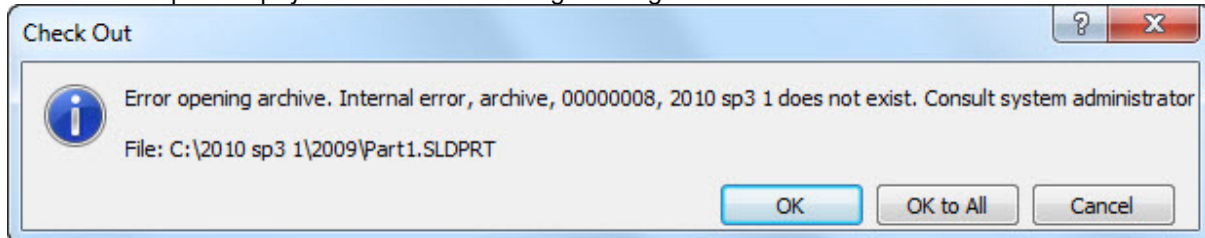


How to troubleshoot error "Error opening archive. Internal error, archive does not exist. Consult system administrator"?

Each physical version of a file is stored in the file's archive folder. The archive folder is managed by the archive server. If a client requests a version from the archive server and the archive server service cannot access the requested physical file – the following warning is seen on the client:

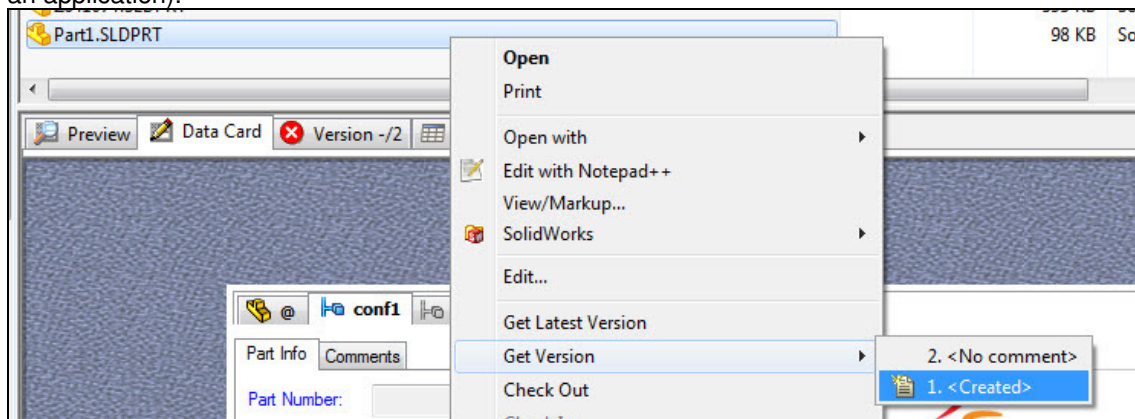


The above warning will show when a GET operation is triggered and tries to overwrite the locally cached copy (or if there is no cached copy). This includes Get Latest, Get Version and Check Out.

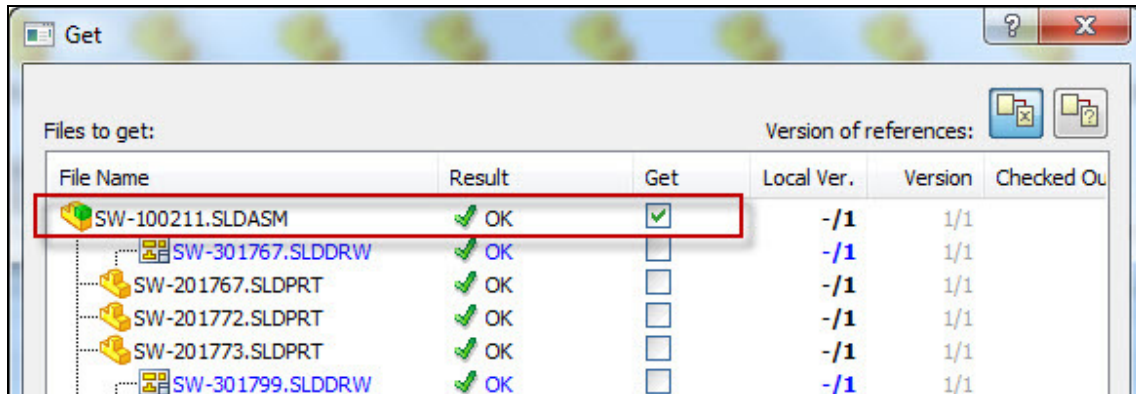
Troubleshooting steps

In order to find out what might cause the get operation of the file version to fail, follow these troubleshooting steps.

