

7 Troubleshooting

Overview

This chapter describes how to troubleshoot common PaperClip, BSCAN, FaxPress, and FaxBurst problems. The procedures for logging problems are also included.

Troubleshooting PaperClip Problems

This section describes how to troubleshoot common PaperClip problems.

Problem	Cause	Solution
The system is running very slowly for more than one day.	There are many causes for this problem.	Run DBMaint to reindex and clean up the PaperClip database tables. For more information, see Chapter 3, "Managing Databases," in this handbook.
When retrieving a document in PaperClip, the following error appears: No document selected	The document was not selected correctly.	Reselect the document by clicking on it. When selected correctly, the document is highlighted.
When retrieving a document in PaperClip, the document cannot display because it is locked.	Probably, PaperClip crashed when a user was working with this document.	Run DBMaint to reindex and clean up the PaperClip database tables. This clears the lock. For more information, see Chapter 3, "Managing Databases," in this handbook.

Common PaperClip Problems and Solutions (continued)

