

## Problems with page error warnings about failed conversion

### Preconditions:

To make easier generate failed conversion of the files the following settings in the catalina.properties were added:

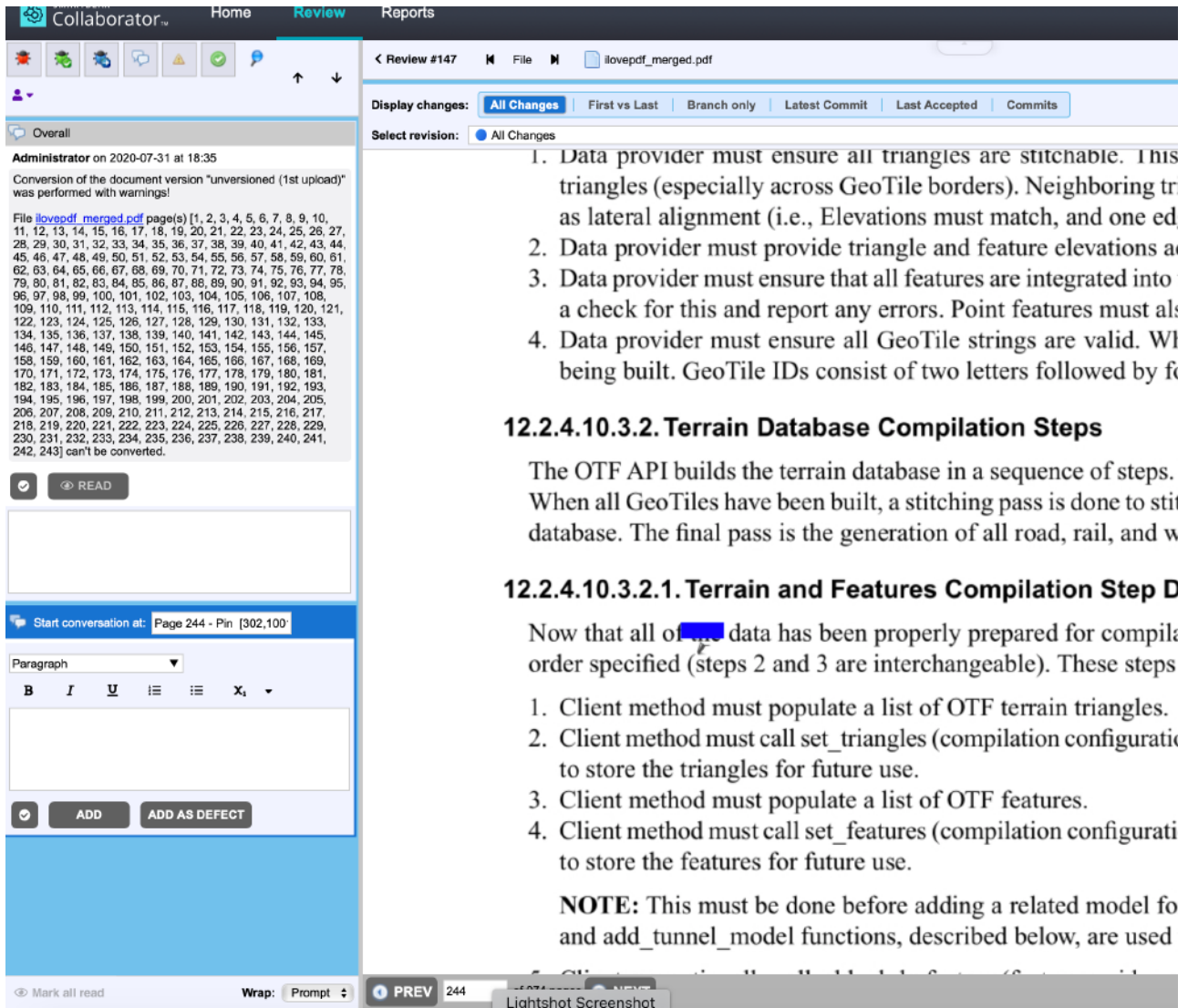
com.smartbear.diff.image.type=ARGB

com.smartbear.diff.image.conversion.framework=APACHE

This configuration means, that all pages in the files should be broken

1. In the document there are 974 pages.

**BUT:** Only 243 pages were failed, the last somehow were converted (Why?)



Collaborator Home Review Reports

Review #147 File ilovepdf\_merged.pdf

Display changes: All Changes First vs Last Branch only Latest Commit Last Accepted Commits

Select revision: All Changes

Overall

Administrator on 2020-07-31 at 18:35

Conversion of the document version "unversioned (1st upload)" was performed with warnings!