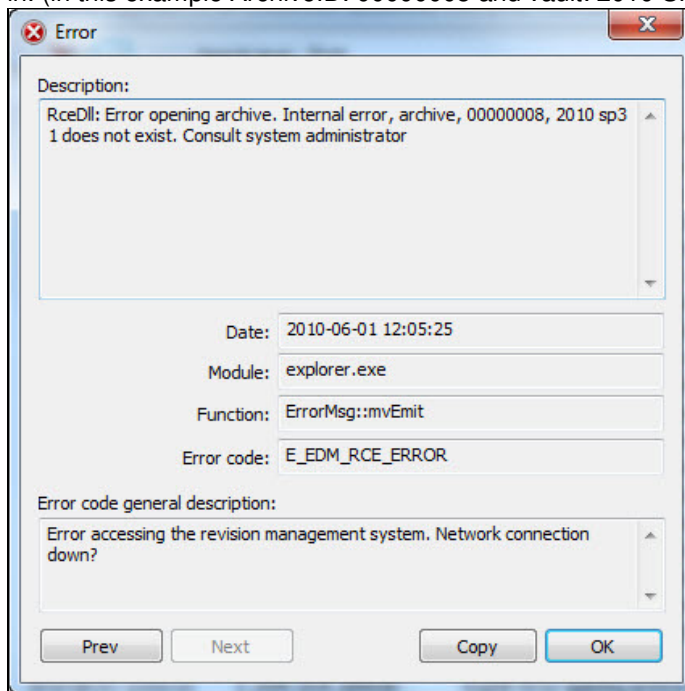
1. If file has more than one version, verify if problem is seen for all versions of the file or only a specific version. It is recommended that you do this via the Windows Explorer vault view (close file if it is open in an application).



- Right-click the file and select Get Version >, then pick an older version.
 - If "always work with latest version" is enabled you will only be able to cache latest version. In that case, log in as a user with that setting disabled (administration tool, right-click user, settings, explorer tab).
2. If possible, verify that getting same version of same file shows similar error on a second client that is using same archive server. That would suggest that the problem is indeed on the archive server side and not client specific.
 - If problem is only seen on a specific client, what makes this client different from the other working ones? Perhaps it is connected to a different archive server. Confirm which archive server client is connected to by checking the "ServerLoc" value (see below).
 3. If the file you are caching contains references, try to isolate which file is actually failing. Is it the file itself or one of its references that fails? To force a Get of only the parent file, uncheck Get for all files except the parent file in the reference dialog (CTRL+A to select all).

