

FileCloud Server

23.253

FileCloud Troubleshooting

2 January, 2026

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Do you have an error code?

If so, then go to the **Error Codes Glossary** ([see page 16](#))

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 (see page 2)</p> <ul style="list-style-type: none"> • Enable Debugging • Contacting Support <p>Run in Maintenance Mode (see page 13)</p> <ul style="list-style-type: none"> • Upgrading the server • Applying patches • Troubleshooting issues | <p>Network Connectivity Issues (see page 94)</p> <ul style="list-style-type: none"> • TCP Port Exhaustion • SMTP Troubleshooting <p>File and Folder Issues (see page 98)</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 (see page 109)</p> <ul style="list-style-type: none"> • Repair Database Entries <p>FileCloud not starting on Windows (see page 112)</p> <p>Storage system not ready CLFC-01801 or Storage System Not Initialized.</p> |

Report Problems in FileCloud

i To collect logs and report an issue:

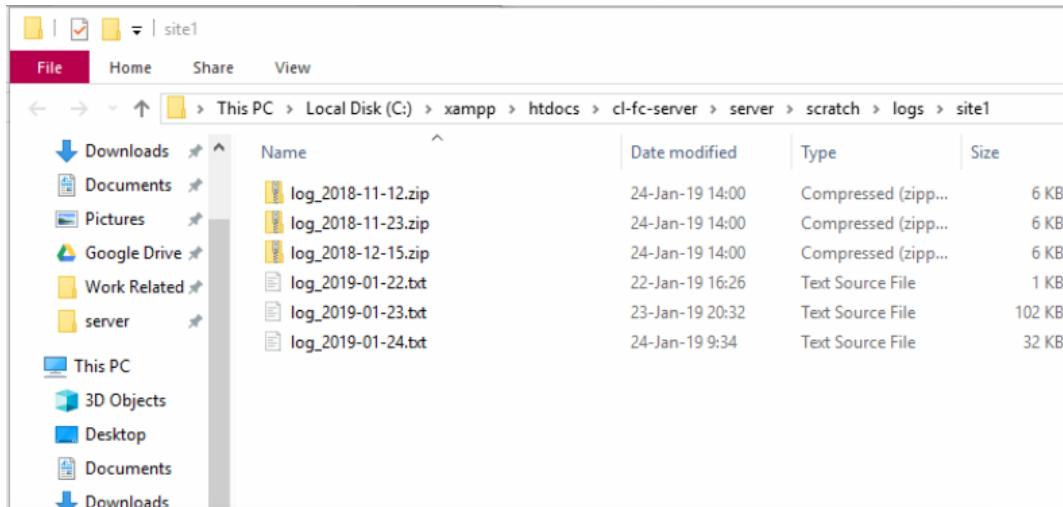
1. Enable Debug Logging
2. Recreate the Issue
3. Locate the Log Files
4. Send the Logs to Support

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.

i The server log files in the scratch folder are now automatically compressed into a zip folder.

- This 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



What is a scratch file or folder?

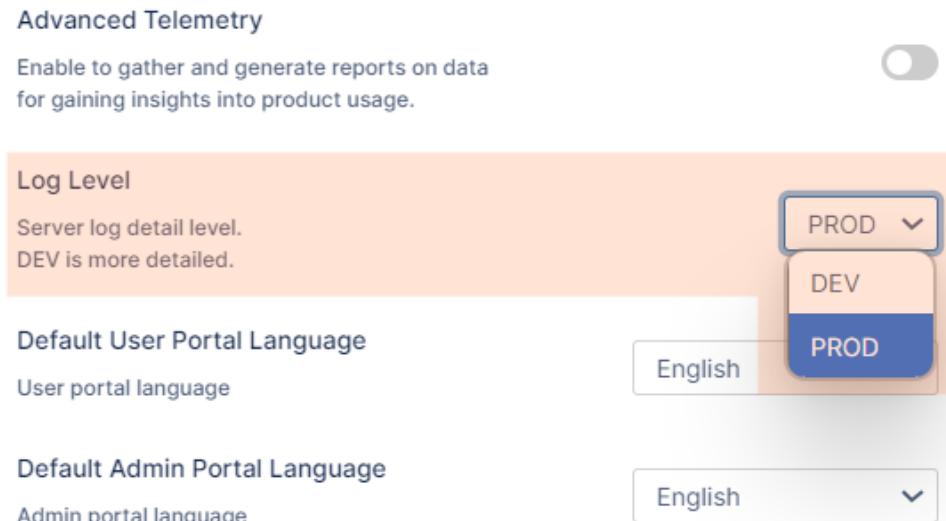
When looking for log files, you may see the term **scratch**.

- 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 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 development mode.

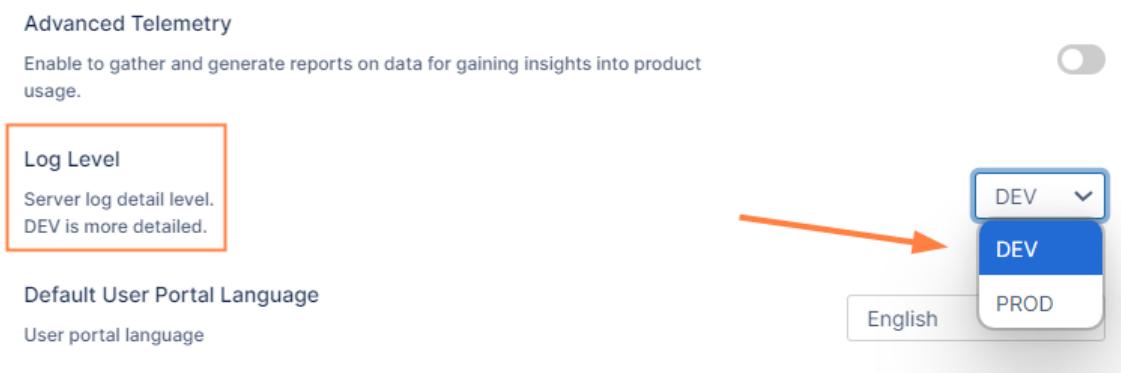


- In production (**PROD**) mode, minimal logs are generated.
- In development (**DEV**) mode, a comprehensive amount of trace data is generated, so the amount of log files and their size can become large.

