

# Troubleshooting Laserfiche Scanning 7

*White Paper*

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**Laserfiche®**

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## Table of Contents

Troubleshooting Laserfiche Scanning 7.....	i
Table of Contents .....	2
Overview .....	3
Error Logging .....	4
Common Issues.....	5
Specific Errors.....	9
Additional Resources .....	11

The Laserfiche Scanning Troubleshooting Guide is broken into three main divisions. First, there is an overview of the Scanning architecture. Greater understanding of how the product works may help clarify what is happening when things go wrong. Next, there is a list of common issues that arise, particularly those that may not generate a specific error message – for instance, the server failing to start, or a repository failing to show up in the client – and the possible causes and resolutions for those issues. There is a list of common error codes and messages, their meanings, and possible resolutions for them. Finally, there is a list of additional links and resources to provide more troubleshooting help.

## **Overview**

Laserfiche Scanning is composed of two elements: the Laserfiche Scanning application itself, and the scan source or scan engine. The scan source is the application that interfaces directly with the source of the documents. There are currently five scan sources: Kofax, Photo Capture, ScanConnect, TWAIN, and Universal Capture. ScanConnect allows ISIS scanning; Kofax allows ISIS scanning using the Kofax ACE or Kofax VRS software; TWAIN allows scanning using TWAIN drivers; Photo Capture allows images to be captured directly from a digital camera or removable drives; and Universal Capture allows capture TIFF, BMP or JPG of files that are already present on the workstation or the network (for instance, that were scanned or imported via third-party software).

Once the images have been scanned, they are processed in Laserfiche Scanning. This is the point at which template, volume and destination information can be modified, and image enhancements and processing can be applied. Once the images have been processed, Laserfiche Scanning contacts the Laserfiche Server and sends the pages to the specified location in the Laserfiche repository.

When troubleshooting, it is important to note at what point in the process – scanning, processing or storing documents – the error occurs. If the error occurs during scanning, you can determine whether the problem is with Laserfiche Scanning or the scanner itself by attempting to scan using a different application. If the scanner does not work with another application, then the problem is most likely with the scanner or scanner drivers; if it does, the problem is likely with the Laserfiche Scanning installation or configuration.

## Error Logging

In Laserfiche 7.1 and higher, you can turn on tracing for Laserfiche Scanning to troubleshoot issues that arise when connecting to a Laserfiche server while LFS Scanning starts or while it stores documents in the repository. This will generate a BPCConnectionTrace.log file that can be useful for troubleshooting. To turn on tracing, open the registry editor and navigate to "HKEY\_LOCAL\_MACHINE\Software\Laserfiche\Laserfiche Scanning\Settings\Connection." From the Edit menu, select New and then DWORD value. Name the value Trace. From the Edit menu, select Modify and set the value to 1001 (hexadecimal). Then reproduce the problem in Scanning. This will cause a BPCConnectionTrace.log file to be generated in the user's temp directory for the user who was logged into Windows when the problem occurred (default location: C:\Documents and Settings\*UserName*\Local Settings\Temp).

**Note:** The version of Laserfiche Scanning should match the version of the Laserfiche Client. If the versions do not match, you may encounter serious problems when scanning.

## Common Issues

**Problem:** The Scan button is disabled in the Laserfiche client.

**Cause #1:** The user does not have the Scan feature right.

**Resolution #1:** Use the Laserfiche Administration Console to grant the user the Scan feature right or include the user in a group with the above mentioned right.

**Cause #2:** Laserfiche Scanning is not installed.

**Resolution #2:** Install Laserfiche Scanning.

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**Problem:** Scanned documents are not searchable

**Cause #1:** The Laserfiche user who is scanning the documents does not have the Process Feature Right. The document is OCR'd but cannot be indexed when it is sent to the Laserfiche repository.

**Resolution #1:** In order for documents to be indexed when they are sent to the Laserfiche repository, the user who is scanning must be granted the Process Feature Right. Otherwise, the document must be indexed by a user with the Process right once it has been stored in the Laserfiche repository.

**Note:** This issue can be avoided in Laserfiche 7.1 and higher by turning on automatic indexing.

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**Problem:** Documents are not being sent to Laserfiche.