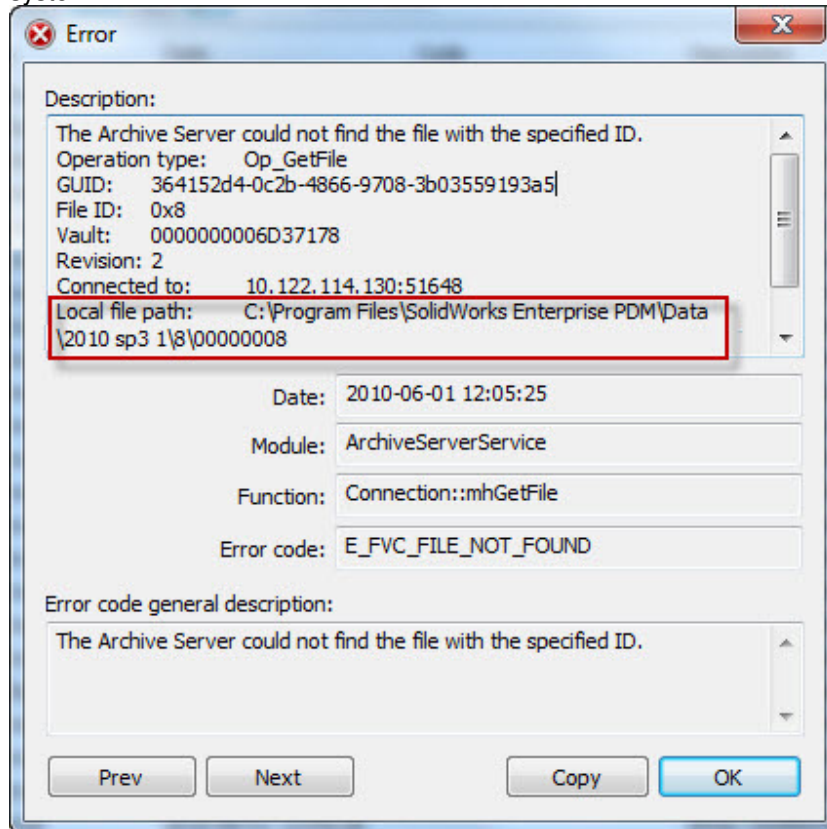


4. Open the client log (Administration tool, Local Settings, Log File). Look for error code "E_EDM_RCE_ERROR" (most recent entries will show in bottom of log) matching the timestamp that you triggered the error. It will tell you the ArchiveID of the file it is failing to get, as well which vault it is failing in. (in this example ArchiveID: 00000008 and vault: 2010 SP3 1)



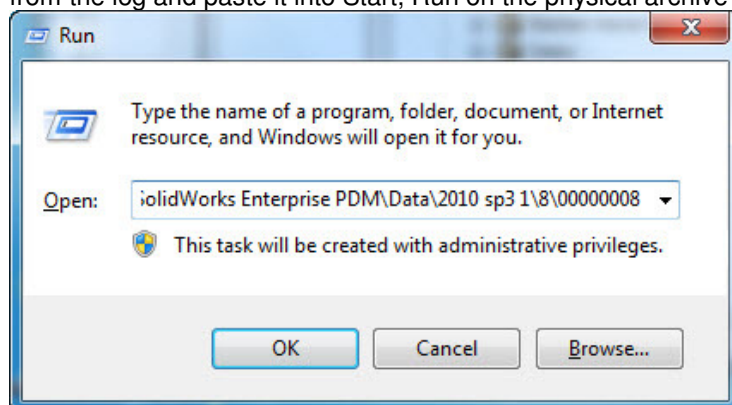
5. If there are more than one archive server in the network and you are unsure which one the vault view on the client is actually using (attached to), check the "ServerLoc" value under the following registry key:
 - For shared view: HKEY_LOCAL_MACHINE\SOFTWARE\SolidWorks\Applications\PDMWorks Enterprise\Databases\[VaultName]
 - For private view: HKEY_CURRENT_USER\Software\SolidWorks\Applications\PDMWorks Enterprise\Vaults\[VaultName]
6. Open the archive server log and look for an error matching the timestamp and ArchiveID from the client log. The log can be accessed via Administration tool on a client by right-clicking the archive server name and select Show the archive server log, or it can be viewed in the Event log viewer on the archive server

system.



- *File ID*: The archiveID of the file (hexadecimal value of DocumentID in the vault database).
- *Revision*: Version of file that the get operation is requesting.
- *Connected to*: IP address of client (or remote server) requesting the file.
- *Local file path*: This is the path to the file archive folder that the archive server service tries to access the file from.

7. Verify that the file archive folder actually exist as displayed in the log entry. Easiest is to copy the full path from the log and paste it into Start, Run on the physical archive server.

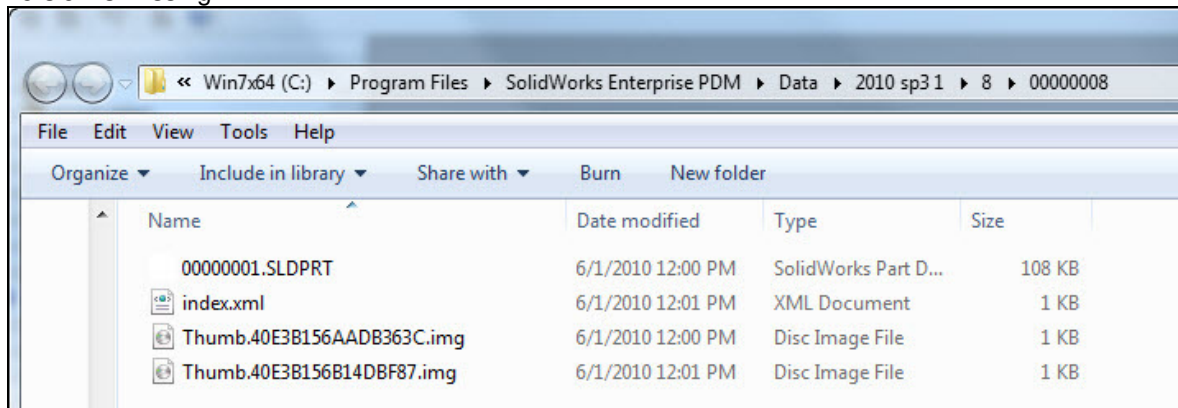


- The path in the log will be the same one that the archive server service will try to access file versions from.
- If the archive folders are on a network share (for example using a mapped drive) keep in mind that the mapped drive might not be accessible to the archive server service login (you can see which login the service uses by viewing the archive server service properties)
- The first part of the path will use path defined under the following registry key and then apply the file archive ID folder (for example the file with archive ID ending with value 8 will use the path defined under value ArchiveTable8) :

