

# ERROR REMEDIATION

Sightline Help Documentation



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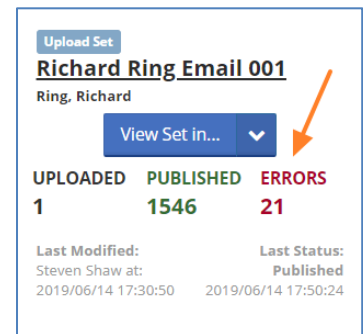
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## Reviewing Errors in Sightline Datasets

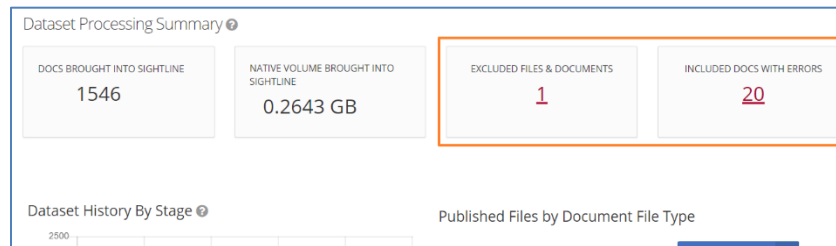
As with any eDiscovery data processing tool, a certain percentage of errors is expected and part of the normal course of business. This is true of all processing tools, including ICE, which is Consilio’s data processing tool and the engine behind Sightline’s Drag & Drop feature. Once the processing has completed, you can view the total errors from the Dataset tiles or click into each Dataset to see the breakdown of Excluded and Included Errors.

### Viewing Errors in the Dataset Tiles

From the Datasets page you can view each Dataset as a tile. In each tile, Sightline will display the total number of errors for that Dataset. In order to see the breakdown of the total errors listed in the tile, you will need to click into the Dataset. You can do so by clicking on the Dataset name in the tile.



### Dataset Processing Summary



When you click on a completed Dataset, you will be taken to the Dataset Processing Summary. From this page you will see the breakdown of docs brought into Sightline, the native volume, the history by stage

and a breakdown of file types. You will also see the numbers of Excluded Files & Documents and the Included Docs with Errors.

Clicking on either of these numbers will take you to the Errors & Exceptions Page. From here you will see the breakdown of how many documents were Excluded from processing with their file name and how many documents were included in Sightline but contain errors grouped by error. You can export out each list by selecting the appropriate tab, and then clicking the Export List button.

Datasets / Errors & Exceptions

### Dataset Summary: Richard Ring Email 001

**Dataset Detail**

SET NAME  
Richard Ring Email 001

CUSTODIAN  
Ring, Richard

DESCRIPTION  
Enron email collected for Rich Ring

UPLOADED FILES  
[Uploaded File List \(CSV\)](#)

EXCLUDED FILES & DOCUMENTS    INCLUDED DOCS WITH ERRORS

**EXCLUDED FILES & DOCUMENTS**

[Export List](#)

FILE NAME	EXCLUSION REASON
_1025595509	Excluded

Showing 1 to 1 of 1 entries

### Excluded Documents

While it is important to check both tabs of the Errors and Exceptions, the Excluded documents should be the priority as these are files that did not get processed and cannot be reviewed in Sightline. Most of these files will have valid exclusions, but, for example, you may see a zip file that was excluded because it was encrypted. In this example, any files inside that zip file are not in Sightline.

After you have reviewed the Excluded documents, you can go back to your original data source and see if there is another way to obtain these files. Once you have a replacement for any of these files, you can load them into a new Dataset.

### Included Docs with Errors

This tab includes the files that are reviewable in Sightline but contain some error. These files are grouped together by error code. You can select one or all of the groups and use the Action dropdown to interact with the documents.

EXCLUDED FILES & DOCUMENTS    INCLUDED DOCS WITH ERRORS

**INCLUDED DOCS WITH ERRORS**

[Action](#) ▼

ERROR	FILE / RECORD COUNT
Corrupted	1
Native Review Required	6
Password Protected	1
Pdf Rendering Failed	12

Showing 1 to 4 of 4 entries

## Exception Codes and Descriptions

The below chart outlines the error and exception codes displayed in the Errors & Exceptions page and a brief description of what that code means.

Exception code	Description
Undefined	Unclassified exceptions; normally corruption but unidentified.
Not Supported	Detected unsupported file type, e.g. thumbnails, multi-part archives and windows address books.
Not Extracted	Archive or Mailbox which opens but which does not yield items.
Corrupted	Document or Archive with failed metadata and/or text extraction due to input data error.
Encrypted	Encrypted Archive.
Password Protected	The document is protected by a password. Upon opening the user is presented with a password prompt.
Decrypted	File was password protected and is decrypted. The decrypted file is not loaded into Sightline and the decrypted file is loaded in its place
No OCR	Document met the criteria for OCR, but the OCR engine returned no text.
Partial OCR	At least 1 page sent for OCR returned no text. For example, a document that contains a photograph or a blank page.
OCR Failed	OCR attempted by failed.
No Metadata	Metadata was not extracted.
Partial Metadata	Some metadata was not extracted.
Invalid Date Format	Document contains a date field written as text which cannot be determined e.g. as written in an alternate format.
No Date	Date is missing.
Native Review Required	The document must be reviewed natively.
Excluded	The file was excluded.
Missing Email Attachments	One or more attachments content is missing.
Pdf Rendering Failed	Searchable Pdf rendering failed.