File ilovepdf\_merged.pdf page(s) [1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243] can't be converted.

1. Data provider must ensure all triangles are stitchable. This triangles (especially across GeoTile borders). Neighboring triangles as lateral alignment (i.e., Elevations must match, and one edge must be aligned with the other).

2. Data provider must provide triangle and feature elevations as lateral alignment (i.e., Elevations must match, and one edge must be aligned with the other).

3. Data provider must ensure that all features are integrated into a check for this and report any errors. Point features must also be integrated into a check for this and report any errors.

4. Data provider must ensure all GeoTile strings are valid. When being built, GeoTile IDs consist of two letters followed by four

### 12.2.4.10.3.2. Terrain Database Compilation Steps

The OTF API builds the terrain database in a sequence of steps. When all GeoTiles have been built, a stitching pass is done to stitch the database. The final pass is the generation of all road, rail, and water features.

#### 12.2.4.10.3.2.1. Terrain and Features Compilation Step D

Now that all of the data has been properly prepared for compilation in the order specified (steps 2 and 3 are interchangeable). These steps

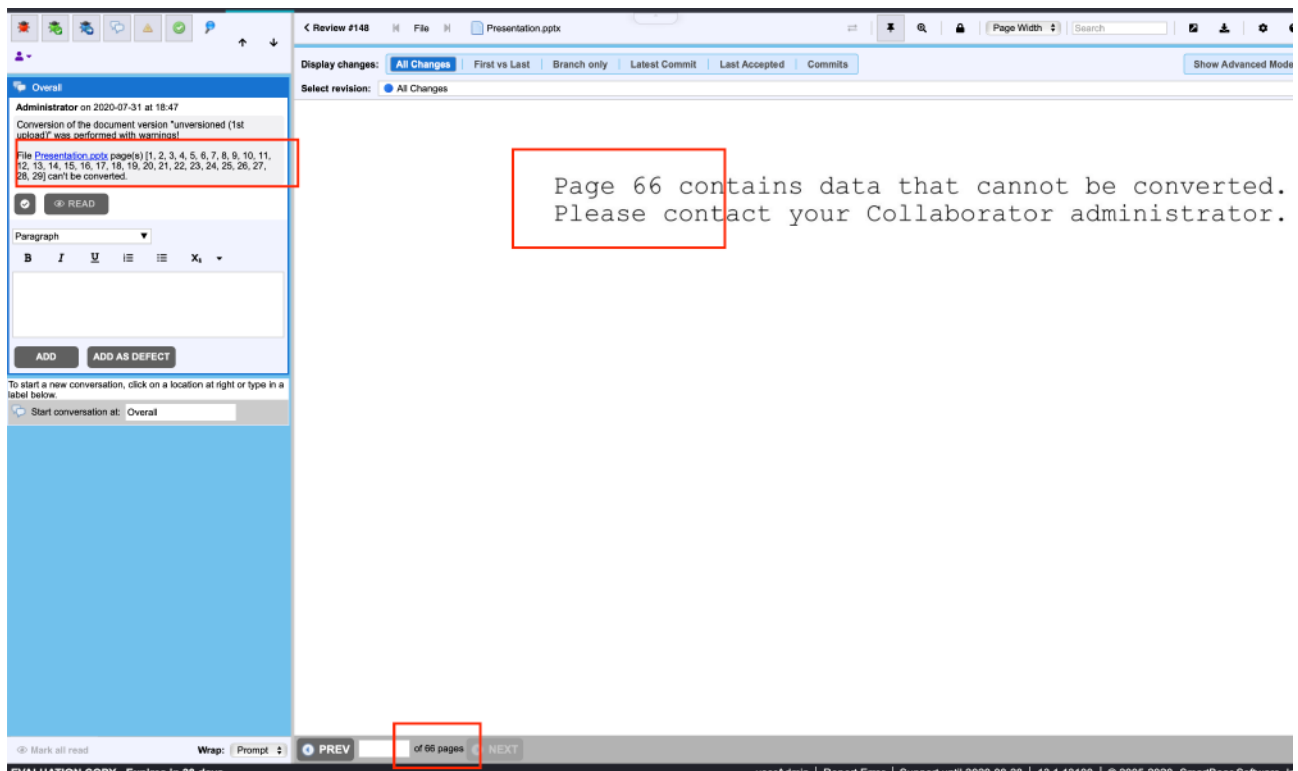
1. Client method must populate a list of OTF terrain triangles.
2. Client method must call set\_triangles (compilation configuration to store the triangles for future use.
3. Client method must populate a list of OTF features.
4. Client method must call set\_features (compilation configuration to store the features for future use.

