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.

On this Page:

- Overview of Process Mining Administration Errors

Related Documentation:

- Administration Guide

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
Error while extracting the log file archive	An error occurred during the extraction of the log file archive.	• Make sure you uploaded a valid ZIP file (not TAR, 7Z, …). • Log files must be located in the root directory of the ZIP file and use the file extension .log.	• Uploading Log Files
Error while processing the diagram	The system could not process the uploaded diagram.	• Make sure you uploaded a valid SVG file.	• Adding Diagrams
Error while uploading the log file archive	Your client could not upload the log file archive correctly.	• 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).	• Uploading Log Files
File is too large	The import file you are using is too big.	• Make sure that the file does not exceed 500 MB.	• Adding Diagrams • Uploading Log Files
File type is not supported.	The file type of the import file you are using is not supported.	• The supported format is ZIP.	• Uploading Log Files
The diagram could not be uploaded.	Your client could not upload the diagram correctly.	• 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).	• Adding Diagrams
The diagram was successfully assigned to the process.	The diagram could be uploaded correctly.	• There is nothing to do: This is only a confirmation message.	• Adding Diagrams
The file type could not be evaluated.	The system could not use the uploaded file type.	• The supported format is SVG.	• Adding Diagrams
The log file archive was uploaded successfully.	The log file archive could be uploaded correctly.	• There is nothing to do: This is only a confirmation message.	• Uploading Log Files
The process could not be found.	The system could not find the selected process.	• 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.	• Adding Diagrams

Too many files	You tried to import more than one file at once.	• Upload one file at a time.	• Adding Diagrams • Uploading Log Files