## Problem 1: Prediction errors from custom form recognizer model

The first custom Form Recognizer models I trained were not able to identify the “baggage” information correctly. For some reason, “baggage” was not identified, and “date” was something like “April 20, 2022 YES” – so the actual baggage information (“YES”) was recognized as part of the date.

I was only able to solve the problem by adding more labeled documents to the training, even including the original sample documents which I planned to use as my “productive” documents. It’s not a good practice to include productive documents (validation data) into the training, but it seems like all the boarding passes I created on my own had some small differences, maybe font sizes or font style. So only adding the original sample documents to the training lead to 100% correct results on these same sample documents.

# Problem 2: SSLCertVerificationError when trying to user Video Indexer SDK

When requesting a Video Indexer access token I kept getting SSL certificate verification errors. I double-checked the parameters (Account ID, Subscription Key, Location) multiple times and tried different configuration without success. Researching the error on Google/Stackoverflow didn’t bring up any helpful advice. So I created a question on the Udacity Knowledge platform.

Before that was even answered, I had another idea: I was working on my company laptop, and I was aware that sometimes there are network restrictions/issues leading to problems like that on the company hardware. That’s why I decided to install Python, Azure CLI, Git, etc. on my private desktop PC, cloned the repository and tried it again from that machine. Here it actually worked and I just continued to work on that machine for the remaining parts of the project.