**NOTE:** This must be done before adding a related model for the terrain and add\_tunnel\_model functions, described below, are used

Mark all read Wrap: Prompt PREV 244

## 1.1 Similar situation for ppt

Only for 29 pages from 66 error message is displayed



BUT:

for the second version of the file number of failed pages is correct

## 2. During conversion there are errors in the log file:

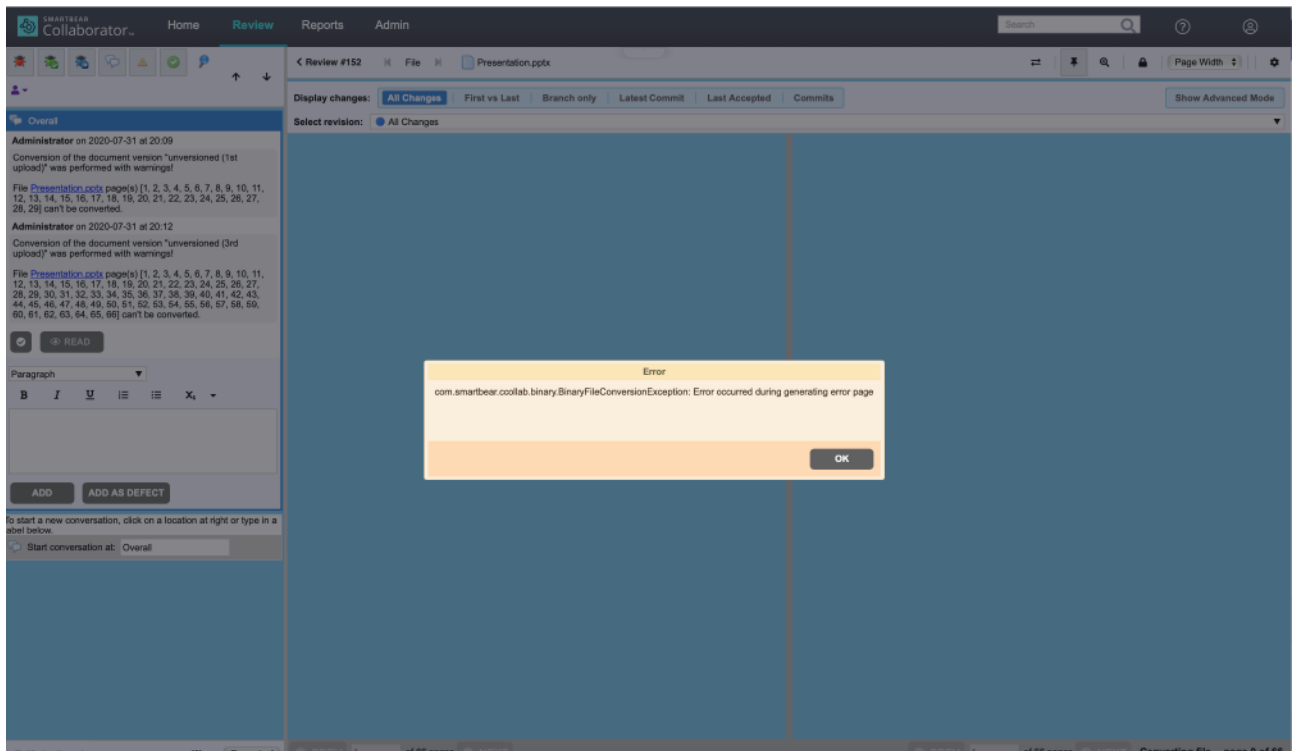
2020-07-31 15:35:40,780 ERROR document-converter-2  
com.smartbear.ccollab.binary.PDFBinaryFileConverter - Fail to convert the page 2 to image  
**javax.imageio.IIOException: Bogus input colorspace**

