

## PST Status Messages

<https://campus.barracuda.com/doc/44433446/>

This article refers to the Barracuda PST Enterprise version 3.1 or higher.

In the [Assigned PSTs](#), the table displays PST file details including the column **Last Status Update**. The following table describes a more detailed explanation for each status update message:

Status Message	Description	Required Action
Discovered.	A new PST has been found and no further actions have been carried out as yet.	N/A
No policy was assigned to the PST.	No processing took place as no policy has been assigned to the PST yet.	You need to assign a policy to the PST file before any further action is carried out.
Policy <policy name> assigned to PST, to be run at <scheduled start time>.	A policy with scheduling has been assigned to the PST and will run according to the scheduled start time.	N/A
Policy <policy name> assigned to PST, to be run at next start time.	A policy without scheduling has been assigned to the PST and will commence on the next run of the PST Enterprise Client.	N/A
The current time was not within the scheduling times to run the policy.	The PST has a policy assigned with scheduling. The policy did not start processing as it is not currently the scheduled start time for the policy.	N/A
Policy not applicable due to PST data size criteria not met.	The PST did not meet the PST data size criteria of the assigned policy, so the policy was not applied. The PST File Size criteria in the policy can be configured to <b>Exclude PST if data size is greater than x MB</b> .	N/A
Policy not applicable due to total PST data size criteria not met.	The PST did not meet the PST data size criteria of the assigned policy, so the policy was not applied. The PST File Size criteria in the policy can be configured to <b>Exclude PST if size of all PST data for owner is greater than x MB</b> .	N/A

Policy not applicable due to cache mode criteria not met.	The PST did not meet the cache mode criteria of the assigned policy, so the policy was not applied. The Outlook criteria in the policy allow the connection type to specified as <b>Either cached or server mode, Only cached mode or Only server mode.</b>	N/A
The policy override script failed to run.	The PST has a policy assigned and you have configured the policy override script. The Client attempted to process the PST but when requesting the policy for the PST file, the policy override script failed to run.	Further investigate to resolve this error by confirming the policy override script is correctly configured.
The policy override script specified no policy should be applied to the PST.	The PST has a policy assigned and you have configured the policy override script. The Client attempted to process the PST and when requesting the policy for the PST file, the policy override script determined no policy should be applied to the PST.	N/A
<b>Migrate/Copy Migrate/Migrate to Archive mailbox/Copy migrate to Archive mailbox Policies</b>		
Nothing was found so no migration took place.	The PST has a policy assigned with the action to migrate messages but the PST is empty and contains no messages.	N/A
Found, matched and processed x messages.	This is an interim status message to give better visibility of PST status while the PST is being processed. The PST Enterprise Client is currently running on a client machine and the PST is being processed as per the assigned policy action. For example: <ul style="list-style-type: none"> <li>a PST containing 500 messages has been assigned a policy with the policy action <b>Migrate messages</b>. While the PST Enterprise Client is in the process of migrating the messages in the PST, it will update the status with the number of messages which have been found, the number of messages which have matched the policy (which has no criteria so all messages found will match the policy) and the number of messages which have been processed as per the policy action.</li> </ul>	N/A

<p>Migrated/Copy migrated (to the archive mailbox) x messages out of y that matched from z found.</p>	<p>This is an interim status message to give better visibility of PST status while the PST is being processed. The PST Enterprise Client is currently running on a client machine and the PST is being processed as per the assigned policy action. For example:</p> <ul style="list-style-type: none"> <li>• a PST containing 500 messages has been assigned a policy with the policy action <b>Migrate messages and message age criteria of Delivered between: 24/10/2013 and 4/11/2013</b>. While the PST Enterprise Client is in the process of migrating the messages in the PST, it will update the status with the number of messages which have been found, the number of messages which have matched the policy (based on the defined message age criteria) and the number of messages which have been processed as per the policy action.</li> </ul>	<p>N/A</p>
<p>x messages deleted due to being duplicates/x messages not copied to being duplicates.</p>	<p>If the <b>Skip migration of duplicate messages</b> option is enabled on the policy, any duplicate messages will be deleted in the case of a migrate messages policy, or will not be copied for a copy migrate messages policy.</p>	<p>N/A</p>
<p>x messages exceeded size limit.</p>	<p>The number of messages which exceeded the message size limit as defined on the <b>message size limit</b> on the <b>Global Configuration</b>. If the number of messages that exceed the message size limit is below the threshold, the PST is completed according to the policy finalization actions. If the number of messages is above the threshold this status is reported.</p>	<p>Large messages cannot be migrated/copy migrated as they exceed the transport limit size as defined in Exchange. These messages must be moved manually if the data is required, or their size reduced (for example, by removing large attachments).</p>
<p>The migrate policy was aborted by the user. The client migrated/copy migrated x items.</p>	<p>The PST has a policy assigned with the action <b>Migrate/Copy migrate messages</b> or <b>Migrate/Copy migrate to Archive Mailbox</b>. The status reports the number of messages migrated, but the user has aborted PST Enterprise Client processing by closing the application.</p>	<p>It is recommended that you hide the system tray icon from users via the <b>Client Configuration</b> settings to prevent them from easily closing the application.</p>

