DocTracker Frequently Encountered Problems Solution

Issue: No records inside DocTracker?

a. Inside DocTracker, login to the Technician Role to check if OCR Station is connected properly.

a1. If not connected properly, we can check the firewall settings between OCR and DocTracker. Make sure the port 6000x is open.

b. If OCR Station is properly connected, check OCR logs for error.

Currently, there are several situations that will cause OCR Station error.

1. GSNX Watch folder has no XML file.

2. GSNX Watch folder has no PDF file.

3. PaperCut Watch folder has no Metadata.txt.

4. PaperCut Watch folder has no PNG or not enough PNG files.

If there are any of the errors from **b.** present, just take the files shown in the error log out of the Watched folder, OCR will be unstuck and function normally once again.

c. If OCR Station has no errors, next would be to check if SSO is functioning normally. Check the SSO logs for errors.

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.

Issue: DocTracker department shows as 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. If personnel username still not present after re-generation of CSV file, please check with IT department whether the source even includes such username.

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)

If not working, go to PaperCut Options, Advanced, Security, and under "Allowed XML Web Services callers" make sure the field is filled in with a "\*" symbol.