2020-07-31 15:35:01,237 ERROR document-converter-2  
com.smartbear.ccollab.binary.DocumentConversionFutureTask\$DocumentConversion - Error occurred during conversion for pdf to images, Please zip the files from the directory collaborator-content-cache/4ecd873aa999d593f13e817a7bd46384 and send to Collaborator support team!  
**com.smartbear.ccollab.binary.BinaryFileConversionException: Error occurred during generating error page**  
at  
com.smartbear.ccollab.binary.PDFBinaryFileConverter.visitOnePage(PDFBinaryFileConverter.java:236)  
at  
com.smartbear.ccollab.binary.PDFBinaryFileConverter.visitAllPages(PDFBinaryFileConverter.java:175)  
at  
com.smartbear.ccollab.binary.DocumentConversionFutureTask\$DocumentConversion.call(DocumentConversionFutureTask.java:161)  
at  
com.smartbear.ccollab.binary.DocumentConversionFutureTask\$DocumentConversion.call(DocumentConversionFutureTask.java:125)  
at java.base/java.util.concurrent.FutureTask.run(FutureTask.java:264)  
at  
com.smartbear.ccollab.binary.DocumentConversionFutureTask.run(DocumentConversionFutureTask.java:108)  
at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)  
at java.base/java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:628)  
at java.base/java.lang.Thread.run(Thread.java:830)

