

How To Resolve 'Message Cannot Be Retrieved Due To Corrupt Zip File'

<https://campus.barracuda.com/doc/73696714/>

You are attempting to retrieve or unarchive a message, but the operation failed. Checking the ArchiveOne service tracing, you see:

```
05 15:17:54 455386 CAMComplianceServer::GetMessageToFolder called for '0013ad_3cx.msg'
in 'D:\Repositories\Year_2017\Archive\1\A1P130117021457_ARCHIVE_P000066.zip'
05 15:17:54 497689 EnsureFolderExists called for 'C:\Program Files
(x86)\Barracuda\ArchiveOne\ARCHIVEONE_PUnzipTemp_1a8c'
05 15:17:54 500566 UNZIP
ZipFilename=[D:\Repositories\Year_2017\Archive\1\A1P130117021457_ARCHIVE_P000066.zip]
05 15:17:54 502859 UNZIP tempdir=[C:\Program Files
(x86)\Barracuda\ArchiveOne\ARCHIVEONE_PUnzipTemp_1a8c]
05 15:17:54 505008 UNZIP QuotedFilename=[0013ad_3cx.msg]
05 15:17:54 507347 *** INFO:unzipping
file 'D:\Repositories\Year_2017\Archive\1\A1P130117021457_ARCHIVE_P000066.zip' to
'C:\Program Files (x86)\Barracuda\ArchiveOne\ARCHIVEONE_PUnzipTemp_1a8c'
05 15:17:54 541494 CMessage::ReadNoPopulate Got an CArchiveException with file name" and
cause 3
05 15:17:54 544006 Attempted to access an unnamed file past its end.
```

Error code 3 indicates that the **.zip** file structure is invalid or corrupt, so the message cannot be extracted. ArchiveOne validates data as it is committed to the archive so the corruption has occurred at a later date. If you have an earlier backup of the **.zip** file in question, you can restore this backup copy as it may be prior to the corruption. It is recommended you run a disk check of the storage hosting the ArchiveOne repositories to detect and resolve and issues.

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