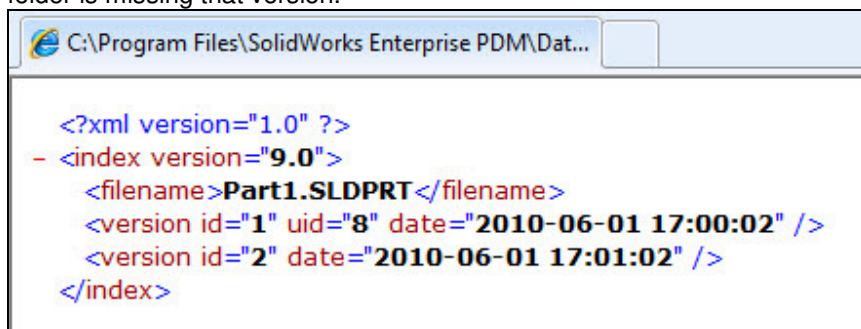
HKEY_LOCAL_MACHINE\SOFTWARE\SolidWorks\Applications\PDMWorks
Enterprise\ArchiveServer\Vaults\[VaultName]\ArchiveTable

- If the physical path cannot be accessed, investigate why this is. Could the archive folders have been moved? Could permissions have changed?

8. Inside the file archive, all physical versions are stored. If the archive folder exist and you get the Error opening archive message when trying to get a specific version, chances are the physical file for that version is missing.



9. Each physical version will be named with the version number in hexadecimal form. (Version 1 = 00000001, Version 2 = 00000002, ..., Version 10 = 0000000A, Version 11 = 0000000B). The extension is normally matching the extension of the file in the vault. If archive compression is enabled the extension will be .gz (for gzip). Refer to the archive server log which version (revision) is missing and see if it is physically in the folder. the file is there, but you see an error trying to get it from client, it could be that the archive server service process is hanging on that specific archive. Try restarting the archive server service and see if problem remains. In this example, archive log shows version 2 is failing, and the file archive folder does not contain 00000002.sldprt.
10. Each file archive must have one index.xml file. The index file tells the archive server service which physical file it should pick and send to the requesting client. Open the index.xml file in internet explorer and verify the version details. In this example the index file shows a physical version 2 should exist, but folder is missing that version.



- *Index version=*: Format the archives are in (not same as client program version).
- *Filename*: Original name of file when it was added. Not necessarily updated if file is renamed.
- *Version id=*: Each physical version should have a version entry. If it shows a version but archive contains no matching physical file, that version is missing. (note that in a replicated archive, one server could have the version whereas another might not if it is not replicated yet.). Details about each version for a file can be found in database table Revisions.
- *UID=*: Unique version identifier. Each version must have a unique UID entry. Note however that the UID is only written to the index file at some points, so it is ok for a version entry to not have a UID – but same index.xml file may not have two or more version entries with same UID.
- *Date=*: Timestamp to match thumbnail image with version. Not required. Some version entries

11. If the index.xml file is missing, or details in it are incorrect, refer to details in document “How to manually recreate an archive index.xml file.pdf” in KB solution S-049533.

12. In some cases it is perfectly normal that the physical copy of the version is missing:

- Archive is replicated and that specific version has not yet been replicated. Focus on troubleshooting why the version is not replicating correctly. Could be that the source server is missing the physical copy. Refer to troubleshooting in replication guide.
- Version is cold stored. The index.xml would contain a version entry with status "archived".

```
<version id="1" uid="3739" date="2009-05-27 00:55:56" status="archived" />
```
- Version is same as a previous version. If a new version is created and the binary file has not changed when it is checked in, instead of storing a duplicate copy in the archive, the index.xml will show a version reference entry pointing to the most recent physical version. In below entry, when client requests version 4, archive server will send physical version 3 (00000003). If version 3 in turn is missing, you will get an archive error.

```
<version id="4" ref="3" date="2009-05-27 21:55:52" />
```

Reasons a physical file version could be missing in an archive

In normal vault operation, a physical version should never be missing. If it is, there is always a logical explanation as to why it is missing. Here follows some possible causes.

