

ALM0133 - Conversations stuck in Drafts

DESCRIPTION

You have at least one file that should have been sent out (an agent reply) that has an attachment that windows can't index properly. This causes the file to become stuck in the draft state according to windows search so we never attempt to send the file out. This is due to the indexer trying to index the file contents of the file when we don't have a Reader installed.

SEVERITY

Major

IMPACT

The message or messages referenced will not be sent.

TROUBLESHOOTING STEPS

1. Search the StorageService.log logfile for the string: *Conversation has been identified as being stuck in the draft state* . The log will show you the name of the .MSG file.
2. Open the .msg file and see if there is an attachment associated to the file.
3. Once they have identified that, they will have to:
 - a. Go to the **Indexing Options > Indexing Options -> Advanced Options -> File Types -> File Extension** and change the option to not index file content
OR
 - b. Install the appropriate program so that windows indexing can index it properly. After doing they should rebuild the indexes to make sure the affected files get picked up.
4. If there is no attachment, you can move the file out of the **\SearchStorage** folder. Wait 2 minutes, then copy it back into **\SearchStorage**. This will force Windows Search to reindex the properties.

APPLIES TO

7.1

Keywords: ALM0133 conversation conversations cannot be indexed

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