

HPeD Exceptions tab

The HPeD *Exceptions* tab found under data source details will show all documents which were flagged with an exception code during ingestion processing. The exception codes are stored in two different fields: IMPORTERRORCODE and PROCESSINGERRORCODE. The IMPORTERRORCODE field will show all KeyView-specific exceptions, whereas PROCESSINGERRORCODE will show additional processing exceptions that are HPeD-specific.

The *Exceptions* tab also shows a drop-down of logical groupings of KeyView error codes, such as "Password Protected" and "Processing Error". These exception groupings, or categories, are stored in the AUN_EXCEPTION_CATEGORY SQL table. You can define a new exception category or group by clicking the *Add* button on the *Summary* tab. As an example, the "Password Protected" exception category is by default defined to encompass the following KeyView error codes: 8, 33*.

*= We had to base64-decode the AUN_EXCEPTION_CATEGORY\encodedCriteria column to get these values

KeyView exception codes (stored in the HPeD IMPORTERRORCODE field):

Internal identifier	IMPORTERRORCODE	IMPORTERRORDESCRIPTION/Additional info
KVERR_Success	0	Function completed successfully
KVERR_DLLNotFound	1	A DLL or shared library was not found
KVERR_OutOfCore	2	Memory allocation failure
KVERR_processCancelled	3	fpContinue() returns FALSE
KVERR_badInputStream	4	Invalid/corrupt input stream
KVERR_badOutputType	5	Invalid output type requested
KVERR_General	6	General error
KVERR_FormatNotSupported	7	Format not supported
KVERR_PasswordProtected	8	File is Password Protected. File is encrypted or password-protected. KeyView only supports secure PST files.
KVERR_ADSToNotFound	9	Adobe Document Server not found. This error is obsolete.
KVERR_AutoDetFail,	10	Autodetect error
KVERR_AutoDetNoFormat	11	Unable to detect file format
KVERR_ReaderInitError	12	Error initializing the reader
KVERR_NoReader	13	No reader available for this format
KVERR_CreateOutputFileFailed	14	Unable to create output file
KVERR_CreateTempFileFailed	15	Unable to create temp file
KVERR_ErrorWritingToOutputFile	16	Error writing to output file

KVERR_CreateProcessFailed	17	Error creating a child process
KVERR_WaitForChildFailed	18	Wait for child process failed
KVERR_ChildTimeOut	19	Child process hung / timed out
KVERR_ArchiveFileNotFound,	20	Attempt to extract nonexistent file
KVERR_ArchiveFatalError	21	Fatal error processing archive
KVError_OpenStreamFailure	22	KVOpen stream failure. Failed to open a stream during out-of-process filtering. This is an extended error for the code KVERR_General
KVError_InterfaceFunctionNotFound	23	Interface function not found. An interface function was not found during out-of-process filtering. This is an extended error for the code KVERR_General.
KVError_InputFileNotFound	24	Cannot find input file. Could not find the input file during out-of-process filtering. This is an extended error for the code KVERR_General
KVError_OpenOutputFileFailed	25	Cannot open output file. Could not open the output file during out-of-process filtering. This is an extended error for the code KVERR_General.
KVError_MemoryLeak	26	Memory leak. Memory leak occurred during out-of-process filtering. This is an extended error for the code KVERR_General
KVError_MemoryOverwrite	27	Memory overwrite. Memory overwrite occurred during out-of-process filtering. This is an extended error for the code KVERR_General.
KVError_GPF	28	Exception during oop filtering. Exception occurred during out-of-process filtering. This is an extended error for the code KVERR_General.
KVError_OopCore	29	Core dump in child process. Memory dump was generated in a child process during out-of-process filtering. This is an extended error for the code KVERR_General.
KVError_KVoopLogFailed	30	Creation of oop error log failed. Creation of out-of-process error log failed. This is an extended error for the code KVERR_General
KVError_OverNestedFileLimit	31	File exceeds nested file limit. The container file has more than the allowable number of child documents. One or more child documents were not converted. Currently, this is not used.
KVError_PSTAccessFailed	32	Access failed on PST files. The PST file could not be converted. This error may be returned when a call to fpOpenFile() returns NULL for one of the following reasons: <ul style="list-style-type: none"> • Microsoft Outlook client is not installed

