

SIP is failed in status "To Permanent"

- **Article Type:** General
 - **Product:** Rosetta
 - **Product Version:** 2.1
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Problem Symptoms:

- SIP report with status "? To Permanent"

- Error in the log:

server.log.2013-02-20.2321:2013-02-20 22:56:37,984 ERROR [com.exlibris.dps.permanent.svc.job.PermanentWorkJob]

Failed to add work for: IE1977040, SIP 37704

Cause:

Connectivity problem during copy file to permanent

Resolution:

In Rosetta Management, check if the file is in TA

- Select Submissions menu, click Manage Issues in sip Processing

1. - Select "To Permanent" sip list

- Search the sip id

- If the sip is found here, select it and use the action "Resubmit to Permanent".

2. - If the sip is not in "To Permanent"

- check if the sip is under "System Error"

- If the sip is found here, select it and use the actions: Rerun or Decline sip.

Category: SIP Processing

Subject: Gallery View

- **Article last edited:** 4/17/2014