

eCopy PaperWorks 2009 – Troubleshooting Tips

1 Introduction

The purpose of this document is to workflow for various operations when using eCopy PaperWorks to assist with troubleshooting customer issues.

Some areas are:

- What background tasks are being done when performing an operation
- What temporary files are created and where

2 Mail

When mailing a document the following is done:

1. Export of document to the default file format
2. The resulting exported file is put in the user's temp directory (usually, C:\Document and Settings\\Local Settings\Temp)
3. Next, the necessary extended MAPI calls (if using Outlook) are made

Information that would be helpful when troubleshooting Mail issues (in addition to the usual such as OS, etc.):

1. What version of Outlook?
2. If you do File/Export, do you get the same results?
3. Do you have "Hide extensions of known file types" check or unchecked?

3 Fax

When faxing a document the following is done:

1. Export of document to the default file format
2. The resulting exported file is put in the user's temp directory (usually, C:\Document and Settings\\Local Settings\Temp)
3. If Fax via Mail, then the Mail (MAPI) Connector is called

Information that would be helpful when troubleshooting Fax issues (in addition to the usual such as OS, etc.):

1. If you do File/Export to the same file format as the default for Fax, do you get the same results?

4 Print

Information that would be helpful when troubleshooting Print issues (in addition to the usual such as OS, etc.):

1. Are you using a PCL or PS driver? If using PS, does it work using PCL? If using PCL, does it work using PS?

5 OCR

When OCRing a document the following is done:

1. Export of document to a color tiff
2. The resulting exported file is put in the user's temp directory (usually, C:\Document and Settings\\Local Settings\Temp or C:\Users\\AppData\Local\Temp for Vista). The temp file will have the same name as the original file to be OCR'ed with a .TIF extension.
3. This color tiff is sent to Readiris where it is processed and a resulting file of the specified file type ("Document Format" from Options/Preferences/Readiris) is created in the user's temp directory.
4. This output file is then opened using the specified "Application to Launch" (Options/Preferences/Readiris).

Information that would be helpful when troubleshooting OCR issues (in addition to the usual such as OS, etc.):

1. Does the color tiff created in step 2 above appear correct?
2. Does the same issue occur when using the full Readiris product (such as RI-11 Pro)? Check this by opening the color tiff created in step 2 above in the full Readiris product and perform OCR.

6 Scan

When scanning a document the following is done:

1. Scanning launched in Dllhost.exe process
2. Scanner's standard TWAIN interface dialog is displayed
3. File is scanned and the temp file, ePW<#>.tmp, placed in the user's temp directory (usually, C:\Document and Settings\\Local Settings\Temp or C:\Users\\AppData\Local\Temp for Vista). *Note that temp file may only be available until it is loaded into eCopy PaperWorks.*
4. File loaded into eCopy PaperWorks and the TWAIN interface dialog closed.
5. Dllhost.exe process ends

Information that would be helpful when troubleshooting Scan issues (in addition to the usual such as OS, etc.):

1. When the scan button is pressed is the dllhost.exe process running?
2. Does the scanner's standard TWAIN interface dialog display?
3. Can you see a temp file created from step 3 above? Does it look ok?
4. There should be a TWAIN.log file in the temp directory. Does it show any noticeable errors?
5. Is the problem reproducible from another scanning application, separate from eCopy Paperworks, like IrfanView or a tool provided by the scanner?
6. Does the dllhost.exe process end after the scanned image is loaded into eCopy PaperWorks?

7 Merge

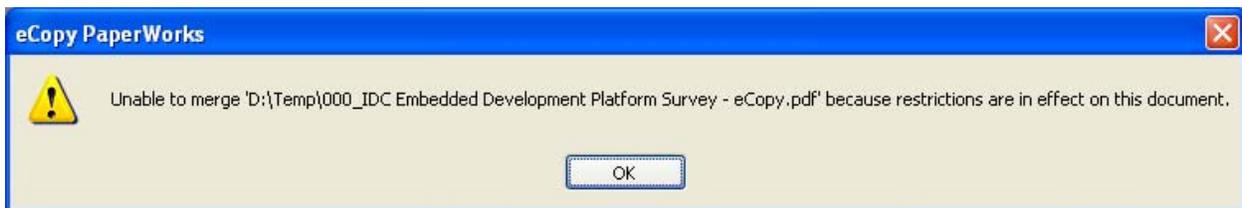
A merge operation works by taking DocumentA and inserting the pages of DocumentB into it. The first document in the list will always be Document A. The merge operation requires a save to the temp directory. The temporary document will be stored in the user's temporary location (usually C:\Documents and Settings\\Local Settings\Temp

Once the merge is successful, the document is opened in eCopy PaperWorks. If no name is given to the document, the default name is Merge_x, (where x increments by 1).

Possible errors in merging:

Missing pages

Documents with restrictions, including form documents, are not supported for Merge. If a document has restrictions, the following message will display to the user:



However, there is a possibility that a document may or may not disclose they type of restrictions it contains. Some documents do not allow copying or extracting of pages. If so, there will be missing pages.

Can pages be dragged and dropped from one document to another? If so, then merge is supported. If not, there will be missing pages.

Possible error messages:

If a least one of the documents contains security, the following message will display:



Please Note that the resulting merged document will not contain any type of security (Owner or User password).

Information that would be helpful when troubleshooting Custom Stamping issues (in addition to the usual such as OS, etc.):

- Does the user have the proper PDF edit/read/write permissions on the document? Is it read-only?
- Where does the document reside: local or network location (FTP?)
- If the document is non-local (on a network drive elsewhere) is the connection still valid?
- Does the merge fail if the document is open first?

8 Custom Stamping (Bates/Endorsement, Headers & Footers, Watermarks)

When creating a stamp the following needs access to a library file (XML-based) to which a user also requires write permissions. A user can neither create nor edit stamps if they do not have write access.

Applying a stamp requires a document with no permission restrictions (or the user knows the owner password to unlock it). Headers/Footers require that some text information exist in order to apply to a document. Watermarks require either text or an image. When any stamp is applied records are created within the document that describes the operation. If a document has been stamped at all then the “Catalog” dictionary in the file will contain an array object named “**eCopyDocStamps**”. Write-access to the library file is not required unless applying a Bates/Endorsement stamp. This is because the Bates numbers must be kept rolling for uniqueness which means writing the new information to the library as stamping is performed.

Logging is available for Bates/Endorsement stamps and also requires that the logging file not be read-only.

Information that would be helpful when troubleshooting Custom Stamping issues (in addition to the usual such as OS, etc.):

- Does the user have the proper PDF write permissions on the document? Is it read-only?
- Did someone else also edit the library at the same time?
- Where does the library reside: local or network location (FTP?)
- If the library is non-local (on a network drive elsewhere) is the connection still valid?
- Does the user have OS permissions to write to the library file when batching?
- Does the image getting used by a Watermark exist?

9 Open a non-native (Office) document

When opening a non-native Office document the following is done:

1. The file is sent to the native Office application to print into ePW via eDP3
2. A spool file (*.spl) is created in C:\Windows\system32\spool\printers) – if a spooler crash should occur, this file will need to be deleted and the Print Spooler started (from Control Panel>Administrative Tools>Services)
3. A PCL*.pdf file is created by eDP3 in the system temp folder (usually C:\Windows\Temp)

Information that would be helpful when troubleshooting opening MS Office documents (in addition to the usual such as OS, etc.):

1. What version of Office are you using?
2. If you open the file in the Office application and File/Print via eCopy PaperWorks Printer, does that work?