code> depending on the Linux distro

4. The zip contains one script file:

prevversionexporter.php	Tool to be used for exporting previous versions of all user files
--------------------------------	---

Table 1. Tool Options

-u	name of the user account whose files are to be exported
-d	destination path where the files are to be stored
-h	site url for which files are to be exported
-r	flag to export files. Without this flag, only a simulation will be done
-p	specify a particular managed storage path to export
-a	flag to export " All Previous Versions ". Without this flag only the latest of the available previous versions will be exported

Run the Tool in Linux

From a Linux command shell, type the following commands.

In the above command:

Recovering Previous versions in Linux

To recover "[only one previous version](#)":

```
user@li111-150:~$ cd /var/www/resources/backup
user@li111-150:/var/www/resources/backup$ php ./prevversionexporter.php -u tester -d /
tmp/export -r
```

To recover "[all previous versions](#)":

```
user@li111-150:~$ cd /var/www/resources/backup
user@li111-150:/var/www/resources/backup$ php ./prevversionexporter.php -u tester -d /
tmp/export -a
```

-u : User account for which previous file versions are to be exported <Required>

-d : Directory to which the files are to be exported <Required>

-h : Host name for which export needs to be performed (needed in case of multisite installations) <Optional>

-r: Use the flag to actually export the files. Running without this flag only will simulate the export. <Optional>

Run the Tool in Windows

In a windows command shell, type the following commands.

Recovering Previous versions in Windows

To recover **"only one previous version"**:

```
C:\WINDOWS\system32>cd c:\xampp\htdocs\resources\backup
c:\xampp\htdocs\resources\backup>c:\xampp\php\php.exe prevversionexporter.php -u tester
-d c:\export -r
```

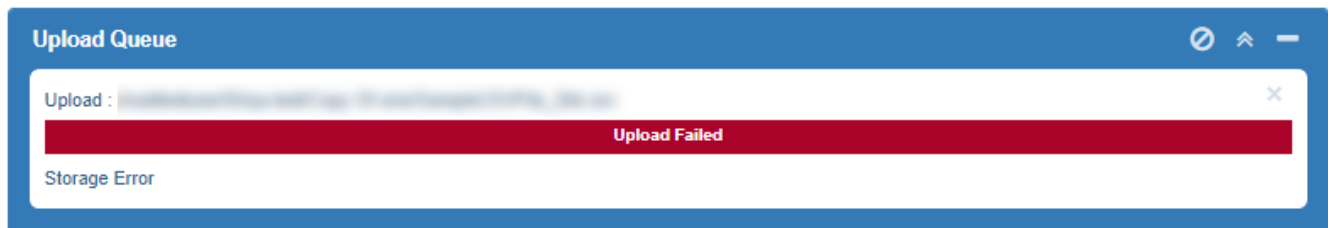
To recover **"all previous versions"**:

```
C:\WINDOWS\system32>cd c:\xampp\htdocs\resources\backup
c:\xampp\htdocs\resources\backup>c:\xampp\php\php.exe prevversionexporter.php -u tester
-d c:\export -a
```

File Upload Failure (Storage Error)

Problem

Sometimes, Upload fails with message "Storage Error"



Cause

This is caused because the Storage path that is set in the admin portal doesn't have Web (www-data) Permissions

Resolution

Change the permission of the Storage Path (eg. ./opt/fileclouddata)