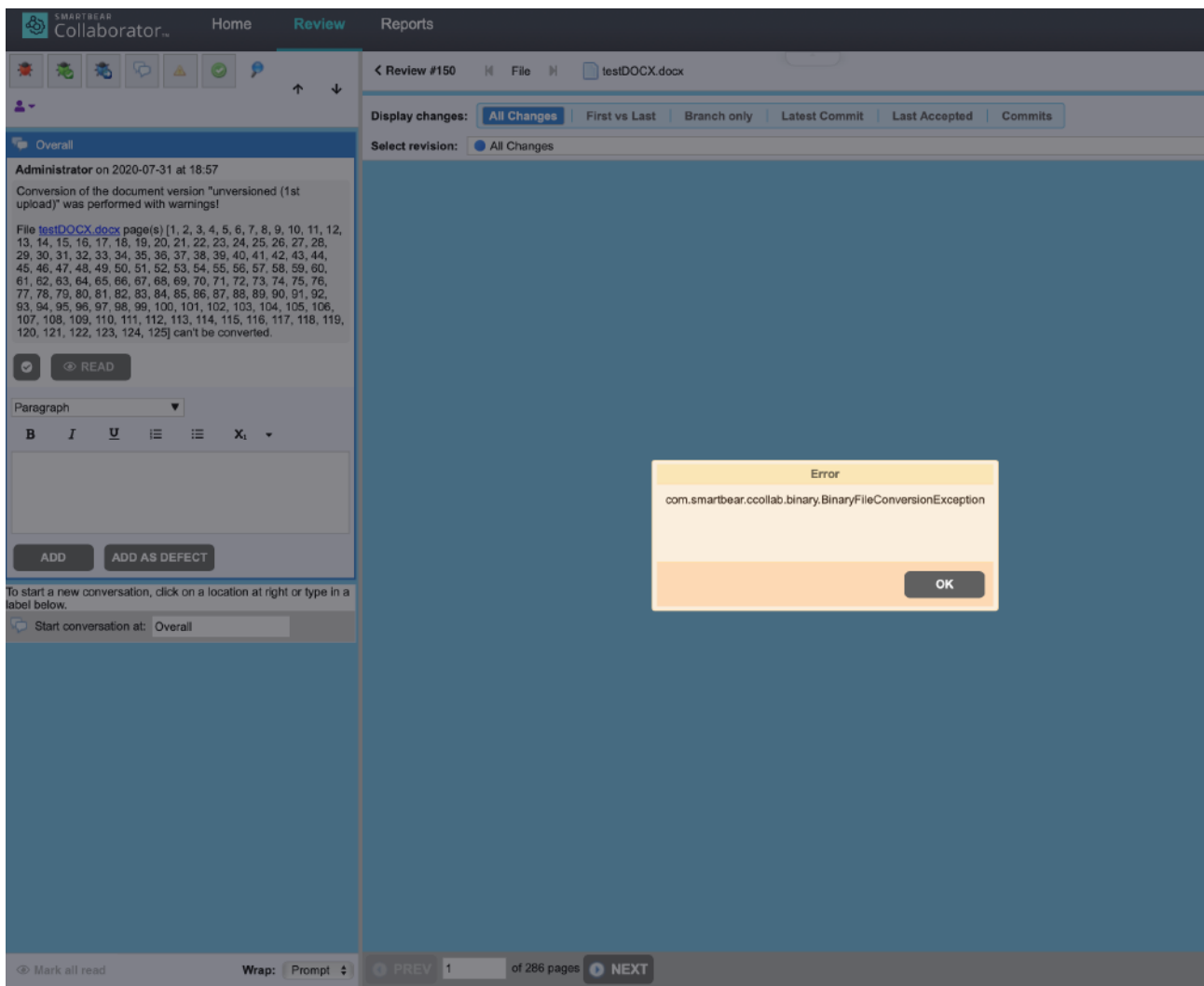
```

Caused by: com.smartbear.ccollab.binary.BinaryFileConversionException: Error occurred during generating
error page
    at
com.smartbear.ccollab.binary.PDFBinaryFileConverter.generateErrorPage(PDFBinaryFileConverter.java:250
)
    at
com.smartbear.ccollab.binary.AbstractDocumentConverterFactory$ApachePageDocumentFileConverter$I
mageWriterCallback.writeImage(AbstractDocumentConverterFactory.java:290)
    at
com.smartbear.ccollab.binary.CachePopulatingBinaryFileVisitor$1.saveObject(CachePopulatingBinaryFileVi
sitor.java:66)
    at
com.smartbear.ccollab.contentstore.DeepBucketsLargeContentStore.saveAnyByCallback(DeepBucketsLarg
eContentStore.java:292)
    at
com.smartbear.ccollab.contentstore.DeepBucketsLargeContentStore.saveAuxiliary(DeepBucketsLargeConte
ntStore.java:284)
    at
com.smartbear.ccollab.contentstore.OnDemandUpgradeLargeContentStore.saveAuxiliary(OnDemandUpgra
deLargeContentStore.java:214)
    at
com.smartbear.ccollab.binary.CachePopulatingBinaryFileVisitor.visitPage(CachePopulatingBinaryFileVisitor.j
ava:60)
    at
com.smartbear.ccollab.binary.PDFBinaryFileConverter.lambda$visitOnePage$0(PDFBinaryFileConverter.jav
a:220)
    at java.base/
java.util.concurrent.ConcurrentHashMap.computeIfAbsent(ConcurrentHashMap.java:1705)
    at
com.smartbear.ccollab.binary.PDFBinaryFileConverter.visitOnePage(PDFBinaryFileConverter.java:183)
    at
com.smartbear.ccollab.binary.PDFBinaryFileConverter.visitOnePage(PDFBinaryFileConverter.java:234)
    ... 8 more
Caused by: java.io.IOException: COSStream has been closed and cannot be read. Perhaps its
enclosing PDDocument has been closed?
    at org.apache.pdfbox.cos.COSStream.checkClosed(COSStream.java:154)
    at org.apache.pdfbox.cos.COSStream.createInputStream(COSStream.java:239)
    at org.apache.pdfbox.cos.COSStream.createInputStream(COSStream.java:234)
    at org.apache.pdfbox.pdmodel.PDPage.getContents(PDPage.java:157)
    at org.apache.pdfbox.pdfparser.PDFStreamParser.<init>(PDFStreamParser.java:92)
    at
org.apache.pdfbox.contentstream.PDFStreamEngine.processStreamOperators(PDFStreamEngine.java:500)
    at
org.apache.pdfbox.contentstream.PDFStreamEngine.processStream(PDFStreamEngine.java:484)
    at org.apache.pdfbox.contentstream.PDFStreamEngine.processPage(PDFStreamEngine.java:156)
    at org.apache.pdfbox.rendering.PageDrawer.drawPage(PageDrawer.java:271)
    at org.apache.pdfbox.rendering.PDFRenderer.renderImage(PDFRenderer.java:321)
    at org.apache.pdfbox.rendering.PDFRenderer.renderImage(PDFRenderer.java:243)
    at org.apache.pdfbox.rendering.PDFRenderer.renderImageWithDPI(PDFRenderer.java:229)
    at
com.smartbear.ccollab.binary.PDFBinaryFileConverter.errorPage(PDFBinaryFileConverter.java:294)
    at
com.smartbear.ccollab.binary.PDFBinaryFileConverter.generateErrorPage(PDFBinaryFileConverter.java:247
)
    ... 18 more
2020-07-31 15:35:01,237 INFO document-converter-2
com.smartbear.ccollab.binary.DocumentConversionFutureTask$DocumentConversion - Close file!
2020-07-31 15:35:01,243 ERROR document-converter-2
com.smartbear.ccollab.binary.DocumentConversionFutureTask$DocumentConversion - Error occurred
during conversion of content: 4ecd873aa999d593f13e817a7bd46384, scale: 100, path: ilovepdf_merged.pdf
2020-07-31 15:35:01,494 WARN Finalizer org.apache.pdfbox.cos.COSDocument - Warning: You did not
close a PDF Document