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

To enable debug mode:

1. In the FileCloud admin portal's left navigation bar, scroll down and click **Settings**. Then, on the **Settings** navigation page, click **Server** . The **Server** settings page opens.
2. Scroll down until you see **Log Level**.
3. In the **Log Level** drop-down list, select **DEV**.



4. 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

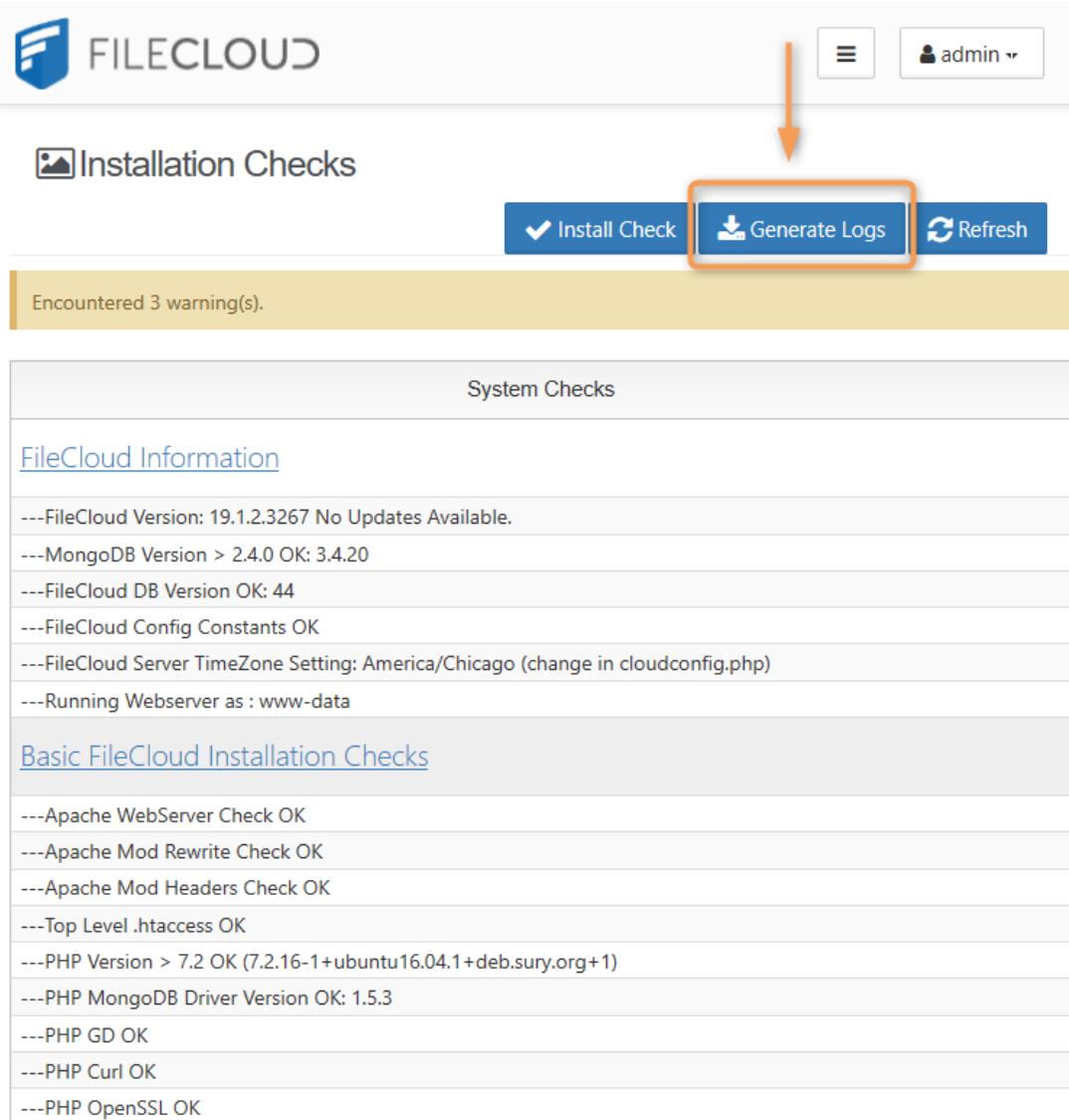
Use the Admin Portal

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 **Generate Logs**.



The screenshot shows the 'Installation Checks' page of the FileCloud Admin Portal. At the top, there is a navigation bar with the FileCloud logo, a menu icon, and a user dropdown for 'admin'. Below the navigation bar, the main content area has a title 'Installation Checks' with a camera icon. There are three buttons at the top of the content area: 'Install Check' (blue), 'Generate Logs' (orange box), and 'Refresh' (blue). A yellow banner at the top of the content area says 'Encountered 3 warning(s.)'. The main content area is divided into sections: 'System Checks' (empty), 'FileCloud Information' (listing system details like FileCloud Version 19.1.2.3267, MongoDB Version 3.4.20, and PHP Version 7.2.16-1+ubuntu16.04.1+deb.sury.org+1), and 'Basic FileCloud Installation Checks' (listing various server components like Apache, PHP, and MongoDB drivers). The 'Generate Logs' button is highlighted with an orange box and an arrow pointing to it from the top right.

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.