Use the following command to change the permission of the storage path

```
chown -R www-data directory/filename
```

```

drwxrwxrwx 25 www-data root 4096 Jun 26 14:15 /
drwxr-xr-x 22 root root 4096 Jun 19 13:20 ../
drwxr-xr-x 3 www-data root 4096 May 21 15:55 Sce41f54e658b741165993/
drwxr-xr-x 3 www-data root 4096 May 21 16:15 Sce42416f1175935182592/
drwxr-xr-x 3 www-data root 4096 May 21 16:37 Sce42935d4c5c882484349/
drwxr-xr-x 3 www-data root 4096 May 21 16:39 Sce429b95f01b064993080/
drwxr-xr-x 3 www-data root 4096 May 21 16:52 Sce42cc904bd7557507373/
drwxr-xr-x 3 www-data root 4096 May 21 17:11 Sce43142f0a15814183915/
drwxr-xr-x 3 www-data root 4096 May 21 17:17 Sce432bec8c43383829484/
drwxr-xr-x 3 www-data root 4096 May 21 17:37 Sce4375a78d81823958837/
drwxr-xr-x 3 www-data root 4096 May 21 17:44 Sce438fdcd06641724221/
drwxr-xr-x 3 www-data root 4096 May 21 17:57 Sce43bf7b1472886937107/
drwxr-xr-x 3 www-data root 4096 May 21 18:07 Sce43e4a83ac0182001871/
drwxr-xr-x 3 www-data root 4096 May 21 18:20 Sce44185bed93815732850/
drwxr-xr-x 3 www-data root 4096 May 21 18:30 Sce443cdb5276619175163/
drwxr-xr-x 3 www-data root 4096 May 21 18:52 Sce448e94c184650459276/
drwxr-xr-x 3 www-data root 4096 May 22 09:54 Sce51c719848a917583378/
drwxr-xr-x 3 www-data root 4096 May 22 09:59 Sce51d96d7be8842749049/
drwxr-xr-x 3 www-data root 4096 May 22 10:11 Sce5203cacec7573471568/
drwxr-xr-x 3 www-data root 4096 May 22 10:23 Sce5231c7d644591140712/
drwxr-xr-x 5002 www-data root 262144 Jun 3 09:21 Sce7090fc519d572031952/
drwxr-xr-x 5002 www-data root 249856 Jun 4 19:17 Scf4e69aed175407789950/
drwxr-xr-x 5002 www-data root 266240 Jun 5 18:43 Scf6c3d1d2433409049160/
drwxr-xr-x 2068 www-data root 98304 Jun 6 15:10 Scf80d71c4537398879395/
-rw-r--r-- 1 www-data root 0 Jun 5 18:44 FILECLOUD DATA - DO NOT DELETE OR MOVE

```

User Portal UI Issues

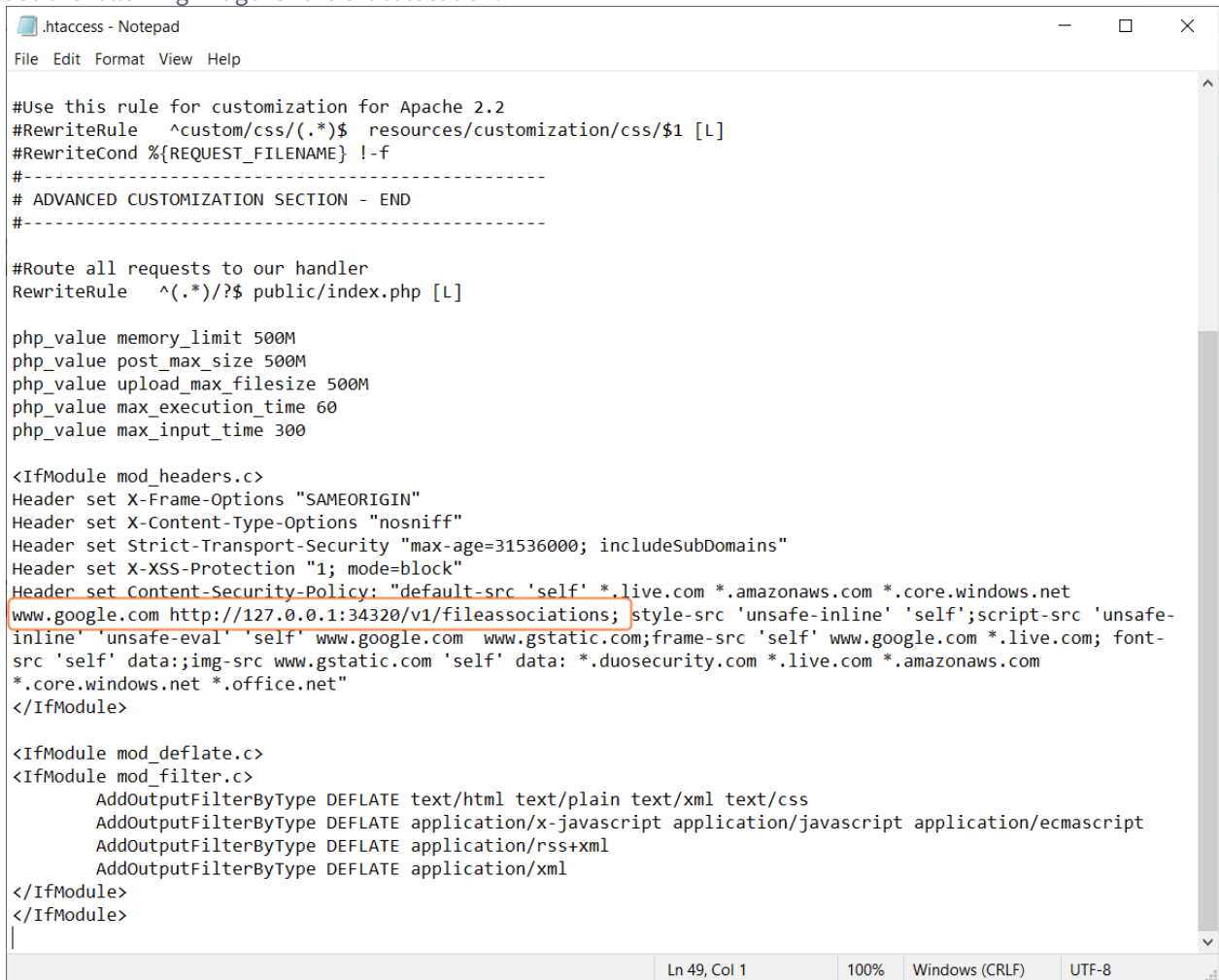
Option is Open in Desktop instead of Open in [application]

