

Known Errors

<https://campus.barracuda.com/doc/86543038/>

Error List

- MTBS_RETRIEVAL_FAILED
- MAPI_E_TOO_BIG [0x80040305]
- WillNotStub
- Zip Missing
- Other issues
- Tool or Service Crashing

MTBS_RETRIEVAL_FAILED

Customer is attempting to upload to BMA/Cloud, as the tool uses ArchiveOne services to Unarchive the messages then upload the unarchived content to BMA/Cloud, there is a failure to Unarchive the Message.

This is a known issue and has been resolved in latest Build. Customer should upgrade as soon as possible and proceed with Migrations, If Migrations have failed with the same error provide all logs from \\localhost\add-ins\aoonepol\logs

Latest Build:

https://barracudacorp.sharepoint.com/:u:/t/c2c_software_releases/EV77Q7-V1WRFjZ5FV2T9mDgBdJAyg_FVw77L4t0c-91Qdg

Tool or Service Crashing

If any of the tools or ArchiveOne Services are crashing the following is required as the case will need to be Escalated to the Escalations Team and Development to review.

Setup ProcDump against crashing Application/Service -

<https://campus.barracuda.com/product/archiveone/doc/42048300>

Replicate issue and provide following:

- Zip up Dir \\localhost\add-ins\aoonepol\logs
- Zip up Dir \%Install Dir%\logs
- Exchange Environmental Report
- ProcDump from above

MAPI_E_TOO_BIG [0x80040305]

Error:

The server administrator has restricted the number of items that can be opened simultaneously. Close the messages you have opened or delete attachments and images of unsent messages you are composing.

Exchange Admin has limited the number of items that can be opened at any one time. This causing a MAPI Error as above.

This is not an ArchiveOne error, this would need to be resolved by an Exchange Administrator.

WillNotStub

Error:

```
14 17:09:19 292251 *** INFO:Processing message 'RE: Test Message'
14 17:09:19 298669 PolicyMTIterator::FoundMessage got message 'RE: Test
Message' size 7447 from 'User One' to 'User Two'
14 17:09:19 305311 TIME_TRACING:PolicyMTIterator time to get basic message
data=0.016530
14 17:09:19 362681 PolicyMTIterator::FoundMessage - Message matches all
conditionals
14 17:09:19 393209 C2CDatabase::RunQueryReturnRecords running (truncated) SQL
'SELECT * FROM BMAMigration WHERE IndexID = '83D13CDD-867C-411C-A62C-
D9A7CABA6F55' '
14 17:09:20 403223 GetFingerPrintAndState reading index id
'83D13CDD-867C-411C-A62C-D9A7CABA6F55' found fingerprint
'ca92ddc670d9732405dd8d96bce47d5f41e3136334c14f1bbc701ef0c56d72c6a53ad2e61287
128880' state 'WillNotStub'
```

Stubs will not convert due to code in Message Archiver to ignore these messages, they will get flagged as WillNotStub. This can be due to message size not above the minimum requirement.

Customer will either must remove these stubs manually or keep them as a reference to the data that is available in the Message Archiver.

Zip Missing

Zip files that are missing so it is unable to upload the content to Message Archiver. As the data is stored on disk it is at risk of corruption, loss of these files has to be restored from backups to their original location. Barracuda are unable to assist with these issues.

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