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» Consistency Checker error CC-0086

ID:	esg123619	Product(s):	Content Server
Use Count:	0	Category(ies):	Bug or Defect, Documentation
Solve Count:	0	Status:	Approved
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Related SRs:		Related Bugs:	CS-15205

› SOLUTION

Symptoms
The Consistency Checkerreports the following error:
"ERROR CC-0086: Folder with r_object_id '0b01c41394b31c73' needs to be renamed or merged with another folder. Please go through the server log for the date mentioned in the object_name 'dm_fix_me_0b01c41394b31c73_2011-04-29 12:36:24' to find an error message that contains the r_object_id. The error message will list the name due to which this folder was renamed."

This error is not listed in the CC troubleshooting guide.

Cause
A new logic to handle duplicate folder creation in concurrency situations has been implemented as per bug **CS-15205.**
Before this fix, creating two folders with the exact same name/location will cause one to get deleted. This is not correct if the folder that is getting deleted is an existing folder (referenced by sysobjects) because those sysobjects will reference a folder which does not exist. We need to change our logic to rename the folder, rather than delete.
Now, the content server is reporting a message in the logs to notify that a duplicate folder was created and renamed:
[DM_FOLDER_E_RENAMED_FOLDER_INTERNALLY]error: "Multiple sessions tried to save a folder with name (603) simultaneously.Folder (0b01c4139557a1d9) with path (/Customers/NRW/218/291/603) was renamed to (dm_fix_me_0b01c4139557a1d9_2011-06-24 11:27:59) at the same location"

Resolution
The solution to remove the CC error would be to rename the folder 'dm_fix_me_0b01c41394b31c73_2011-04-29 12:36:24' appropriately.

As suggested in the message, the steps should be the following:

- Check in the server log to find the error message about the duplicate folder creation (DM_FOLDER_E_RENAMED_FOLDER_INTERNALLY) corresponding to 'dm_fix_me_0b01c41394b31c73_2011-04-29 12:36:24'
- There, you should be able to see the original folder name and r_object_id
- Dump the fix_me folder 0b01c41394b31c73 to see if it contains any document (check r_link_cnt value).
  If it is empty, you might delete it.
  If documents are linked to it, you can either just rename the folder from 'dm_fix_me_0b01c41394b31c73_2011-04-29 12:36:24' to 'any_folder_name_you choose'
  or you can move the content to the original folder.

› INTERNAL REFERENCES

- SR# 40688220

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