When users right-click on an item in a folder in the user portal, if the Desktop Edit application is installed and running, the **Open in [application]** option, where **application** is the application associated with the file type, appears. For example **Open in Word** could appear for a docx file and **Open in Notepad** could appear for a txt file. If there is no application associated with a file, the option appears as **Open in Desktop**.

If the menu option only appears as **Open in Desktop**, even for files that have applications associated with them, you can perform the following workaround:

1. Go to **C:/XAMPP/htdocs**, and open the file **.htaccess**.
2. Add <http://127.0.0.1:34320/v1/fileassociations> to the Content Security Policy header. It goes right after the first **www.google.com** and in front of the ;

See the following image for the exact location:



```

.htaccess - Notepad
File Edit Format View Help

#Use this rule for customization for Apache 2.2
#RewriteRule ^custom/css/(.*)$ resources/customization/css/$1 [L]
#RewriteCond %{REQUEST_FILENAME} !-f
#-----
# ADVANCED CUSTOMIZATION SECTION - END
#-----

#Route all requests to our handler
RewriteRule ^(.*)/?$ public/index.php [L]

php_value memory_limit 500M
php_value post_max_size 500M
php_value upload_max_filesize 500M
php_value max_execution_time 60
php_value max_input_time 300

<IfModule mod_headers.c>
Header set X-Frame-Options "SAMEORIGIN"
Header set X-Content-Type-Options "nosniff"
Header set Strict-Transport-Security "max-age=31536000; includeSubDomains"
Header set X-XSS-Protection "1; mode=block"
Header set Content-Security-Policy: "default-src 'self' *.live.com *.amazonaws.com *.core.windows.net
www.google.com http://127.0.0.1:34320/v1/fileassociations; style-src 'unsafe-inline' 'self'; script-src 'unsafe-
inline' 'unsafe-eval' 'self' www.google.com www.gstatic.com; frame-src 'self' www.google.com *.live.com; font-
src 'self' data:; img-src www.gstatic.com 'self' data: *.duosecurity.com *.live.com *.amazonaws.com
*.core.windows.net *.office.net"
</IfModule>

<IfModule mod_deflate.c>
<IfModule mod_filter.c>
    AddOutputFilterByType DEFLATE text/html text/plain text/xml text/css
    AddOutputFilterByType DEFLATE application/x-javascript application/javascript application/ecmascript
    AddOutputFilterByType DEFLATE application/rss+xml
    AddOutputFilterByType DEFLATE application/xml
</IfModule>
</IfModule>

```

3. Save and close the **.htaccess** folder.
4. Refresh the user portal to view the corrected menu option.

Database Issues



Do you have an error code?