**Note:** The specific error message in the Scanning output pane will help pinpoint which of the following causes is correct for the situation.

**Cause #1:** The user who is scanning does not have sufficient rights to create documents in the selected folder in Laserfiche.

**Resolution #1:** To scan documents and store them into a repository, a Laserfiche user must have certain rights. For information on configuring rights for scanning, see Knowledge Base article [1011048](#) INFO: Configuring Security for Laserfiche Scanning.

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**Cause #2:** The volume has reached its maximum size and was not set to roll over when that size was reached.

**Resolution #2:** Configure Laserfiche Scanning to send scanned documents to another volume. In the Document Properties pane, select the Scanning tab and then choose a volume that has not reached its maximum size.

**Cause #3:** The hard disk on which volume data is stored has been filled to capacity

**Resolution #3:** The documents must be sent to a location that has space for the files. This can be achieved in one of several ways. More room can be made on the hard disk; the volume can be moved to another location which has more space; or documents can be sent to a volume in another location which has sufficient space.

**Cause #4:** The template has required fields and the user has not filled in a value.

**Resolution #4:** Click on the documents marked as invalid (  ) and fill in the required field value.

**Cause #5:** Some of the fields in the templates assigned to the documents have data that does not match the data type.

**Resolution #5:** Click on the documents marked as invalid and correct the data in the invalid fields. (**Note:** The tooltip for each field displays the data type for the field.)

**Cause #6:** The template contains required fields that the user doesn't have Create rights to.

**Resolution #6:** Change the template or assign the user more rights through the Laserfiche Administration Console.

**Cause #7:** The connection to the Laserfiche server has been lost.

**Resolution #7:** Restore the connection by logging back in when prompted or by using the Restore Lost Connection option in the Tools menu.

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**Problem:** Pages from the same document are being broken up in an undesirable fashion.

**Cause #1:** The Document Length setting may be set. This will cause a new document to be automatically created whenever the set number of pages has been reached.

**Resolution #1:** Clear the Document Length box in the Settings tab of the Document Properties pane.

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**Problem:** Images are not being retrieved when scanning with Universal Capture.

**Cause #1:** The Windows user who is logged in at the time of scanning does not have rights to the folder from which Universal Capture is retrieving files.

**Resolution #1:** Grant the Windows user the Read, Write and Modify rights to the Windows folder from which Universal Capture is retrieving files.

**Cause #2:** The wrong type of image is set in Universal Capture's properties

**Resolution #2:** Open Universal Capture's Properties dialog box (Scan\Scanner Setup) and change the Files of Type setting to match the type of images you wish to retrieve.

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**Problem:** Scanning doesn't stop.

**Cause #1:** This is a known issue when scanning using the Kofax scan engine.

**Resolution #1:** This issue has been resolved with a hotfix, which is available in the Knowledge Base article [1000881](#) FIX: The Same Page is Continuously Scanned When Using Laserfiche Scanning with the Flatbed of a Kofax Scanner.

**Cause #2:** The scanner may be set to feed pages automatically; the auto-feed setting may be causing the scanner to continue scanning.

**Resolution #2:** Configure the scanner such that it is not set to auto-feed. For specific instructions, check your scanner documentation.

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**Problem:** Scanning doesn't open when attempting to scan into a document.

**Cause #1:** This is a known issue when scanning in Laserfiche Scanning 7.0.2.

**Resolution #1:** This issue has been resolved in Laserfiche Scanning 7.1 and higher.

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**Problem:** Missing tabs in scanning interface

**Cause #1:** This is a known issue in Laserfiche 7.1.

**Resolution #1:** This issue has been resolved with a hotfix, which is available in the Knowledge Base article [1001055](#) FIX: The Fields, Tags, and Settings Tabs in Laserfiche Scanning May Not Display When Using a High Resolution Monitor.

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**Problem:** Scanning uses an additional retrieval license.

**Cause #1:** This is a known issue when scanning in Laserfiche Scanning 7.0.x.

**Resolution #1:** This issue has been resolved in Laserfiche Scanning 7.1 and higher.

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**Problem:** Documents do not remain rotated after scanning.

**Cause #1:** The session is configured using the auto-rotate feature in the OCR settings, which is a temporary rotate process.