<p>No archive mailbox was found.</p>	<p>The PST has a policy assigned to migrate messages to the archive mailbox, however the assigned owner of the PST does not have an Exchange archive mailbox.</p>	<p>Ensure that the user has an archive mailbox configured in Exchange. If this is the case, enable advanced tracing on the affected Client machine. Analysis of the PST Enterprise Client log files provides further details as to why the archive mailbox for the user cannot be determined.</p>
<p>There were x errors.</p>	<p>Errors occurred during the processing of the policy. This is typically caused by data corruption in the PST file.</p>	<p>It is likely this error is due to data corruption in the PST. In the first instance run a <a href="#">repair of the PST file</a> before allowing the Client to process the PST again. If the policy still reports errors, enable advanced tracing on the affected Client machine. Analysis of the PST Enterprise Client log files provides further details as to the nature of the error.</p>
<p><b>Delete Policies</b></p>		
<p>Nothing was found so no deletion took place.</p>	<p>The PST has a policy assigned with the action to delete messages but the PST is empty and contains no messages.</p>	<p>N/A</p>
<p>Deleted x messages out of y that matched from z found.</p>	<p>This status message is reported when a PST is assigned a policy with the action <b>Delete messages</b>. The delete policy may contain message criteria and as such only the messages which match this criteria will be deleted. The status will report the total number of messages found in the PST, the number of messages which matched the policy criteria and the number of messages which have been deleted as per the policy action.</p>	<p>N/A</p>
<p>The delete policy was aborted by the user. The client deleted x items.</p>	<p>The PST has a policy assigned with the action <b>Delete messages</b>. The status reports the number of messages deleted, but the user has aborted PST Enterprise Client processing by closing the application.</p>	<p>It is recommended that you hide the system tray icon from users via the <b>Client Configuration</b> settings to prevent them from easily closing the application.</p>

<p>There were x errors.</p>	<p>Errors occurred during the processing of the policy. This is typically caused by data corruption in the PST file.</p>	<p>It is likely this error is due to data corruption in the PST. In the first instance run a <a href="#">repair of the PST file</a> before allowing the Client to process the PST again. If the policy still reports errors, enable advanced tracing on the affected Client machine. Analysis of the PST Enterprise Client log files provides further details as to the nature of the error.</p>
<p><b>Copy PST/Move PST Policies</b></p>		
<p>The copy/move is in progress. No new messages found.</p>	<p>There are no new messages available for upload and the PST file in the target location hasn't yet been created.</p>	<p>N/A</p>
<p>Copied/moved x messages out of y that matched from z found.</p>	<p>The status will report the total number of messages found in the PST, the number of messages which matched the policy criteria and the number of messages which have been copied/moved as per the policy action.</p>	<p>N/A</p>
<p>There was a problem uploading data from the client, no items were uploaded.</p>	<p>A failure occurred while packets were uploaded from the PST to the Copy Agent server and none of the packets were successfully uploaded.</p>	<p>To investigate the nature of the failure, enable logging in the Client Configuration for the affected machine and enable logging on the Copy Agent server. Analyze the PST Enterprise Client logs and the Copy Agent service log to identify the issue.</p>
<p>There was a problem uploading data from the client to the agent.</p>	<p>A failure occurred while packets were uploaded from the PST to the Copy Agent server.</p>	<p>To investigate the nature of the failure, enable logging in the Client Configuration for the affected machine and enable logging on the Copy Agent server. Analyze the PST Enterprise Client logs and the Copy Agent service log to identify the issue.</p>