3. In the navigation panel of the main dashboard, click **Help**.

The **Help** screen opens.

| Version | 20.2.0.4977 Check for Updates |
|--|--|
| Configuration Export and Import Sync Configuration Data | Export Configuration Import Configuration |
| Troubleshooting Tools for troubleshooting issues with Sync | Export Sync Log File Open Log Folder |

4. 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:

1. From the system tray, right-click the FileCloud Drive icon



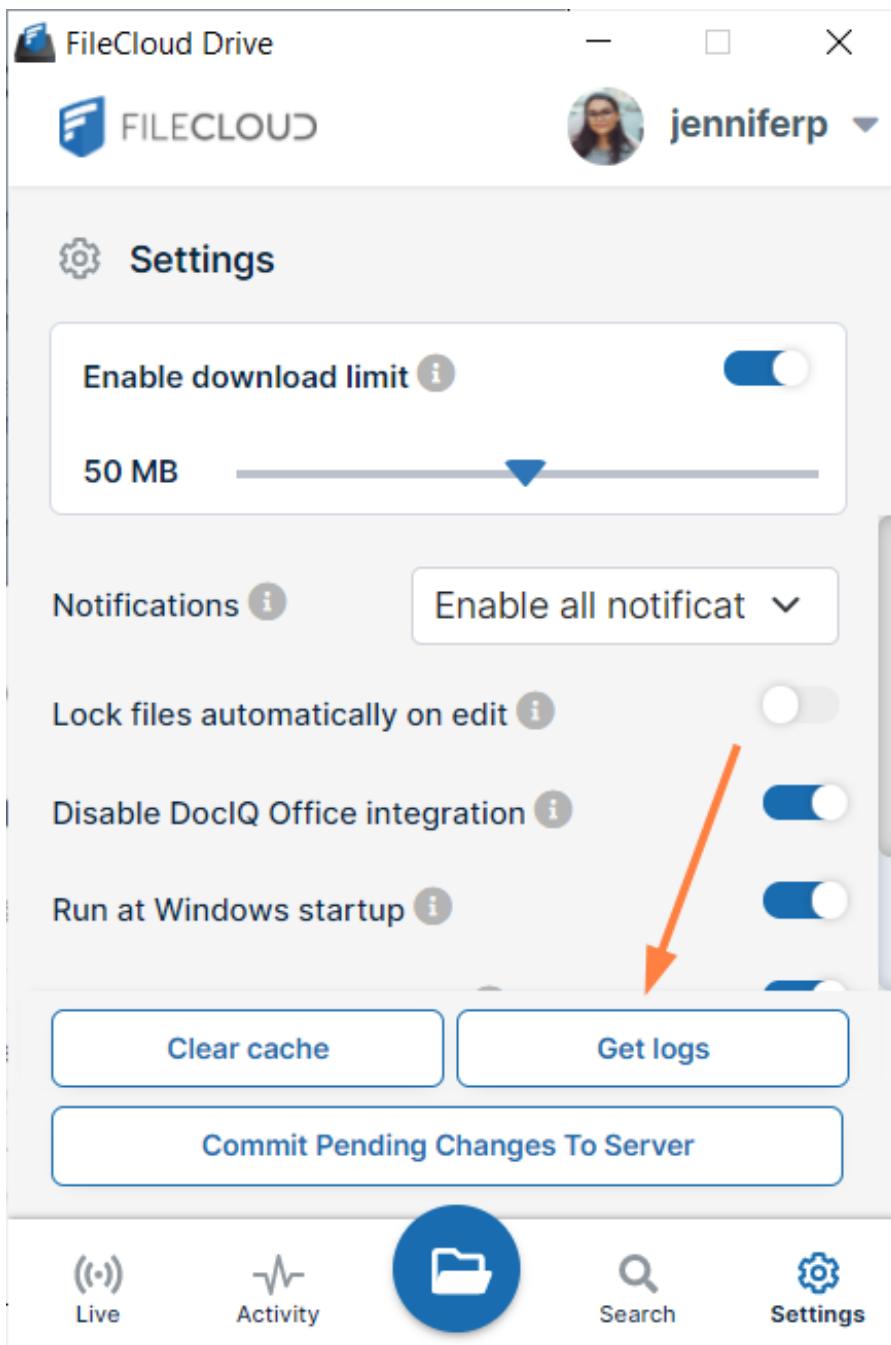
and choose **Dashboard**.

The Drive dashboard opens.

2. 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\log_YYY Y-MM-DD.txt | /var/www/html/scratch/logs/ log_YYYY-MM-DD.txt |
| FileCloud Helper | %APPDATA%\FileCloudHelper\cloudntfs.log (or) <DriveLetter>\xampp\FileCloudHelper\cloudntfs.log | N/A |
| MongoDB | <DriveLetter>\xampp\mongodb\bin\log\mongod.log | /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, please Contact FileCloud Support.

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.



FileCloud Server log files in the scratch folder are automatically compressed into a zip folder.

- This 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

UNKNOWN ATTACHMENT

To use the Sync application to generate files:

1. From *Start* menu, select *FileCloudSync*.
2. From the system tray, right-click the FileCloud icon **UNKNOWN ATTACHMENT** 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 **UNKNOWN ATTACHMENT**
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

UNKNOWN ATTACHMENT

To use the Sync application to generate files:

1. From the system tray, right-click the FileCloud icon UNKNOWN ATTACHMENT 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

```

# maintenance rule 1: web browser, allow only admin portal
RewriteCond %{DOCUMENT_ROOT}/resources/ui/maintenance/maintenance.html -f
RewriteCond %{DOCUMENT_ROOT}/resources/ui/maintenance/maintenance.enable -f
RewriteCond %{REQUEST_URI} !^/resources/ui/maintenance/.*
RewriteCond %{REQUEST_URI} !public/index.php
RewriteCond %{REQUEST_URI} !favicon.ico
RewriteCond %{REQUEST_URI} !^/ui/admin/
RewriteCond %{REQUEST_URI} !^/ui/admin2/
RewriteCond %{REQUEST_URI} !^/core/.*
RewriteCond %{REQUEST_URI} !^/admin./*
RewriteRule ^.*$ /resources/ui/maintenance/maintenance.html [B,END]
RewriteRule ^resources/ui/maintenance/(.+) resources/ui/maintenance/$1 [B,END]
# maintenance rule 2: block all apps
RewriteCond %{DOCUMENT_ROOT}/resources/ui/maintenance/maintenance.html -f
RewriteCond %{DOCUMENT_ROOT}/resources/ui/maintenance/maintenance.enable -f
RewriteCond %{HTTP_USER_AGENT} !^.*(?:mozilla|chrome|safari|applewebkit).*$ [NC]
RewriteRule ^.*$ /resources/ui/maintenance/maintenance.html [B,END]
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 |
|------------------|---|---|
| maintenance.html | <p>WWWROOT/resource/ui/maintenance/maintenance.html</p> <p>For example,</p> <ul style="list-style-type: none"> • in Windows, C:\xampp\htdocs\resources\ui\maintenance\maintenance.html • in Linux, /var/www/resources/ui/maintenance/maintenance.html <p>The customized message can be specified in the maintenance.html file</p> | 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.

ⓘ 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 | 00000 - 00999 : Generic Errors (see page 41) 01000 - 01199 : Mongo DB Errors (see page 71) 01200 - 01399 : SSL Errors (see page 89) 01400 - 01599 : File System Errors (see page 26) 01600 - 01799 : External Storage Errors (see page 24) 01800 - 01999 : Local Storage Errors (see page 62) 02000 - 02199 : PDF Errors (see page 81) 02200 - 02399 : Geo IP Errors (see page 59) 02400 - 02599 : Cron Errors (see page 22) 02600 - 02799 : Shortcuts Errors (see page 87) 02800 - 02999 : Short URL Errors (see page 87) 03000 - 03199 : Background Errors (see page 21) 03200 - 03399 : SOLR Errors (see page 88) 03400 - 03599 : Notification Stream Errors (see page 79) 03600 - 03799 : Active Directory Errors (see page 18) 03800 - 03999 : LDAP Errors (see page 59) 04000 - 04199 : Workflow Errors (see page 92) 04200 - 04399 : License Manager Errors (see page 61) 04400 - 04599 : NTFS Errors (see page 79) 04600 - 04799 : CURL Errors (see page 23) 04800 - 04999 : Metadata Errors (see page 66) 05000 - 05199 : WOPI Errors (see page 91) 05200 - 05399 : Locks Errors (see page 65) 05400 - 05599 : Reports Errors (see page 81) 05600 - 05799 : RMC Errors (see page 86) 05800 - 05999 : Office Online Errors (see page 80) 06000 - 06199 : Journal Errors (see page 59) 06200 - 06399 : Admin Manager Errors (see page 19) |
| FileCloud ServerSync | 50000 to 59999 |
| FileCloud on Mobile Apps | 30000 to 39999 iOS 40000 to 49999 Android |
| FileCloud Drive | 90000 to 99999 |
| Microsoft Add-ins | Outlook add-in 70000 to 79999 Office add-in 80000 to 89999 |

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 Authentication settings page when Active Directory is selected as the Authentication type . 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 | | |
| 06204 size is deprecated | | |

| Admin Manager Errors | | |
|----------------------|--|--|
| 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 | |
| 06212 | cannot update notification stream for user email changed | |
| 06213 | cannot update share activities for user email changed | |

| Admin Manager Errors | | |
|-----------------------------|--|--|
| 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 | |
| 06220 | cannot import AD group | |

Background Error Codes

| Background Errors | | |
|--------------------------|---------------|---------------|
| Code | What it means | How to Fix it |
| | | |

| Background Errors | | |
|---|--|--|
| 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 | | |
| 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 |

| CRON Errors | | |
|--------------------------------------|--|--|
| 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 | | |
| 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 | | |

| External Storage Errors | | |
|--|--|--|
| 01609 cannot get object data from amazon s3 bucket | | |
| 01610 amazon s3 bucket network share does not support this function | | |
| 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 | | |

| External Storage Errors | | |
|---|--|--|
| 01618 seeding cannot proceed. pre-flight checks failed | | |
| 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 | | |
|--------------------------------|--|---|
| 01401 cannot rename file | <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 |

| File System Errors | | |
|---|--|---|
| 01402 cannot move file | <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 |
| 01403 cannot copy file | <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 |
| 01404 cannot delete file | <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 |

| File System Errors | | |
|--|--|---|
| 01405 cannot encrypt file | <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 |
| 01406 cannot decrypt file | <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 |
| 01407 cannot delete unencrypted file | <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 |
| 01408 cannot append to file | <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 | | |
|--|---|---|
| 01409 cannot write to file | <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 |
| 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 | Choose another name. You cannot rename a file if another file with the same name already exists. |
| 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: ..*:?"<> " | Change the file name so that it does not contain invalid characters |

| File System Errors | | |
|--|---|---|
| 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 | Check if the file type is being restricted by clicking Restricting File Extensions |
| 01414 cannot move or rename file | <p>Conditions that would stop you from renaming or moving a file include:</p> <ul style="list-style-type: none"> <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 |

| File System Errors | | |
|------------------------------------|--|--|
| 01415 cannot upload file | <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 |

| File System Errors | | | |
|---|--|---|--|
| 01416 cannot download file | <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 | |
| 01417 download is not permitted for this agent | <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> <p>FileCloud Sync FileCloud Drive Mobile App Access</p> | |
| 01418 file size exceeds limit | <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> <p>Change the Storage Quota for a User or Group</p> <p>Users can change the download size restrictions:</p> <p>FileCloud Sync FileCloud Drive</p> | |

| File System Errors | | | |
|---|---|--|--|
| 01419 file location or name not set | <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"> <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) | |
| 01420 cannot upload multi-part file | <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 | |

| File System Errors | | | |
|---|--|--|--|
| 01421 cannot continue uploading multi-part file | <p>Multi-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 |
| 01422 cannot add file (db entry) | | | |
| 01423 file is locked | | | |
| 01424 cannot upload (file) chunk to server | | | |
| 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 | | | |

| File System Errors | | |
|--|--|--|
| 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 | | |
| 01435 path too long - exceeds 255 chars | | |
| 01436 no write permission | | |
| 01437 cannot get search results | | |
| 01438 path is not specified | | |

