

Error occurred while attempting to retrieve product name from resource bundle

### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- Mail Express, all 3.x versions

### **SYMPTOM**

When the Mail Express Server connects to a version of the DMZ Gateway earlier than 3.1, an error message similar to the following is generated:

```
07:14:45,404 ERROR Error occurred while attempting to retrieve product name from resource bundle
java.util.MissingResourceException: Can't find resource for bundle java.util.PropertyResourceBundle, key
ProductId_3
at java.util.ResourceBundle.getObject(Unknown Source)
at java.util.ResourceBundle.getString(Unknown Source)
at com.globalscape.dmzgateway.server.l.(SourceFile:123)
at com.globalscape.dmzgateway.server.B.a(SourceFile:273)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
at java.lang.reflect.Method.invoke(Unknown Source)
at com.globalscape.common.b.t.a(SourceFile:268)
at com.globalscape.common.b.t.$a.a(SourceFile:375)
at com.globalscape.common.b.t.b(SourceFile:231)
at com.globalscape.common.b.t.a(SourceFile:158)
at com.globalscape.dmzgateway.server.a.b.a(SourceFile:143)
at com.globalscape.dmzgateway.server.a.b.b(SourceFile:123)
at com.globalscape.dmzgateway.server.a.b.a(SourceFile:96)
at com.globalscape.dmzgateway.server.j.b(SourceFile:96)
at com.globalscape.dmzgateway.server.j.a(SourceFile:70)
```

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at com.globalscape.dmzgateway.server.k\$b.a(SourceFile:299)  
at com.globalscape.dmzgateway.server.k\$b.d(SourceFile:286)  
at com.globalscape.common.a.a.a.b.a(SourceFile:125)  
at com.globalscape.common.a.a.a.d.m(SourceFile:146)  
at com.globalscape.common.a.a.a.c.run(SourceFile:122)  
at java.util.concurrent.ThreadPoolExecutor\$Worker.runTask(Unknown Source)  
at java.util.concurrent.ThreadPoolExecutor\$Worker.run(Unknown Source)  
at java.lang.Thread.run(Unknown Source)

### **RESOLUTION**

This error will not affect the operation of Mail Express with the DMZ Gateway and may be safely ignored. Furthermore, the error message may be filtered out of the log file and Windows Event Viewer Application log by replacing the Mail Express Server log configuration file **<Install Directory>\DMZ Gateway\conf\server\_log\_config.xml** with the attached modified version.

### **MORE INFORMATION**

The error message will be logged to the following locations:

- The DMZ Gateway Server's log file: \DMZ Gateway\logs\DMZGatewayServer.log
- The Windows Event Viewer Application log

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10674/Error-occurred-while-attempt...>