Yes...



Go to the [Error Codes Glossary](#)



If not, use the following list of problems on this page to read about possible causes and resolutions.

Repair Database Entries

Problem

Under certain conditions, database entries can get out of sync with physical file entries.

When this happens you may see the following issues:

- File sync errors
- Failure to download files that exist in the system

Cause

Many factors can cause this issue.

Resolution

Out-of-sync database issues can be fixed by using the Scan tool.



Please consult with technical support before attempting these operations.

Prerequisite

To check/repair database errors, PHP CLI mode access must be enabled by adding the following line to the end of the PHP ini file:

```
extension=mongo.so
```

In Windows, the PHP ini file is located at XAMPP\php\php.ini

In Linux, the PHP ini file is located at /etc/php5/cli/php.ini

Check for Errors

Once the CLI mode is enabled, follow these steps to check databases.

A report of the errors found, report.html is listed.

1. In a command line, enter:

For Windows:

```
cd c:\xampp\htdocs\resources\tools\consistency
PATH=%PATH%;C:\xampp\php
```

For Linux:

```
cd /var/www/html/resources/tools/consistency
```

2. Then, for both Windows and Linux, enter:

To find and list errors in the databases from the default site:

```
php scan.php -h default > report.html
```

To find and list errors in a multi-tenant site, provide the tenant URL:

```
php scan.php -h tenant01.example.com > report.html
```

3. If there are errors found, run the repair operation.

Repair Errors

To repair errors found in the check process, run:

```
php scan.php -h default -f True
```

Note

The above command needs sudo access, to have enough permissions to remove stray thumb and versioned files.

Previous versions of the script, checkfc.php and repairsfc.php, are deprecated.


FileCloud not starting on Windows

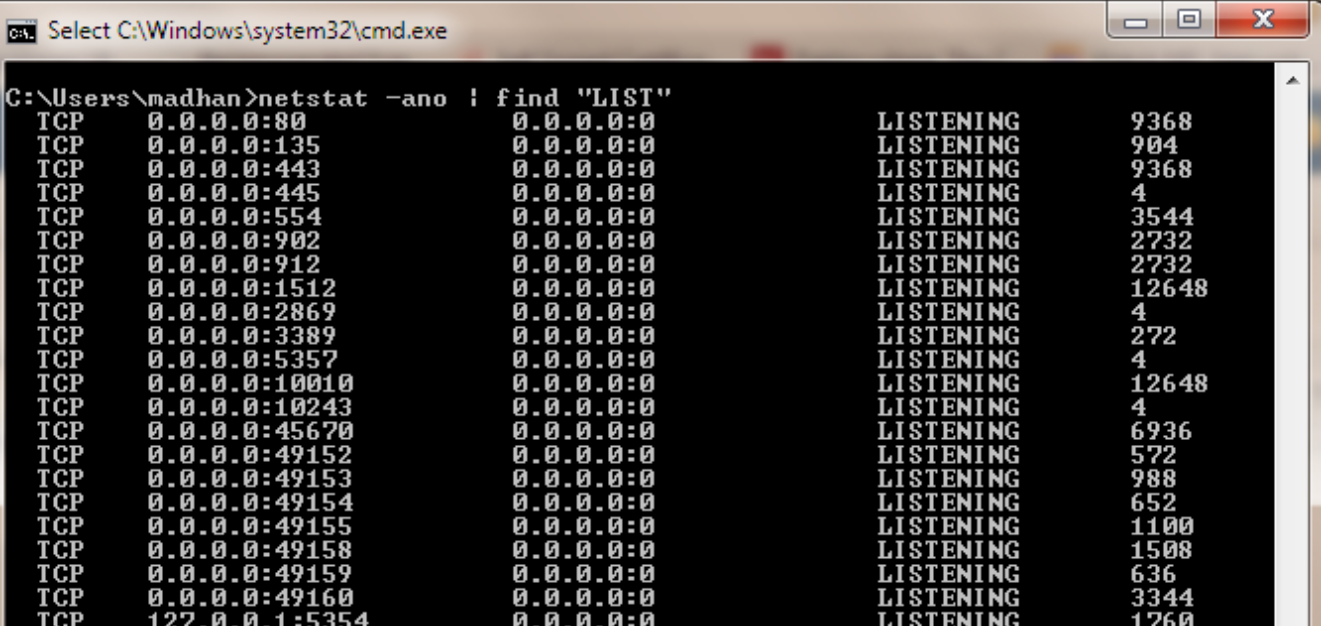
FileCloud Server not starting on Windows