| File System Errors | | |
|---------------------------|---|--|
| 01439 | cannot translate path | |
| 01440 | cannot create folder | |
| 01441 | cannot delete folder | |
| 01442 | cannot access folder | |
| 01443 | cannot access temp folder | |
| 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 | |

| File System Errors | | |
|--|--|--|
| 01449 folder already exists | | |
| 01450 folder is invalid | | |
| 01451 cannot add folder (db entry) | | |
| 01452 cannot move folder contents | | |
| 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 | | |

| File System Errors | | |
|---|--|--|
| 01459 filename is not utf8 normalized | | |
| 01460 apache log file is too big. manual cleanup recommended | | |
| 01461 cannot obtain real path | | |
| 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 | | |

| File System Errors | | |
|--|--|--|
| 01469 cannot unzip archive | | |
| 01470 cannot access path | | |
| 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 | | |

File System Errors

| | | |
|----------------------------------|--|--|
| 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 | | |

| Generic Errors | | |
|---|--|--|
| 00006 cannot connect to memcache server | | |
| 00007 cannot find storage specific php config file | | |
| 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 | | |

| Generic Errors | | |
|-----------------------|--|--|
| 00017 | Malformed event. Will be ignored | |
| 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 | | |
| 00035 cannot login to account | | |

| Generic Errors | | |
|--|--|--|
| 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 | | |
| 00044 user account profile image update is disabled | | |
| 00045 user profile invalid | | |

| Generic Errors | | |
|--|--|--|
| 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 | | |
| 00053 cannot add toast | | |
| 00054 cannot get total number of licenses | | |
| 00055 cannot process events | | |

| Generic Errors | | |
|---|--|--|
| 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 | | |
| 00062 file size is not set | | |
| 00063 critical section record released in db | | |
| 00064 critical section acquiring attempt has exceeded waiting time limit | | |

| Generic Errors | | |
|--|--|--|
| 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 | | |
| 00070 secret can be reset only by admin | | |
| 00071 bad alphabet passed as input for password generation | | |
| 00072 strong password generation failed | | |

| Generic Errors | | |
|--|--|--|
| 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 | | |
| 00079 default policy not found | | |
| 00080 invalid user account | | |
| 00081 invalid group | | |
| 00082 invalid item path for action | | |

| Generic Errors | | |
|---|--|--|
| 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 | | |
| 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 | | |

| Generic Errors | | |
|--|--|--|
| 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 | | |
| 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 | | |

| Generic Errors | | |
|---|--|--|
| 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 | | |
| 00108 content search failed | | |
| 00109 cannot get user object | | |
| 00110 invalid token | | |
| 00111 acl path context is invalid | | |
| 00112 checksum is invalid | | |

| Generic Errors | | |
|--|--|--|
| 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 | | |
| 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 | | |

| Generic Errors | | |
|---|--|--|
| 00124 cannot add user to share | | |
| 00125 cannot find share | | |
| 00126 public shares are disabled by admin | | |
| 00127 sharing not allowed | | |
| 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 | | |

| Generic Errors | | |
|---|--|--|
| 00134 cannot add group to share | | |
| 00135 url is missing / empty | | |
| 00136 password is missing | | |
| 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 | | |

| Generic Errors | | |
|---|--|--|
| 00145 missing hostname or key or secret for duo | | |
| 00146 enterprise version license is required | | |
| 00147 application has encountered exception | <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. | |
| 00148 cannot enforce session timeout without code based device authentication | | |
| 00149 cannot set admin approval without using code based device authentication | | |
| 00150 cannot add External user to group other than Everyone | | |
| 00151 cannot email admin as added to Do-Not-Email list | | |

| Generic Errors | | |
|--|--|--|
| 00152 authentication method is disabled | | |
| 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 | | |

| Generic Errors | | |
|---|--|--|
| 00162 policy cannot be assigned | | |
| 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

| Generic Errors | | |
|----------------|--|--|
| | | |

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 |
|------|---------------|---------------|
| | | |

| LDAP Errors | | |
|--------------------|--|--|
| 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 | |
| 03808 | LDAP account supplied matches multiple record in LDAP server | |
| 03809 | LDAP user account supplied failed authentication | |

| LDAP Errors | | |
|--|--|--|
| 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 | | |
| 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 | FileCloud has been restarted after an upgrade and the password-protected encrypted storage system needs to be re-activated. | If you are an end user, inform your admin that the storage system must be reinitialized. If you are an admin, go to Settings > Storage > Managed Storage and re-activate storage encryption. See Activating Password Protected Storage Encryption. |
| 01802 crypt initialization error | | |
| 01803 crypt library error | | |
| 01804 recovery envelope key not found | | |
| 01805 cannot create new key pair | | |
| 01806 cannot create new file key | | |
| 01807 cannot encrypt file key | | |
| 01808 cannot decrypt all files | | |

| Local Storage Errors | | |
|--|--|--|
| 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 | | |
| 01814 recovery key not found | | |
| 01815 only SEEK SET is supported | | |
| 01816 invalid block size | | |
| 01817 decrypted file has a different size than original | | |

| Local Storage Errors | | |
|--|--|--|
| 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 | | |
| 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 | | |

| Local Storage Errors | | |
|--|--|--|
| 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 |
| 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 definition | | |
| 04805 cannot bind metadata to file object | | |
| 04806 cannot remove metadata 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 | | |
| 04823 set definition is invalid | | |

| Metadata Errors | | |
|--|--|--|
| 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 | | |
| 04831 default set is not defined | | |
| 04832 cannot create default metadata set definition | | |

| Metadata Errors | | |
|--|--|--|
| 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 | | |
| 04839 cannot delete attribute values | | |
| 04840 cannot add attribute values | | |
| 04841 invalid set id | | |

| Metadata Errors | | |
|---|--|--|
| 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

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 documentation¹](https://docs.mongodb.com/guides/).

1. <https://docs.mongodb.com/guides/>

| MongoDB Errors | | |
|-------------------------------|---|---|
| Code | What it means | How to Fix it |
| 01000 mongodb exception | <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 style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> C: \xampp\mongodb\bin\log\mongodb.log </div> <p>By default, MongoDB creates the Linux log file at this path:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> /var/log/mongodb/mongodb.log </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.

4. Verify you are running MongoDB as root user.

If you are getting something similar to the following message:

MongoDB Errors

