

# Error Handling Process Mining Administration

Errors may occur while working in **Scheer PAS**. To facilitate troubleshooting, corresponding error and notification messages are displayed in the application. The overview of error messages allows you to identify possible causes and possible solutions. It also refers to documentation pages that contain further details.

## Overview of Process Mining Administration Errors

The following table can be searched. Enter your search term in the **Global Filter** field.

Message	Possible Reasons	Troubleshooting	Further Information
<b>Error while extracting the log file archive</b>	An error occurred during the extraction of the log file archive.	<ul style="list-style-type: none"><li>• Make sure you uploaded a valid ZIP file (not TAR, 7Z, ...).</li><li>• Log files must be located in the root directory of the ZIP file and use the file extension .log.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Uploading Log Files</a></li></ul>
<b>Error while processing the diagram</b>	The system could not process the uploaded diagram.	<ul style="list-style-type: none"><li>• Make sure you uploaded a valid SVG file.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Adding Diagrams</a></li></ul>
<b>Error while uploading the log file archive</b>	Your client could not upload the log file archive correctly.	<ul style="list-style-type: none"><li>• Make sure the file is readable during the whole upload process (for example the file should not be stored on a removable media which is unmounted during the read process).</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Uploading Log Files</a></li></ul>
<b>File is too large</b>	The import file you are using is too big.	<ul style="list-style-type: none"><li>• Make sure that the file does not exceed 500 MB.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Adding Diagrams</a></li><li>• <a href="#">Uploading Log Files</a></li></ul>
<b>File type is not supported.</b>	The file type of the import file you are using is not supported.	<ul style="list-style-type: none"><li>• The supported format is ZIP.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Uploading Log Files</a></li></ul>
<b>The diagram could not be uploaded.</b>	Your client could not upload the diagram correctly.	<ul style="list-style-type: none"><li>• Make sure the file is readable during the whole upload process (for example the file should not be stored on a removable media which is unmounted during the read process).</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Adding Diagrams</a></li></ul>
<b>The diagram was successfully assigned to the process.</b>	The diagram could be uploaded correctly.	<ul style="list-style-type: none"><li>• There is nothing to do: This is only a confirmation message.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Adding Diagrams</a></li></ul>
<b>The file type could not be evaluated.</b>	The system could not use the uploaded file type.	<ul style="list-style-type: none"><li>• The supported format is SVG.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Adding Diagrams</a></li></ul>
<b>The log file archive was uploaded successfully.</b>	The log file archive could be uploaded correctly.	<ul style="list-style-type: none"><li>• There is nothing to do: This is only a confirmation message.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Uploading Log Files</a></li></ul>
<b>The process could not be found.</b>	The system could not find the selected process.	<ul style="list-style-type: none"><li>• Please contact a system administrator. This might happen if the process has been completely removed from the analytics database without deleting the settings of this process from the user database.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Adding Diagrams</a></li></ul>

### Related Pages:

- [Troubleshooting Process Mining](#)
  - [Error Handling Analyses](#)
  - [Error Handling Monitored xUML Services](#)
  - [Error Handling Process Mining Administration](#)
- [Information to Include in a Support Request](#)

### Related Documentation:

- [Administration Guide](#)
- [Process Mining Guide](#)

<b>Too many files</b>	You tried to import more than one file at once.	<ul style="list-style-type: none"><li>• Upload one file at a time.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Adding Diagrams</a></li><li>• <a href="#">Uploading Log Files</a></li></ul>
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