Additional assistance

For additional assistance, please contact the

Job is stuck with Creating and Uploading Archive status.

Issue Scope	Action
All Users	confirm that there are no other jobs in in Progress. Check the "Assisted Export" sql table.
All Users	confirm that the manager queue is empty with no job stuck.
All Users	Confirm that the resource pool agents and services are up and running.
Single user	confirm that the password is encrypted.
Single user	Confirm that documents in the saved search are PDFs or imaged.

Export hangs on Creating and Uploading Archive

Issue Scope	Action
Single user	Confirm that there are no slashes ("/","\") in the name.

Start Process button is grayed out for new export jobs.

Issue Scope	Action
Multiple users	Confirm that the user is in the correct Relativity security group

Issue Scope	Action
Multiple users	Confirm that the Relativity security group has the correct permission settings.