```
start: Rejected send message, 1 matched rules;
type="method_call",
sender=":1.86" (uid=1000
pid=3215 comm="start
mongodb ")

interface="com.ubuntu.Upstar
t0_6.Job" member="Start"
error

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

destination="com.ubuntu.Upst
art"

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

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

You must be trying to start the mongodb 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 mongodb start
```

5. Remove a full mongod.lock file.

Check if the following file exists:

MongoDB Errors

```
/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 mongodb 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\mongo  
db.log
```

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

```
/var/log/mongodb/mongodb.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 | | |
|---------------------------------|--|--|
| 01002 cannot backup db | <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 Backup²</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> |

2. <https://docs.mongodb.com/manual/core/backups/>

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](#)³

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\mongo
db.log
```

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

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

3. <https://docs.mongodb.com/manual/reference/connection-string/>

| MongoDB Errors | | |
|---|---|--|
| 01004 this feature is not impleme nted | <p>The version of MongoDB that you are running is not compatible with the version required by FileCloud. MongoDB lists potential version issues on its Website⁴.</p> <p>✖ Windows Subsystem for Linux (WSL) is Unsupported 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. 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> | <p>1. Run the correct version.</p> <ul style="list-style-type: none"> Verify your MongoDB version meets the requirements in the Release Notes. <p>2. Remove incorrect versions.</p> <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> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <pre>sudo apt list --installed grep mongodb</pre> </div> <p>To completely remove and purge the mongodb package before attempting this procedure in FileCloud:</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <pre>sudo apt remove mongodb sudo apt purge mongodb</pre> </div> |
| 01005 cannot insert record | | |
| 01006 cannot update record | | |
| 01007 cannot delete record | | |

4. <https://docs.mongodb.com/manual/installation/>

| MongoDB Errors | | |
|------------------------------------|--|--|
| 01008 cannot fetch record | | |
| 01009 instance is down | | |

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 | | |

| NTFS Errors | | |
|--------------------|---------------------------------|--|
| 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 | | |
| 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 |

| Reports Errors | | |
|-----------------------|----------------------------|--|
| 05401 | missing query id | |
| 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 | | |
| 07008 delete policy definition operation is forbidden | | |

| Retention Errors | | |
|------------------|--|--|
| 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 | |
| 07016 | invalid retention record ID | |
| 07017 | error while trying to fetch retention records | |

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

| Retention Errors | | |
|---|--|--|
| 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 | | |
| 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 | |
| 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 | |

Short URL Errors

| Short URL Errors | | |
|------------------|--|--|
| | | |

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 . |

| Solr Errors | | |
|--------------------------------------|--|---|
| 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. |

| SSL Errors | | |
|--|---|--|
| 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 black; padding: 5px; margin-top: 10px;"> code>xampp\apache\conf\openssl.cnf </div> <p>In Linux, the file should be here:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> code>/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>Download the Windows OpenSSL.conf file</p> |
| 01203 specify correct path to ssl config file | <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 black; padding: 5px; margin-top: 10px;"> code>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 black; padding: 5px; margin-top: 10px;"> code>xampp\apache\conf\openssl.cnf </div> <p>In Linux, place the file in the following directory:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> code>/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>Download the Windows OpenSSL.conf file</p> |

| SSL Errors | | |
|----------------------------------|--|--|
| 01204 url must be ssl enabled | <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 https.</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 |
| 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 | | |
| 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 | | |

| Generic Errors | | |
|-----------------------|--|--|
| 04008 | missing condition action workflow parameters | |
| 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 \(see page 16\)](#)



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 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: | <code>echo "32768 61000" >/proc/sys/net/ipv4/ip_local_port_range</code> |
| 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: | <code>echo 30 > /proc/sys/net/ipv4/tcp_fin_timeout</code> |

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 without using two-factor authentication, perform an Admin Password Reset.
2. In the FileCloud admin portal's left navigation bar, scroll down and click **Settings**. Then, on the **Settings** navigation page, click **Email** . The **Email** settings page opens.
3. On the EMAIL tab, to configure the Email Settings, disable **SMTP AUTH enabled**.

FileCloud Server 23.253 FileCloud Troubleshooting

SMTP host
SMTP host name

SMTP port

SMTP connection security

SMTP AUTH enabled

SMTP AUTH type

SMTP AUTH username

SMTP AUTH password

4. Click **Save**.

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](#) (see page 16)



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 255 characters. You may still be able to upload the file directly using the FileCloud user portal and it is syncing properly.
- You may still be able to upload the file directly using the FileCloud user portal. This will also sync the file 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 that path lengths cannot exceed 255 characters.

For more information, read the Microsoft Windows documentation on:
[Naming Files, Paths, and Namespaces⁵](#)

Resolution

To fix this problem use the prefix \\?\ in front of your Network Folder path. Using this prefix enables you to use paths of up to 1024 characters.

With the prefix, the path is formatted as:

\\?\C:\[Network Folder name]

Note: FileCloud Drive and FileCloud Sync can handle paths of up to 32,000 characters in Windows. However, in some cases, this may be limited by the application or the server.

Issues with File System Objects and Unicode

5. <https://docs.microsoft.com/en-us/windows/desktop/FileIO/naming-a-file#short-vs-long-names>

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](#)⁶for 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] ⁷ 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 â?.txt 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) |

6. https://en.wikipedia.org/wiki/Unicode_equivalence#Normalization

7. [https://msdn.microsoft.com/en-us/library/dd374126\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/dd374126(v=vs.85).aspx)

Resolution



- **FileCloud uses NFC as the preferred format to store file names and folder names**, however, there will never be a case where there will be 100% NFC format used for all files. The reason is that many different clients can behave differently when they upload data into FileCloud. For example: Some third party clients can still push NFD normalized strings.
- FileCloud disallows 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 | 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 | |

| Client | Normalization Form | Automatic Conversion | Notes |
|-------------------------------------|-------------------------|----------------------|-------|
| 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.

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:

i `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

In these cases, it is possible to run a script to export previous versions of all files.



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`⁸ is enabled. Without this the reset password command will fail.
2. To enable `mongo.so`⁹, 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`¹⁰

In Windows:

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

8. <http://mongo.so/>

9. <http://mongo.so/>

10. <http://mongo.so/>

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 | C:\xampp\htdocs\ |
| Linux | /var/www or /var/www/html 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 -r
```