If FileCloud Webserver or Database does not startup, it is most likely that another process is using the ports used by the Webserver and the Database. By default, FileCloud uses these 3 ports (**80, 443, 27017**), so if other programs are using these ports, the servers will not start up properly.

Most common applications that use these ports are Microsoft IIS, Skype, TeamViewer.

To figure out which application is using this port, open a command prompt and type the following command.

 `netstat -ano | find "LIST"`



```

C:\Users\madhan>netstat -ano | find "LIST"
TCP    0.0.0.0:80           0.0.0.0:*        LISTENING     9368
TCP    0.0.0.0:135        0.0.0.0:*        LISTENING     904
TCP    0.0.0.0:443       0.0.0.0:*        LISTENING     9368
TCP    0.0.0.0:445       0.0.0.0:*        LISTENING     4
TCP    0.0.0.0:554       0.0.0.0:*        LISTENING     3544
TCP    0.0.0.0:902       0.0.0.0:*        LISTENING     2732
TCP    0.0.0.0:912       0.0.0.0:*        LISTENING     2732
TCP    0.0.0.0:1512      0.0.0.0:*        LISTENING     12648
TCP    0.0.0.0:2869      0.0.0.0:*        LISTENING     4
TCP    0.0.0.0:3389      0.0.0.0:*        LISTENING     272
TCP    0.0.0.0:5357      0.0.0.0:*        LISTENING     4
TCP    0.0.0.0:10010     0.0.0.0:*        LISTENING     12648
TCP    0.0.0.0:10243     0.0.0.0:*        LISTENING     4
TCP    0.0.0.0:45670    0.0.0.0:*        LISTENING     6936
TCP    0.0.0.0:49152    0.0.0.0:*        LISTENING     572
TCP    0.0.0.0:49153    0.0.0.0:*        LISTENING     988
TCP    0.0.0.0:49154    0.0.0.0:*        LISTENING     652
TCP    0.0.0.0:49155    0.0.0.0:*        LISTENING     1100
TCP    0.0.0.0:49158    0.0.0.0:*        LISTENING     1508
TCP    0.0.0.0:49159    0.0.0.0:*        LISTENING     636
TCP    0.0.0.0:49160    0.0.0.0:*        LISTENING     3344
TCP    127.0.0.1:5354   0.0.0.0:*        LISTENING     1760
  
```

You can look at the process using ports 80, 443 or 27017. (for example 0.0.0:80).
The right most column shows the process ID of the process using that port.