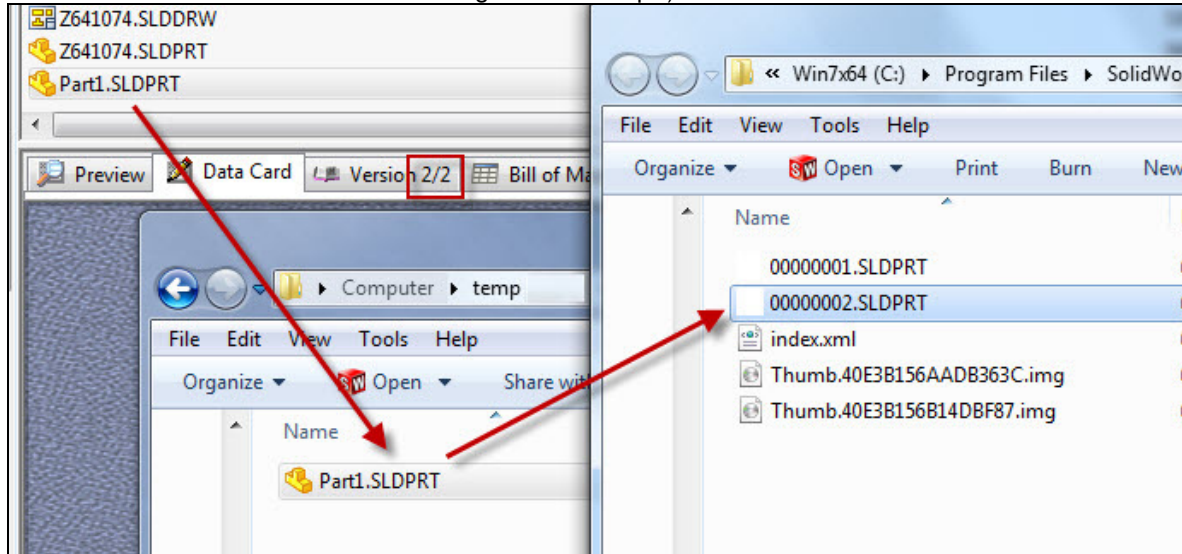
- The archive server service is unable to physically write to the archive folder. Keep in mind that file access is performed by the archive server service. Verify that there are no permission restrictions preventing the service from accessing the archive. This could happen if you for example moved archive location.
- The hard disk media where archive is stored is damaged. Investigate that there are no errors reported for the hardware that could cause loss of physical files.
- Anti-virus. Verify that the version has not been deleted or quarantined by anti-virus scanner running on the server.
- Maintenance. If archive server service has been moved from one server to another – perhaps not all existing archives were copied. Verify that the move was made correctly.
- Server crash. The archive server system is recovered from a crash and the most recent backup of physical archives is from an older restore point than the database. This would lead to database containing version information of file versions that did not exist when backup was made.
- Rollback bug: In Enterprise 2010 SP0-SP3 it was possible in certain circumstances that if a check in generated a SQL error, the database transaction could still go through leading to a new version in the database but not in file archive. See details in KB solution S-049535 / SPR 557755.

What to do if physical file is missing

So, if everything up to this point indicates that the archive folder should have a physical version, but it is not there – what should you do to correct the problem? Depending on what is possible, use one of these options:

- Look in recent file archive backups. The history of the file (right-click file, history) shows a timestamp when the version was created. Look in archive backups taken after the version creation date and see if you can find the missing file. If it is found in a backup, restore the version back to the archive folder.
- Find out which user most recently checked in the missing version. The file history should tell you who checked it in. Go to that user's workstation, access the vault view and see if there is still a cached copy of the file version. Copy that file to a local folder for backup – then add the copy to the file archive. Rename it to the missing version number. (in this example, Part1.sldprt is still in users cache, a copy is added to

the archive folder and renamed to missing 0000002.sldprt)



- If the version cannot be found in vault view or backup, you will have to use a copy of the most recent physical file version before the missing version. (In this example, 0000001.sldprt is copied and renamed to 0000002.sldprt)

Name	Date modified	Type
0000001.SLDPR	6/1/2010 12:00 PM	SolidWorks Part
0000002.SLDPR	6/1/2010 12:00 PM	SolidWorks Part
index.xml	6/1/2010 6:11 PM	XML Document
Thumb.40E3B156AADB363C.img	6/1/2010 12:00 PM	Disc Image File
Thumb.40E3B156B14DBF87.img	6/1/2010 12:01 PM	Disc Image File

- If you opt not to replace the missing version in the archive folder, you can rollback to the previous version making it the top version.