<p>There was a problem, only x items were uploaded out of y that matched.</p>	<p>A failure occurred while packets were uploaded from the PST to the Copy Agent server. Only x messages out of y total messages were successfully uploaded.</p>	<p>To investigate the nature of the failure, enable logging in the Client Configuration for the affected machine and enable logging on the Copy Agent server. Analyze the PST Enterprise Client logs and the Copy Agent service log to identify the issue.</p>
<p>Processing of this PST has been aborted.</p>	<p>A partial PST was created in the target location but was not completed, and the permitted period of inactivity configured for the Copy Agent was exceeded.</p>	<p>N/A</p>
<p>The policy can't be completed yet as there is a pending rename operation on a PST.</p>	<p>For a <b>Copy PST</b> policy with the finalization action <b>Disconnect old PST and rename it</b>, this status indicates that the new PST has been created in the target location but this is a rename action pending on the original PST file.</p>	<p>N/A</p>
<p>The policy can't be completed yet as there is a pending delete operation on a PST.</p>	<p>For a <b>Move PST</b> policy, this status indicates that the new PST has been created in the target location but this is a delete action pending on the original PST file.</p>	<p>If this is a coupled PST, when the user next closes Outlook the temporary lock on the PST file is released and the deletion takes place.</p>
<p>The copy/move policy was aborted by the user. The client copied x items.</p>	<p>The status reports the number of messages copied/moved, but the user has aborted PST Enterprise Client processing by closing the application.</p>	<p>It is recommended that you hide the system tray icon from users via the <b>Client Configuration</b> settings to prevent them from easily closing the application.</p>
<p>The copy/move is now completed.</p>	<p>The PST has a policy assigned with the action <b>Copy/Move PST</b>. This status indicates that the PST has been copied or moved to the target location and the original PST file has been finalized.</p>	<p>N/A</p>

<p>The copy or move policy assigned to the PST has completed.</p>	<p>This PST file has been previously processed with a copy or move policy which completed. The PST is now in a terminal state and no further processing will be carried out. For example, a move policy is applied to the PST and the PST is successfully moved. The user creates a new PST with the same name in the same location as the original PST which was moved. As the PST file has the same name and the same location on the same machine as an existing PST file in the console, it is considered to be the same file. Thus the status is updated to indicate that the PST which was previously marked as completed has been re-discovered.</p>	<p>N/A</p>
<p><b>Copy to BMA Policies</b></p>		
<p>Copied x messages out of y that matched from z found.</p>	<p>This is an interim status message to give better visibility of PST status while the PST is being processed. The PST Enterprise Client is currently running on a client machine and the PST is being processed as per the assigned policy action.</p>	<p>N/A</p>
<p>The copy messages direct to BMA policy was aborted by the user. The client copied x items.</p>	<p>The status reports the number of messages copied/moved, but the user has aborted PST Enterprise Client processing by closing the application.</p>	<p>It is recommended that you hide the system tray icon from users via the <b>Client Configuration</b> settings to prevent them from easily closing the application.</p>
<p><b>Policy finalization actions</b></p>		
<p>The PST has been disconnected.</p>	<p>The assigned policy finalization action is set to <b>Disconnect PST</b> when completed and the PST has been successfully disconnected.</p>	<p>N/A</p>
<p>A request to delete this PST has been made.</p>	<p>The assigned policy finalization action is set to <b>Disconnect PST and delete the file</b>, however the PST Enterprise Client could not delete the PST file due to a temporary lock imposed by Outlook.</p>	<p>When the user next closes Outlook, the temporary lock on the PST file is released and the deletion takes place.</p>
<p>The PST has been deleted.</p>	<p>The PST file has been deleted as per the assigned policy finalization action to <b>Disconnect PST and delete the file</b>.</p>	<p>N/A</p>

The policy has been reassigned.	The finalization action of the policy is to assign another policy. The new policy will be actioned the next time the Client runs.	N/A
The policy assigned to the PST has completed (it is in a terminal state).	This PST file has been previously processed by a policy with a finalization action to disconnect or delete the PST which completed. The PST is now in a terminal state and no further processing will be carried out. For example, a policy with a finalization action to disconnect the PST is applied and the PST is successfully disconnected. The user then manually reconnects the PST file. As the PST file has the same name and the same location on the same machine as an existing PST file in the console, it is considered to be the same file. Thus the status is updated to indicate that the PST which was previously marked as completed has been re-discovered.	N/A
There were x errors, this was the first time we tried.	The finalization action has failed due to x corrupt messages, where the number of failed messages is greater than the permitted threshold of failed messages set in the <b>Global configuration</b> . This was the first attempt.	This finalization is re-attempted the number of times as defined in the <b>Global Configuration</b> .
There were x errors, we've now tried this y times.	The finalization action has failed due to x corrupt messages, where the number of failed messages is greater than the permitted threshold of failed messages set in the <b>Global configuration</b> . This was the y <sup>th</sup> attempt.	This finalization will be re-attempted the number of times as defined in the <b>Global Configuration</b> .
Processing failed because there were some errors (the number of failed messages, x, was above the threshold).	The finalization action has failed due to x corrupt messages, where the number of failed messages is greater than the permitted threshold of failed messages set in the <b>Global configuration</b> . It has re-attempted the number of times as defined in the <b>Global Configuration</b> and the PST is now considered failed. If the number of messages is below the threshold value, then the PST is finalized according to the assigned policy.	It is likely the PST contains corrupt data. Run a <a href="#">repair of the PST file</a> before allowing the Client to process the PST again.
<b>Other</b>		