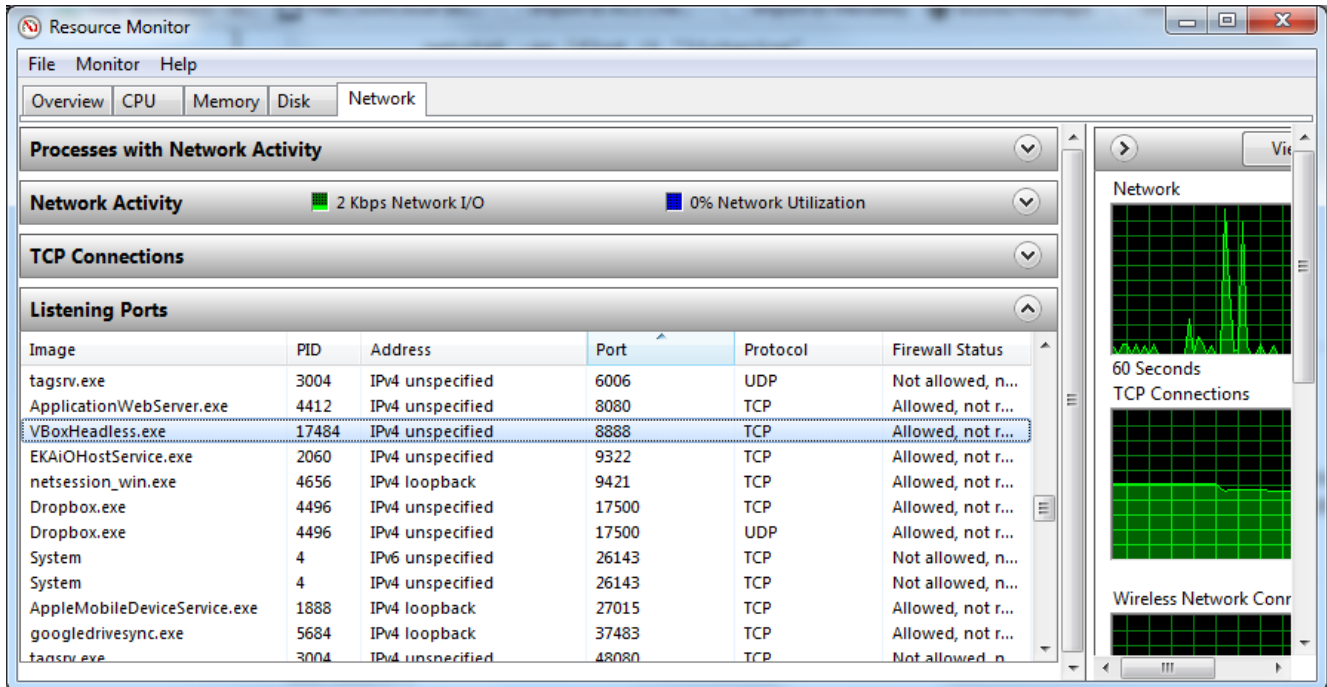
You can get the name of the process, by

 `tasklist /svc /PI "PID eq 988"`

GUI Option

Alternative option to see Process running on ports 80,443 or 27017 is through GUI. Go to *Start>>All Programs>>Accessories>>System Tools>>Resource Monitor* (or **Run** `resmon.exe`)

PID (4) - Image (System) running on port 80 implies IIS may be running. Stop the IIS and try to restart Apache.



Common Services Interfering with Ports using by FileCloud Server

Other Apps Using same Network Services

WWW Publishing Service

Microsoft IIS

Microsoft Skype

HTTPD.sys

For 2012 server, you might need to do this

Windows server 2012

```
net stop http /y
sc config http start= disabled
You might need to reboot after this
```

<https://www.devside.net/wamp-server/opening-up-port-80-for-apache-to-use-on-windows>

Apache Displays Command Prompt

The following problem may appear in versions of FileCloud prior to version 22.1 and for customers who do not run Apache as a service in FileCloud 22.1 and later.

Problem:

A command prompt appears when Apache is running.

Solution:

1. Open the httpd.conf file
2. in Windows:
c:\xampp\apache\conf\httpd.conf

in Linux:

Ubuntu location: /etc/apache2/apache2.conf

RHEL location: /etc/httpd/conf/httpd.conf

3. Find the **CustomLog** command.
4. Comment out:
CustomLog "logs/access.log" common
5. Add:

CustomLog "|bin/rotatelog.exe logs/access_%y-%m-%d.log 86400 combined

```
*httpd - Notepad
File Edit Format View Help

<IfModule log_config_module>
#
# The following directives define some format nicknames for use with
# a CustomLog directive (see below).
#
LogFormat "%h %l %u %t \"%r\" %>s %b \"%{Referer}i\" \"%{User-Agent}i\"" combined
LogFormat "%h %l %u %t \"%r\" %>s %b" common

<IfModule logio_module>
# You need to enable mod_logio.c to use %I and %O
LogFormat "%h %l %u %t \"%r\" %>s %b \"%{Referer}i\" \"%{User-Agent}i\" %I %O" combinedio
</IfModule>

#
# The location and format of the access logfile (Common Logfile Format).
# If you do not define any access logfiles within a <VirtualHost>
# container, they will be logged here. Contrariwise, if you *do*
# define per-<VirtualHost> access logfiles, transactions will be
# logged therein and *not* in this file.
#
#CustomLog "logs/access.log" common ← comment out

#
# If you prefer a logfile with access, agent, and referer information
# (Combined Logfile Format) you can use the following directive.
#
CustomLog "|bin/rotatelog.exe logs/access_%y-%m-%d.log 86400 combined ← add in
</IfModule>
```

6. Open the httpd-ssl.conf file.

in Windows:

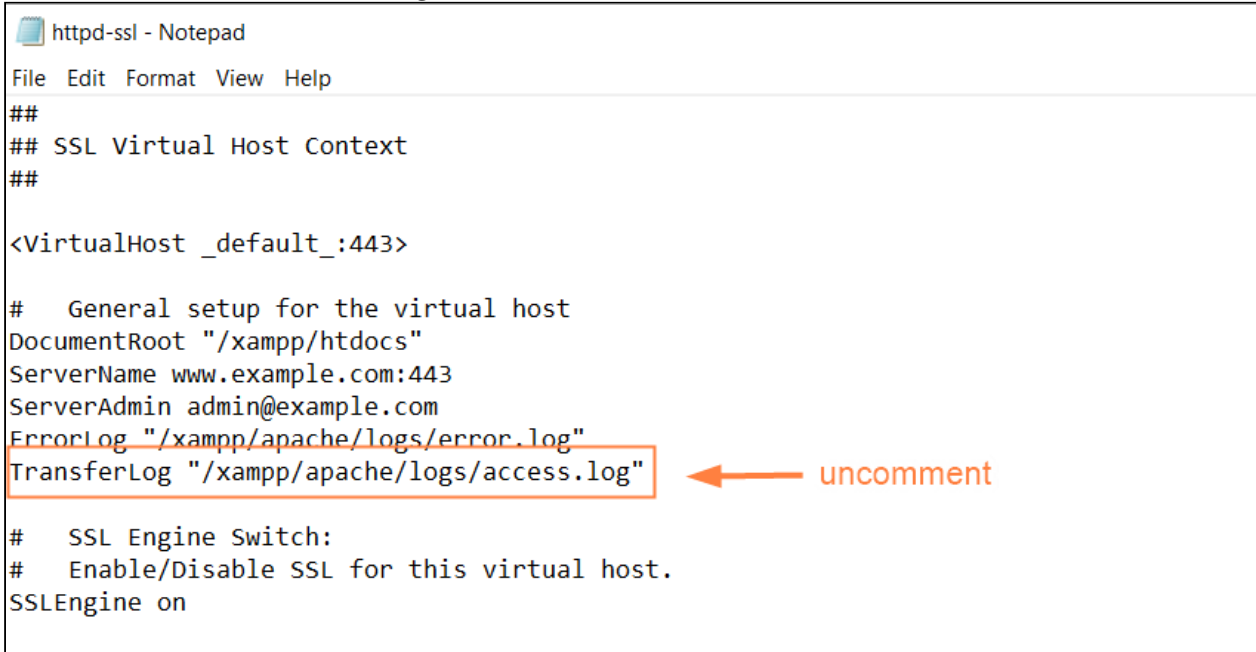
c:\xampp\apache\conf\extra\httpd-ssl.conf

in Linux:

/etc/apache2/sites-available/default-ssl

- 7.

Find and uncomment the **TransferLog** command:



```
httpd-ssl - Notepad
File Edit Format View Help
##
## SSL Virtual Host Context
##

<VirtualHost _default_:443>

# General setup for the virtual host
DocumentRoot "/xampp/htdocs"
ServerName www.example.com:443
ServerAdmin admin@example.com
ErrorLog "/xampp/apache/logs/error.log"
TransferLog "/xampp/apache/logs/access.log"
# SSL Engine Switch:
# Enable/Disable SSL for this virtual host.
SSLEngine on
```