```



### 3. com.smartbear.ccollab.binary.BinaryFileConversionException while docx uploading



2020-07-31 15:57:40,457 INFO http-nio-8080-exec-19  
com.smartbear.ccollab.rpc.RpcGwtServlet\$GwtInvocationHandler - Error invoking  
com.smartbear.ccollab.service.api.v7001.ServiceException:  
com.smartbear.ccollab.binary.BinaryFileConversionException

Caused by: **com.smartbear.ccollab.binary.BinaryFileConversionException**

at  
com.smartbear.ccollab.binary.PDFBinaryFileConverter.visitOnePage(PDFBinaryFileConverter.java:236)  
at  
com.smartbear.ccollab.binary.PDFBinaryFileConverter.visitPage(PDFBinaryFileConverter.java:154)  
at  
com.smartbear.ccollab.binary.DocumentConversionFutureTask\$DocumentConversion.convertPage(DocumentConversionFutureTask.java:203)  
at  
com.smartbear.ccollab.binary.DocumentProvider.getPageData(DocumentProvider.java:259)  
at  
com.smartbear.ccollab.binary.DocumentProvider\$1.loadPage(DocumentProvider.java:330)  
at com.smartbear.index.LazyPagedDocTextMap.addPage(LazyPagedDocTextMap.java:85)  
at com.smartbear.index.LazyPagedDocTextMap.init(LazyPagedDocTextMap.java:78)  
at  
com.smartbear.index.LazyPagedDocTextMap.newPagedDocTextMap(LazyPagedDocTextMap.java:62)  
at com.smartbear.ccollab.binary.DocumentProvider\$3.call(DocumentProvider.java:427)  
at com.smartbear.ccollab.binary.DocumentProvider\$3.call(DocumentProvider.java:414)  
at  
com.google.common.cache.LocalCache\$LocalManualCache\$1.load(LocalCache.java:4904)  
at  
com.google.common.cache.LocalCache\$LoadingValueReference.loadFuture(LocalCache.java:3628)  
at com.google.common.cache.LocalCache\$Segment.loadSync(LocalCache.java:2336)  
at  
com.google.common.cache.LocalCache\$Segment.lockedGetOrLoad(LocalCache.java:2295)  
at com.google.common.cache.LocalCache\$Segment.get(LocalCache.java:2208)  
at com.google.common.cache.LocalCache.get(LocalCache.java:4053)  
at com.google.common.cache.LocalCache\$LocalManualCache.get(LocalCache.java:4899)  
at  
com.smartbear.ccollab.binary.DocumentProvider.loadPDTM(DocumentProvider.java:414)  
at  
com.smartbear.ccollab.service.impl.unversioned.UnversionedClientApiImpl.requireDocumentMaps(UnversionedClientApiImpl.java:1618)  
... 60 more

Caused by: **java.lang.NullPointerException**

at  
com.smartbear.ccollab.binary.PDFBinaryFileConverter.visitOnePage(PDFBinaryFileConverter.java:231)  
... 78 more

**4. TypeError: null is not an object (evaluating 'b.uRb')**  
**com.google.gwt.event.shared.UmbrellaException: Exception caught: Exception caught:**  
**Exception caught: (TypeError) : null is not an object (evaluating 'a.b.IC')**

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