-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

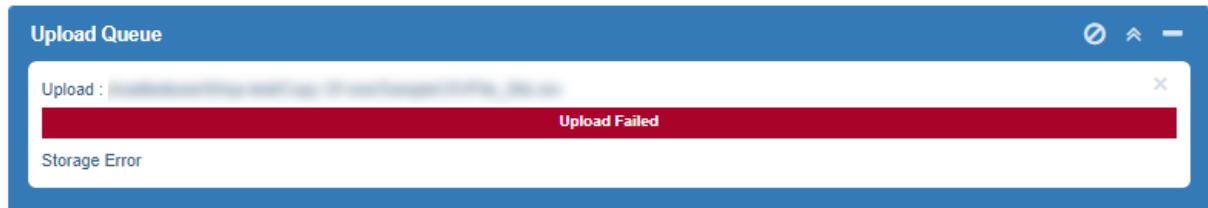
```
To recover "only one previous version":
C:\WINDOWS\system32>cd c:\xampp\htdocs\resources\backup
c:\xampp\htdocs\resources\backup>c:\xampp\php\php.exe prevversionexporter.php -u tester
-d c:\export -r

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 -r
```

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 5ce41f54e658b741165993/
drwxr-xr-x 3 www-data root 4096 May 21 16:15 5ce42416f1175935182592/
drwxr-xr-x 3 www-data root 4096 May 21 16:37 5ce42935d4c5c882484349/
drwxr-xr-x 3 www-data root 4096 May 21 16:39 5ce429b95f01b064993080/
drwxr-xr-x 3 www-data root 4096 May 21 16:52 5ce42cc904bd7557507373/
drwxr-xr-x 3 www-data root 4096 May 21 17:11 5ce43142f0a15814183915/
drwxr-xr-x 3 www-data root 4096 May 21 17:17 5ce432bec8c43383829484/
drwxr-xr-x 3 www-data root 4096 May 21 17:37 5ce4375a78d81823958837/
drwxr-xr-x 3 www-data root 4096 May 21 17:44 5ce438fdcd06641724221/
drwxr-xr-x 3 www-data root 4096 May 21 17:57 5ce43bf7b1472886937107/
drwxr-xr-x 3 www-data root 4096 May 21 18:07 5ce43e4a83ac0182001871/
drwxr-xr-x 3 www-data root 4096 May 21 18:20 5ce44185bed93815732850/
drwxr-xr-x 3 www-data root 4096 May 21 18:30 5ce443cdb5276619175163/
drwxr-xr-x 3 www-data root 4096 May 21 18:52 5ce448e94c184650459276/
drwxr-xr-x 3 www-data root 4096 May 22 09:54 5ce51c719848a917583378/
drwxr-xr-x 3 www-data root 4096 May 22 09:59 5ce51d96d7be8842749049/
drwxr-xr-x 3 www-data root 4096 May 22 10:11 5ce5203cacec7573471568/
drwxr-xr-x 3 www-data root 4096 May 22 10:23 5ce5231c7d644591140712/
drwxr-xr-x 5002 www-data root 262144 Jun 3 09:21 5ce7090fc519d572031952/
drwxr-xr-x 5002 www-data root 249856 Jun 4 19:17 5cf4e69aed175407789950/
drwxr-xr-x 5002 www-data root 266240 Jun 5 18:43 5cf6cc3d1d2433409049160/
drwxr-xr-x 2068 www-data root 98304 Jun 6 15:10 5cf80d71c4537398879395/
-rw-r--r-- 1 www-data root 0 Jun 5 18:44 FILECLOUD DATA - DO NOT DELETE OR MOVE
```

User Portal UI Issues

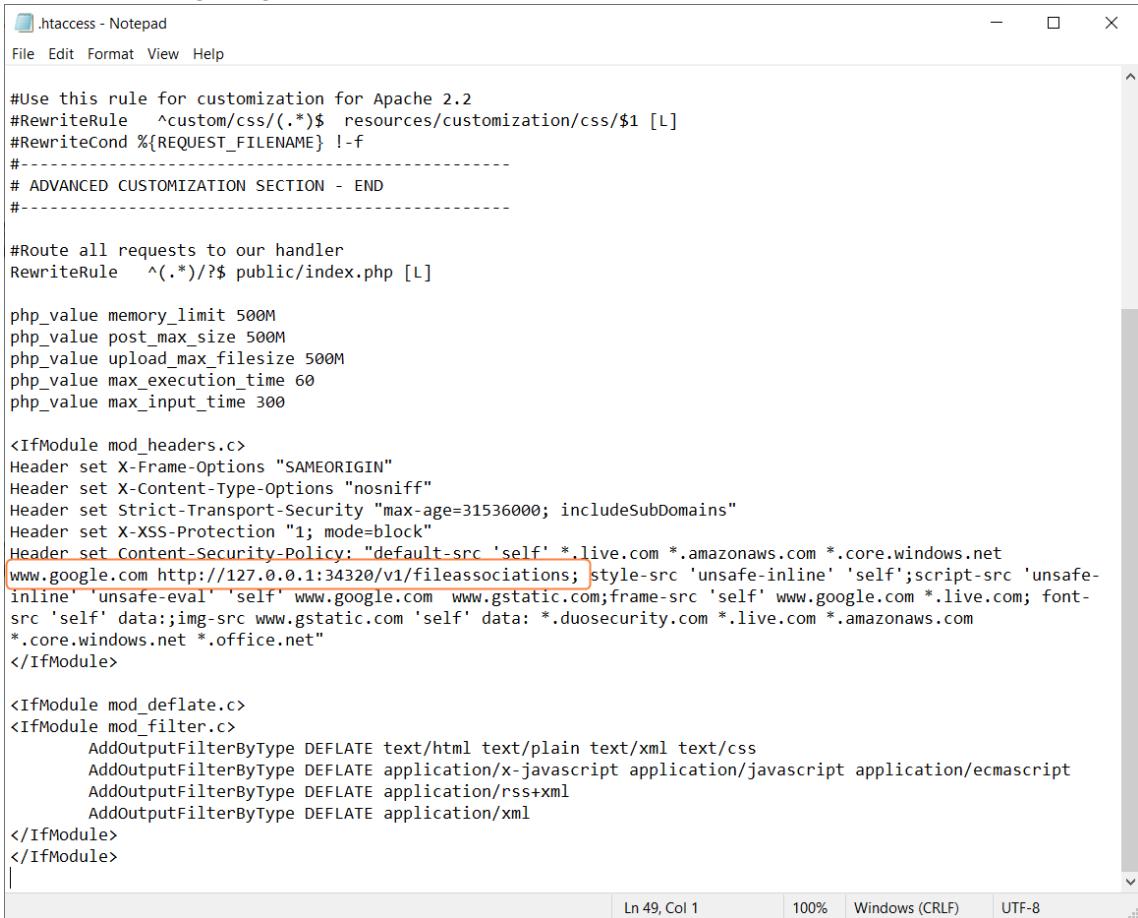
Option is Open in Desktop instead of Open in [application]

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](#) (see page 16)



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.so11
```

