

# Troubleshooting Guide

This guide outlines common failure scenarios across capture, processing, and enterprise content management systems. Issues are organized by symptoms to help administrators quickly isolate root causes across application, service, and data layers.

Audience: Technical Support and System Admins

## System Overview

1. Scanner – Images are scanned into the Capture Software
2. Capture Software – Capture Software processes the images and exports the data and images to a hot folder
3. Importer Utility – The Importer Utility monitors the hot folder and imports the data to the ECM
4. ECM – The ECM stores the data and passes it through workflow approvals.
5. Database - The ECM exports processed documents and stores them in a 3rd party database.

## Troubleshooting Steps:

### Batches Don't Appear in Capture Software

#### Symptoms

- Missing batches after images are scanned.
- Images sitting in a folder.

#### Check for Logs

- Capture Software – C:\Program Files\Capture Software\Logs

#### Common Causes and Resolutions

- **Authentication failures:** Confirm service credentials are active and current.
- **Expired license:** Verify license validity and apply updates.
- **No logs present:** Confirm application services are running.

### Images/Data Missing from ECM After Capture Software Processing

#### Symptoms

- No records within ECM.

- Services are running.

#### **Check for Logs**

- Capture Software – C:\Program Files\Capture Software\Logs
- ECM: System Errors (Admin Dashboard)

#### **Common Causes and Resolutions**

- **Batch Exception Queue:** Documents need to be validated prior to export.
- **Incorrect/Missing Data:** Importer Utility failed due to a mismatch in expected datatype or missing required data.
- **Missing License:** Importer Utility requires an up-to-date license.

### Importer Utility Fails with a 101 Error Message

#### **Symptoms**

- Importer logs show attempted processing before error.
- Application service is running.

#### **Check for Logs**

- Importer Utility – C:\Program Files (x86)\ECM\Importer Utility\Logs

#### **Common Causes and Resolutions**

- **Corrupted Files:** Run a Repair on the Importer Utility installation.
- **Connection:** Confirm the ECM is accessible.

### End User Cannot See Assignments

#### **Symptoms**

- End-user appears to have permissions.
- End-user cannot find documents.

#### **Check for Logs**

- ECM – Check within the System Errors of the admin dashboard of the site.

#### **Common Causes and Resolutions**

- **New to Group:** Assignments from a queue do not retroactively assign to new users.

- **Conflicting Permissions:** Review the groups assigned to the user to confirm no conflicting permissions.

## Failed Export to 3<sup>rd</sup> Party Database

### Symptoms

- Documents pending export for extended period.

### Check for Logs

- ECM – Check within the System Errors of the admin dashboard of the site.

### Common Causes and Resolutions

- **Incorrect/Missing Data:** Export failed due to a mismatch in expected datatype or missing required data
- **Corrupted Files:** Run a Repair on the installation
- **Connection Issue:** Confirm database user account is active and current.