

Document source missing sufficient file type information

000024048 | Troubleshooting | Last updated 2026-09-09 | TotalAgility

Issue

Document Conversion fails with the error:
Document source missing sufficient file type information

We find that at times, although documents can be processed by Document Conversion if we process them via a Scan CNJ form or via KIC, if we create the job using CreateJobWithDocuments() we get the error above

Cause

When being processed, a document needs to have a supported mime type, or the filename with extension must be present,
The filename is not passed when creating jobs & documents using CreateJobWithDocuments()
Supported Mime Types can be found [here](#)

Solution

A bug has been raised for this issue when using supported mime types
A simple solution is to call the [UpdateDocumentFieldValue](#) api from a .net node prior to Document Conversion to set the FileName property of the document,
(Get the mime type prior to this in an expression node)
This can be done in a Business Rule for example
The Id for the FileName property can be copied from the documentation - [UpdateDocumentFieldValue](#)

Level of Complexity

Easy

Applies to

Product	Version	Build	Environment	Hardware
TotalAgility	All			

References

Documents have no fileName when using CreateJobWithDocuments

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/24048>