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.

11. <http://mongo.so>

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

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:\> netstat -ano | find "LIST"
C:\> netstat -ano | find "LIST"
TCP 0.0.0.0:80 0.0.0.0:0 LISTENING 9368
TCP 0.0.0.0:135 0.0.0.0:0 LISTENING 904
TCP 0.0.0.0:443 0.0.0.0:0 LISTENING 9368
TCP 0.0.0.0:445 0.0.0.0:0 LISTENING 4
TCP 0.0.0.0:554 0.0.0.0:0 LISTENING 3544
TCP 0.0.0.0:902 0.0.0.0:0 LISTENING 2732
TCP 0.0.0.0:912 0.0.0.0:0 LISTENING 2732
TCP 0.0.0.0:1512 0.0.0.0:0 LISTENING 12648
TCP 0.0.0.0:2869 0.0.0.0:0 LISTENING 4
TCP 0.0.0.0:3389 0.0.0.0:0 LISTENING 272
TCP 0.0.0.0:5357 0.0.0.0:0 LISTENING 4
TCP 0.0.0.0:10010 0.0.0.0:0 LISTENING 12648
TCP 0.0.0.0:10243 0.0.0.0:0 LISTENING 4
TCP 0.0.0.0:45670 0.0.0.0:0 LISTENING 6936
TCP 0.0.0.0:49152 0.0.0.0:0 LISTENING 572
TCP 0.0.0.0:49153 0.0.0.0:0 LISTENING 988
TCP 0.0.0.0:49154 0.0.0.0:0 LISTENING 652
TCP 0.0.0.0:49155 0.0.0.0:0 LISTENING 1100
TCP 0.0.0.0:49158 0.0.0.0:0 LISTENING 1508
TCP 0.0.0.0:49159 0.0.0.0:0 LISTENING 636
TCP 0.0.0.0:49160 0.0.0.0:0 LISTENING 3344
TCP 122.0.0.1:5354 0.0.0.0:0 LISTENING 1260
```

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

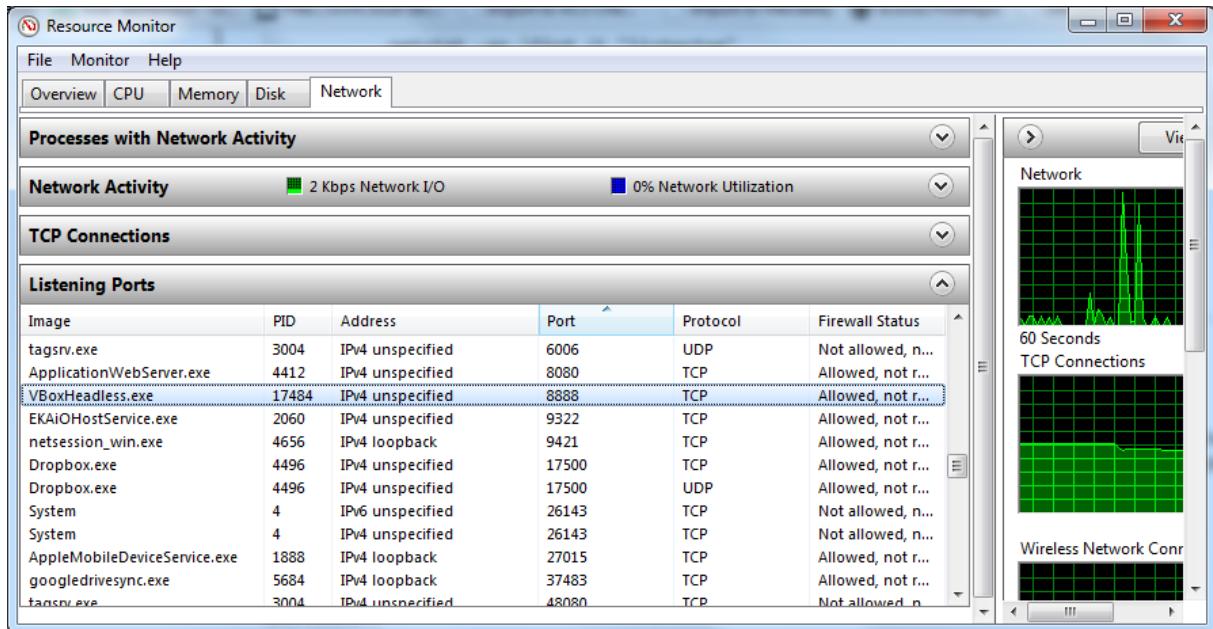


tasklist /svc /PI "PID eq 988"

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

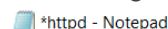
3. Find the **CustomLog** command.

4. Comment out:

CustomLog "logs/access.log" common

5. Add:

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



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 %
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/rotatelogs.exe logs/access_%y-%m-%d.log 86400 combined
</IfModule>

```

comment out

add in

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"
```

← uncomment

```
# SSL Engine Switch:
```

```
# Enable/Disable SSL for this virtual host.
```

```
SSLEngine on
```