

**Docutek Troubleshooting Guide**  
**Docutek Information Systems, Inc.**  
**Friday, September 24, 2004**

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**SYMPTOM: Constantly Ringing Phone Line**

- The fax workstation needs to be logged in, so make sure that the machine is not at the login prompt.
- In some cases an incoming call can cause the fax software to hang; this happens most frequently when using WinFax Pro from Symantec. To fix this case you need to restart the fax software or just reboot the machine.
- You should also make sure that your fax software is still configured to accept incoming calls. In some cases installing new modem drivers will reset the "receive" settings for the modem, so you should check this each time you aren't getting reception.
- Finally, it's important to make sure that your phone line is plugged into the correct modem port, and that the line is intact. In many cases reception problems are caused by severed phone lines within the wall, so you may need to ask your facilities department to verify that the line is still functional.

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**SYMPTOM: Busy Signal**

- The most likely reason you will receive a busy signal is because someone else is currently sending a fax into the server. Please remember that people will sometimes send faxes containing dozens of pages, and this will take time for the server to receive.
- If the phone line has been busy for a long time, and you are confident there is a problem you should power cycle your modem. On external modems this is easy; just unplug the modems power cable, wait 30 seconds, and plug it back in. For internal modems you will need to reboot your workstation to power-cycle the device.

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**SYMPTOM: Fax is Received but not Found in Docutek ERes**

- Once again, you should check to make sure that your fax workstation is logged in because DocuFax cannot be active when the machine is logged out.
- You should also make sure that DocuFax is running on the machine; you can do this by starting it from Start Menu: Programs: Startup. You should see a message saying

"Another instance of DocuFax has started..."; if you don't see that message then your DocuFax script was inactive.

- Check the desktop for any printer or script errors, especially those that mention Adobe Acrobat. If the machine wasn't logged in, or if your settings are incorrect, Adobe Acrobat may not be able to create the PDF document from the received fax. Contact Docutek Support about any printer or script errors you may see on the workstation.
- If your Docutek ERes website is hosted by Docutek, or if you have moved your modem off your server, you may also be having a problem with your mapped drive. This mapped drive (usually Z) is used to link the fax workstation with the webserver, so please verify that the map is valid.

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#### **SYMPTOM: Fax is Missing Pages**

- The Windows fax service (Win2000, WinME, WinXP, Win2003) has a feature that allows the software to recover failed fax transmissions. This can cause a failed fax to be processed as if it was successful, which will result in a PDF file that is missing pages. In this case the best thing to do is just resend the fax to the workstation.
- If this becomes a frequent problem you will want to install another fax software package that doesn't have the "recover" feature; we recommend Symantec WinFax Pro.

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#### **SYMPTOM: Fax Quality is Low**

- The sending fax machine controls the quality of the DocuFax PDF file. Your fax machine will probably have a setting that allows you to adjust the dots-per-inch (DPI) or quality of the fax. Increasing the quality will increase transmission time, but it should not result in a larger PDF file, so we recommend using the highest quality possible.
- If you are still not able to get an acceptable quality you may want to try to use a cleaner original, or use the "zoom" feature on your sending fax machine to focus in on content. This is particularly helpful for documents that have large margins around the content.