		<ul style="list-style-type: none"> • Microsoft Outlook client is installed, but is not the default email client • Microsoft Outlook client is installed, but is not configured correctly • PST file is corrupt • PST file is read-only (PST files must allow read and write access) • MAPI call fails • The bit editions of Microsoft Outlook do not match the bit editions of the KeyView software. For example, if 32-bit KeyView is used, 32-bit Outlook must be installed. If 64-bit KeyView is used, 64-bit Outlook must be installed.
KVError_PasswordRequired	33	Password required to access file. To open the file, credentials must be provided
KVError_InvalidArgs	34	Input argument/structure is invalid. This is generated by the File Extraction APIs.
KVError_ReaderUsageDenied	35	Reader requires a valid license. The current license key does not enable the document reader required to filter the file. This error may be returned when a call to fpOpenFile() returns NULL. Some document readers are considered advanced features and are licensed separately from the KeyView SDK (for example, the PST and MBX readers). Contact your HPE sales representative to get an updated license key.
KVError_OopBadConfig	36	Config buffer data was incomplete. Information in the kvxconfig.ini file is incomplete and cannot be used to filter the XML file.
KVError_OopBrokenPipe	37	Read/write to/from pipe failed. Data was not transferred between the parent and child processes during out-of-process filtering because either the parent or child failed.
KVError_OopPipeOEF	38	Pipe was closed prior to read/write. Data was not transferred between the parent and child processes during out-of-process filtering because the parent process was shutdown.
KVError_IPCTimeOut	39	Pipe/socket timed out on poll/select. Either the parent or child process is waiting for a reply or request during out-of-process filtering.
KVError_InvalidOopDriverSignature	40	Client sent request to OOP server but context driver does not exist on the server.
KVError_InvalidOopServiceSignature,	41	Client sent request to OOP service that does not exist

KVError_ZeroFile	42	Input file is empty or zero bytes
KVError_CompressionNotSupported	43	File or subfile is compressed with unsupported method
N/A	-8	Lua script errors during processing
N/A	-9	Reference to external file (for example, an embedded image that is hosted on the internet)

HPeD exception codes (stored in the PROCESSINGERRORCODE field)

HPeD stores additional exceptions in the PROCESSINGERRORCODE field. These are non-KeyValuePair exceptions added by HPeD during ingestion processing. Based on our research so far, they are:

PROCESSINGERRORCODE	PROCESSINGERRORDESCRIPTION	Additional info
1	Document: Embedded Font	Added to the document during ingest when the document, such as a PDF, contains an embedded font
2	Possible scanned page	Added to the document during ingest when the document, such as a PDF, contains a scanned page
2	Skip filtering of this large file based on [Filtering] FilteringFileSizeLimit setting	Added to the document during ingest when the document size is larger than the FilteringSizeLimit setting (set in template.cfg)
3	File doesn't exist at the time of executing skipFilteringLargeContentFiles.lua	At the time of execution of skipFilteringLargeContentFiles.lua script, the value of 3 is added if the file doesn't exist for some reason, or there is an issue with permissions/accessing the file
7	SDL WARN:dredate set to imported datetime	This is a warning that is added by SDL Server/Structured Data Processing when there is no mapping to a valid date field
1001	Time parsing failed for field SENTTIME with value	Processing error logged if SENTTIME could not be processed correctly due to an incorrect format
1001	Invalid date field	Processing error logged if the date field is blank

Notables:

- We have asked the development team to list all possible values for the PROCESSINGERRORCODE field, because it is not documented. The ticket is *HOST-5712*
- Note that the PROCESSINGERRORCODE values of 2 and 1001 can mean two different things. We have asked development to comment
- Documents which have the PROCESSINGERRORCODE field will show up under the *Exceptions* tab, but as of now, it is not possible to add a custom exception category using this field. The exception categories are limited only to the IMPORTERRORCODE field. We have created an enhancement ticket *HOST-5661* to allow using the PROCESSINGERRORCODE field to create custom exception categories
- Please consider this document a work in progress