Synopsis:

If you come across an issue where Alldocs sweeping isn’t working properly. When Alldocs tries to sweep (every 15 mins); the directory it sweeps, moves the pdf files into a “error files” folder within the directory and it never actually sweeps the documents. Another symptom of this issue is when someone tries to index they get a platter permission issue. After you run the fix below, it will resolve both of these symptoms.

Resolution:

1. Run my script [\\gle-fil-01\Useful Tools\james\Scripts\AllDocs Sweep Files](file:///\\gle-fil-01\Useful%20Tools\james\Scripts\AllDocs%20Sweep%20Files) **RunMe.bat** to move the files. If my script doesn’t work for some reason, follow the steps below. Otherwise, jump to step 4.
2. Go into one of the directories that’s having the issue (The parent path is “\\mars\scans\alldocs”)
3. Cut all the PDF’s that were moved into the Error folder and paste them to the root of the main subdirectory.   
   Example: If files were in [\\mars\scans\alldocs\Intake\Error Files](file:///\\mars\scans\alldocs\Intake\Error%20Files) move them into [\\mars\scans\alldocs\Intake](file:///\\mars\scans\alldocs\Intake)
4. Launch Alldocs Client on the server “Otto” (login as yourself or manager (password is in LastPass under “OnBase Alldocs Configuration Login”))
5. In the toolbar click “Processing” 🡪 “Scan/Index”
6. On the left side of the window that comes up, click on “Scan Queues:”
7. Double click one of the scan queues from the window on the right side
8. In the right window (white space), right click and click on “Sweep Directory”
9. In the little window that comes up click on “Sweep Directory”
10. Leave all the default settings and click “OK”
11. Click “OK” once again to confirm sweeping the directory
12. You can leave the batch name the default or rename it and click “OK”
13. Make sure that the pdf’s properly got swept, and not just moved into the “Error Files” folder again.

After you complete these steps the sweeping should work for all the other folders automatically (every 15 mins); just go into each folder (path in Step 1), and make sure you move any PDF’s to the parent subfolder as mentioned in Step 2.