

DigiPath Customer Bulletin

Configuration: DigiPath 4.0.0.1, 4.0.0.2

Release: DigiPath 4.0.0.1, 4.0.0.2

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DigiPath 73

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never

Title: DigiPath Document Library requires at least one cabinet that contains at least one file in Document Library.

Problem: Oracle files increase in size on the E drive of the DigiPath 4.0.0.1 and 4.0.0.2 systems that use Document Library if there is not a cabinet that contains at least one file. This may cause the E drive to run out of space.

Cause: Error messages are written to an Oracle log file on the E drive of the DigiPath 4.0.0.1 and 4.0.0.2 Document Library system if a cabinet does not exist. These errors accumulate in the Oracle log file until the E drive completely runs out of space.

Solution: This issue can be resolved by contacting the Customer Hotline. A Xerox Service, CSE will uninstall DigiPath 4.0.0.1 or 4.0.0.2, then reinstall the DigiPath 4.0 software with the DigiPath 4.0.0.1 or 4.0.0.2 patch. Once the software has been re-installed ensure that a cabinet exists in Document Library and that it contains at least one file. If necessary, create a cabinet in Document Library and import a file into it.

Software Version: DigiPath 4.0