DocTracker故障排除

問題：DocTracker中沒有任何紀錄？

a. 可以先在DocTracker中，以Technician的帳號去登入，以檢查OCR服務器是否 正確地連接。

a1. 若沒有正確地連接，則可以檢查防火牆設定。這個設定連結 OCR服務器及DocTracker。請確認port 6000x等均保持開放。

b. 若OCR服務器已正確地連接，請檢查OCR服務器的紀錄有沒有記錄到錯誤發生。

目前OCR服務器會出現辨識錯誤的狀況有幾種：

1. GSNX Watch 資料夾沒有 XML 檔。

2. GSNX Watch 資料夾沒有 PDF 檔。

3. PaperCut Watch 資料夾沒有 Metadata.txt 這個檔。

4. PaperCut Watch 資料夾沒有PNG檔，又或沒有足夠的PNG 檔案數量。

如果有上述**b.段** 情況發生，只需按照顯示在 error log的檔案從Watched資料夾移出，OCR服務器就會不再出錯，回復正常 運作。

c. 如果OCR服務器是正常的，請檢查SSO是否運作 正常。可以檢查各個SSO log是否紀錄有錯誤。

1. Currently, there are several situations that will cause a SSO error.

a. GSNX output does not include XML file.

b. GSNX output does not include PDF file.

c. PaperCut output does not include job-metadata.txt.

d. PaperCut output does not include PNG file.

If there are any of the aforementioned errors from **1.** files will be sent to the Exception folder set by SSO configuration file.

2. If PaperCut files are not getting through.

a. Check if SSO configuration's UNC settings are correct.

b. Make sure PaperCut archive folder is shared.

c. Archive folder shared permissions includes the same account as the one from UNC settings.

3. If GSNX files are not getting through, make sure the configured GSNX file generation path is the same as SSO input path.

問題：DocTracker部門資料顯示為UNKNOWN?

a. Check if the CSV of Access Mapping includes user's PaperCut username.

1. If username not included, please re-generate source CSV file, check for personnel's username again, if present then restart access mapping service.

**NOTE**: Previously uploaded files will still show as UNKNOWN and will not be corrected, only files uploaded AFTER the FIX will have the correct department shown.

2. 假如相關人員的用戶名稱在重新生成CSV文件後仍然不存在， 請向你們的IT部門諮詢，查看有否包含此類信息 ，例如：用戶名稱。

b. Check if the CSV format is compatible with config settings.

Issue: Copy, Fax, Scan shown as NotFindName?

Check if the API\_URL inside SSO Config is working. (Paste the following from your SSO Config :http://SERVER IP:9191/rpc/api/rest/device/1/ into the browser and see if it is working)

如果不起作用，請轉到PaperCut選項-->進階-->安全性，並在「允許的XML Web服務調用者」下，確保該字段填入「\*」符號。