Diagnosing Problems

https://campus.barracuda.com/doc/43223108/

Licensing

If you are running into issues related to licensing, for example, the ArchiveOne Service suddenly stops working, check the Windows Event Log and check ArchiveOne Admin's License Page page.

System Health

Run the ArchiveOne Deployment Analyzer (installed with the ArchiveOne Service) to evaluate the machine on which any ArchiveOne component is installed, which may identify configuration problems. This is run as a part of the System Health checks which are run regularly and publish results on the Admin System Health Node.

ArchiveOne Monitor Service runs alongside ArchiveOne Service and ensures it is running smoothly. If the ArchiveOne Service encounters any problems and shuts down, then ArchiveOne Monitor Service restarts it and re-runs whatever activity ArchiveOne Service was performing at the time. Additionally, the service writes out checkpoint files which contain the details of which messages were being processed at the time, and captures all the diagnostic tracing available at the time of the incident. If ArchiveOne Monitor Service restarts a policy, it runs the policy from the point of failure, and in Safe mode, which only processes using one thread at a time.

If you encounter such an incident, it logs the event into the server's Application Event Log. If you subsequently go to the **Diagnostics** page on the **ArchiveOne Status** configuration dialog, click **View trace** to see the diagnostic trace. Send this to Support for analysis if requested to do so.

Processing

The following is a checklist of all the configuration options that may inhibit processing when a policy is running:

- If you are checking in a server-based mailbox folder, the mailbox is not **Enabled for processing** on the list in the **Mailbox Manager** node.
- The folder is a mailbox's outbox which are excluded from all processing.
- You are running an archive policy and the message is in a **Search** folder or a **Retrieved** folder which are always excluded from archiving.

- The AOne Service is not running.
- On the Policy When to search dialog, the process is configured to be run **never** or to be run **on selected days** or **on selected weeks**, or on a specific date that does not include today.
- On the Policy When to search dialog, the range of hours is outside the current time or the hour to run is set incorrectly. For example, if it is set to 14 (2pm) then you would not expect any processing overnight .
- The ArchiveOne Service is configured not to archive the mailbox on the Policy Where to search dialog.
- If you think the policy is not running because you have not received an e-mail, check that the Mail Results Pageoption is configured correctly on the schedule for the task.

Quick Link and Laptop Client

Quick Link and Laptop Client each include an Outlook COM add-in, implemented in the **AOnePolClient.DLL**, which manages the toolbar, tools/options page, retrieval of messages for Quick Link, and configuring mailboxes for Laptop Client. The add-in runs automatically as it is configured in the **AOnePolClient.Addin** section of the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins

If you are having problems with Quick Link, you can disable both the above add-ins with the following steps:

1. Run Outlook.
2. Select **Tools/Options** on the menu.
3. Choose page **Other**, click **Advanced options**, and then click **Add-in manager**.
4. Uncheck the item **ArchiveOne Policy** in the list.
5. Run the following command:
   regsvr32 /u "*<path>*\AOnePolClient.dll"
   where the *path* is the installation location of the ArchiveOne file, by default **C:\Program Files (x86)\Barracuda\ArchiveOne**

If you are having problems with the Laptop Client, you can disable its interaction with Outlook using the steps listed for Quick Link. You can stop Laptop Client synchronization component from starting up every time the PC starts by using RegEdit to edit the registry section:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

And remove the *ArchiveOne Synchronizer* entry.

Data Manager Service

The data stored by the ArchiveOne Data Manager Service (the temporary list of messages queued for archiving) is persisted between reboots of the server. You purge the queue of messages pending archiving by the following procedure: How to Empty the Queue of Messages Pending Archiving

Problem Messages

If ArchiveOne has a problem processing a message, it may add it to a database of known problem messages. This means that the message and the one after it is never subsequently processed, and may result in some messages being left behind after all others have been archived.

You can reset this behavior, causing all messages to be processed, by deleting the file **MessageToBeSkipped.mdb** from the Temporary Data location.

By default, this file is: **C:\Program Files (x86)\Barracuda\ArchiveOne\ServerData_PoliciesCheckFiles\MessageToBeSkipped.mdb**

Websites

If you are having problems with any any websites or web services, edit the file **nlog.config** in the website or web service directory to remove the comment marks where indicated in the file. It then writes diagnostic data to directory **C:\C2Clogs** (you can change the location by editing **nlog.config**). Note that the directory must exist and be writable by the ArchiveOne service account for trace to be written.