

# Blackboard Showing Auto Archive Failures in Environment

## Article Number

000077173

---

## Description

Courses showing notifications in the system for failures to Auto Archive. The affected courses show a consistent error message, stating that the process failed due to a system restart. No restart operations were performed at the times these notifications are showing. The courses affected can be shown in the System Task logs.

---

## KB Product

Learn SaaS

---

## Last Modified Date

Sat Jul 27 17:52:20 GMT 2024

---

## Release (General)

SaaS

---

## Steps to Replicate

Since the AutoArchive is an automated process, there are no replication steps to reproduce this behavior manually.

---

## Summary

Courses showing failures to Auto Archive due to a system restart in the System Task logs. No restart operations were performed at the times these notifications are showing.

---

## Symptoms

System Administrators will receive the following notification via email:

*Archive Failed: <Course\_Id> could not be completed. The requested operation failed and could not be completed. Contact the System Administrator for more information. The results of the process are shown below. This process was interrupted due to a system restart. As a result, the operation has been marked incomplete. Restart the process. This may result in duplication of data.*

You will find records containing a message similar to the one above in the System Tasks status log (**System Administrator** page > **Tools and Utilities** > **Logs** > **System Tasks Status**. You will need to filter by **Type:** *Import/Export/Archive/Restore* and **Status:** *Incomplete*):

## Details

<b>Title</b>	CourseAutoArchive: 202210
<b>Type</b>	Import/Export/Archive/Restore
<b>Status</b>	Incomplete
<b>User</b>	administrator
<b>Processing start date</b>	7/23/22 9:48 AM
<b>Processing end date</b>	7/23/22 12:25 PM
<b>Results</b>	This process was interrupted due to a system restart. As

---

### Target Release

SaaS- Fixed (v3900.67.0-rel.9 or higher)

---

### Title

Blackboard Showing Auto Archive Failures in Environment

---