

Bug : Loss of files due to consecutive “Change templates” actions

A bug has been detected in Pure. This has been fixed in versions 5.9.4 and 5.10.

What has happened?

When changing templates multiple times without running the "Preserved Content Update Job" in between, the information about where attached files are stored is lost. Put differently, changing template twice (or more) on a piece of content before the “Preserved Content Update” job has a chance to copy files into their final storage causes Pure to forget the reference to the file. With the reference lost, the file is deleted.

All content types where files can be added are affected. However, given the particular set of circumstances required to trigger this bug, we expect the number of affected records to be very small.

Were you affected?

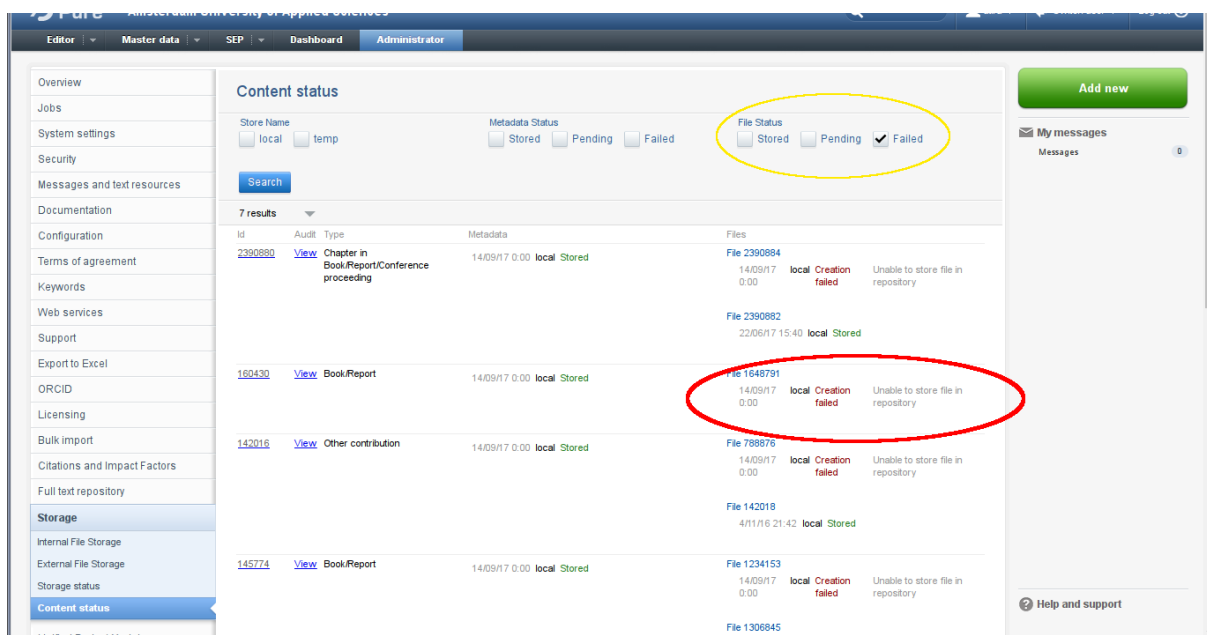
We are going through our client base to identify clients affected by this bug.

All Elsevier-hosted clients have been checked, and affected clients have already been contacted. Since the bug is quite difficult to trigger, a very limited number of clients were affected. So, if your Pure is hosted by Elsevier and have not been contacted at the time of publication of these release notes, all is well. However, you may be affected by the bug going forward – until your Pure is on 5.9.4 or higher. So, please make sure your “Preserved Content Update” job is running at the recommended interval – once per minute. If you need help to check this, please contact Pure Support.

We are currently running through all other clients; if your Pure is affected, we will contact you shortly. **If your Pure is not Elsevier-hosted and you would like to check your Pure yourself also – what can you do?**

If you would like to check yourself, this is possible.

By going to the "Administrator → Storage → Content status" tab and searching for content with failed files, a list of affected content can be found. Affected files will have a single store entry in the "Creation failed" state:



The search may show other errors like the one below, which should probably be looked at, but are not caused by this issue:

Content status

Store Name: local temp Metadata Status: Stored Pending Failed File Status: Stored Pending Failed

[Search](#)

1 result

Id	Audit	Type	Metadata	Files
10247	View	Patent	14/09/2017 12:30 local Stored	File 10327
			14/09/2017 12:30 temp Delete failed	Deletion of content aborted. Not all files have been deleted from store
			14/09/2017 12:30 local Creation failed	Unable to store file in repository

When you find an item that you want to investigate further:

- Click the “View” link under the “Audit” column
- This will open up a new window with the audit log for the item. Here you should look for change of template and subsequent error in storing the file:

The screenshot shows an audit log with three entries:

- 26/06/2017 15:25: **error** - File ElectronicJournals/Issue/131140803_WebPages/1_2017/131140803_main_200.pdf... Error was: Unable to store file in repository
- 26/06/2017 15:25: **success** - Content Contribution/Journal/131140803... Successful migration from template type 'Contribution/Journal/131140803' to template type 'Contribution/Journal/131140803'

An arrow points from the 'Successful migration' entry to the 'Unable to store file' error entry.

If you find any of these, the item is likely affected by the bug. In this case, please contact Pure Support.

What can be done about it?

Regrettably, the file is lost due to housekeeping jobs being run. Only option is to:

- Delete the reference to the file in Pure
- Upload a new file

If you need help with this, please contact Pure Support.

Depending on the time of the template change – and the backup setup you may have for your Pure – it may be possible to retrieve a backup of the file.