<p>The client last made contact more than x hours ago and so is now considered dormant.</p>	<p>This is reported when an assigned PST is no longer contactable by the server.</p>	<p>The time limit for dormancy is set in the Global configuration. The most likely causes for this status are:</p> <ul style="list-style-type: none"> <li>• The client PC has gone into hibernation.</li> <li>• The client PC is no longer on the network.</li> <li>• The client PC has been switched off.</li> </ul>
<p>The client is no longer dormant.</p>	<p>An assigned PST that previously was no longer contactable by the server is now contactable and any assigned policies will now proceed.</p>	<p>N/A</p>
<p>The PST was not found. This was the first attempt to try and process it.</p>	<p>This status is reported when a PST is no longer detected in the original location where it was first discovered.</p>	<p>The maximum number of times a client should try to find a PST before it is considered <b>Not found</b> is set in the Global configuration. The most likely causes for this status are:</p> <ul style="list-style-type: none"> <li>• The PST has been deleted from the location where it was first discovered.</li> <li>• The PST has been moved to a different location from where it was first discovered.</li> <li>• The PST has become corrupted.</li> </ul>
<p>The PST still hasn't been found. The client has tried x times to process it.</p>	<p>This status is reported when a PST is no longer detected in the original location where it was first discovered and the PST Enterprise Client has tried a number of times to locate it.</p>	<p>The maximum number of times a client should try to find a PST before it is considered <b>Not found</b> is set in the Global configuration. The most likely causes for this status are:</p> <ul style="list-style-type: none"> <li>• The PST has been deleted from the location where it was first discovered.</li> <li>• The PST has been moved to a different location from where it was first discovered.</li> <li>• The PST has become corrupted.</li> </ul>

<p>The PST can no longer be found.</p>	<p>This is reported when a PST is no longer detected in the original location where it was first discovered, and the PST Enterprise Client has now exceeded the maximum number of tries to find the PST as set in the Global configuration.</p>	<p>The maximum number of times a client should try to find a PST before it is considered <b>Not found</b> is set in the Global configuration. The most likely causes for this status are:</p> <ul style="list-style-type: none"> <li>• The PST has been deleted from the location where it was first discovered.</li> <li>• The PST has been moved to a different location from where it was first discovered.</li> <li>• The PST has become corrupted.</li> </ul>
<p>Could not login to mailbox.</p>	<p>The PST Enterprise Client was unable to log into the PST owner's mailbox.</p>	<p>This is typically a permissions issue. If you are running the PST Enterprise Client as one user (for example, the PSTEnterpriseAdmin account) and are attempting to process a PST file which has a different user assigned as its owner, the user under which the PST Enterprise Client is running requires Full Access permissions on the PST owner's mailbox in order to log into this mailbox to carry out the assigned policy action. Confirm that the running user has Full Access permissions to the PST owner's mailbox in Exchange.</p>
<p>Could not open PST.</p>	<p>The PST Enterprise Client was unable to process the PST as the file could not be opened. It may be corrupt or password-protected.</p>	<p>It is likely the PST contains corrupt data. You should run a <a href="#">repair of the PST file</a> and ensure it is not password protected, before allowing the Client to process the PST again.</p>
<p>Could not open PST, because the read only attribute is set.</p>	<p>The PST Enterprise Client was unable to process the PST as it is marked as read only, e.g. located on CD/DVD.</p>	<p>If you want to process the PST, you must remove it from read-only media.</p>

---

Failed to open password protected PST.	The PST Enterprise Client was unable to process the PST as the file could not be opened. It may be corrupt or password-protected, and the Client has been unable to determine the password on the PST.	It is likely the PST contains corrupt data. Run a <a href="#">repair of the PST file</a> and ensure it is not password protected before allowing the Client to process the PST again.
--	--	---

© Barracuda Networks Inc., 2020 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.