**Resolution #1:** To permanently rotate an image in Scanning, use the Laserfiche Rotate Image Enhancement instead of the auto-rotate in OCR.

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**Problem:** Deleting a scanned page removes the wrong page.

**Cause #1:** This is a known issue in Laserfiche Scanning 7.0.2.

**Resolution #1:** This issue has been resolved in Laserfiche Scanning 7.1 and later. Additionally, there is a hotfix available for this issue. For more information, see Knowledge Base article [1000860](#) FIX: Deleting a Scanned Page Removes the Incorrect Page.

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**Problem:** Laserfiche Scanning 7.1 takes a long time to load if a repository contains a large number of templates and/or volumes.

**Cause #1:** This is a known issue in Laserfiche Scanning 7.1.

**Resolution #1:** This issue has been resolved in Laserfiche Scanning 7.1.1 and later. Additionally, there is a hotfix available for Laserfiche Scanning 7.1. For more information, see Knowledge Base article [1000999](#) FIX: Laserfiche Scanning 7.1 Takes a Long Time to Load When a Repository Contains Many Templates and Volumes.

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## Specific Errors

### **Cannot initialize Laserfiche Scanning. Failed to create LFAPicom70 object.**

This error only occurs with Laserfiche Scanning 7.0.x. This error usually occurs for one of two reasons. It may occur because the scanner is taking longer than expected to initialize and therefore Laserfiche Scanning is timing out. It may also occur if the Laserfiche Admin user does not have a password. If you receive this error on a Laserfiche Client 7.1 or higher, it is an indication that the wrong version of Laserfiche Scanning is installed. For more information and resolutions for these problems, see Knowledge Base article [1000748](#) FIX: A "Cannot initialize Laserfiche Scanning" Error Occurs When Launching Laserfiche Scanning.

### **ERROR: 6562: Error creating directory when scanning**

This is a server error. The Laserfiche server is unable to create the subfolders in the volume directory in Windows. This problem may occur when the Windows user that the Laserfiche server is running under does not have enough rights to the volume directory, or the hard drive is full.

### **Error: Unsupported bit depth.**

This error usually occurs when scanning color or grayscale images and using Border Removal or Laserfiche Despeckle. These image enhancements only support black and white images.

### **Invalid Pointer**

This error occurs due to a known issue for Laserfiche Scanning 7.1.1. It is resolved with a hotfix, which is available in Knowledge Base article [1001054](#) FIX: An "Invalid Pointer" Error Occurs When Using Laserfiche Scanning to Send Documents.

For additional information on the error messages, please consult the LFMsg.chm help file, which is installed with every instance of the Laserfiche Client.

## **Additional Resources**

### **Known Issues**

Known Issues for Laserfiche Scanning are listed in the Known Issues articles for the Laserfiche Client of the same version.

#### 7.0 Client

<http://support.laserfiche.com/KB/KBArticle.aspx?articleid=1000674>

#### 7.0.1 Client

<http://support.laserfiche.com/KB/KBArticle.aspx?articleid=1000743>

#### 7.0.2 Client

<http://support.laserfiche.com/KB/KBArticle.aspx?articleid=1000803>

#### 7.0.3 Client

<http://support.laserfiche.com/KB/KBArticle.aspx?articleid=1000929>

#### 7.1

<http://support.laserfiche.com/KB/KBArticle.aspx?articleid=1000980>

#### 7.1.1

<http://support.laserfiche.com/KB/KBArticle.aspx?articleid=1001021>

### **Current Hotfixes**

<https://support.laserfiche.com/ow.aspx?HotfixSummaryPage#h48>

**Notes on applying hotfixes:** Hotfixes are cumulative. Hotfixes should always be applied to the version for which they were intended. If a later version of the software is available it is preferable to upgrade instead of using the hotfix for the currently installed version. Applying a hotfix for the wrong version can cause the application to stop responding correctly.

### **Supported Scanners List**

<http://support.laserfiche.com/KB/KBArticle.aspx?articleid=1000782>

### **General Troubleshooting Information**

<http://var.laserfiche.com/emc.asp?pageId=291>

### **System Implementation Tips**

<http://var.laserfiche.com/emc.asp?pageId=271>



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