



**ADLIB EXPRESS
TROUBLESHOOTING GUIDE**

Version 1.0

Introduction

This guide will walk you through with some basic troubleshooting steps you can take when you encounter issues with your document conversions.

As you go through the various check list items you can make the corresponding changes.

When you submit a problem, you can provide us with a brief synopsis of these changes you performed. This will help us with our problem analysis and also assist us with providing you with a faster resolution.

Adlib Express Server can be run in one of the following :-

- As an Application (Graphical User Interface Mode)
- As a Background Service (Service Mode)

We have divided this guide into the following sections :-

- General Troubleshooting Questions
- Troubleshooting Express (UI Mode)
- Troubleshooting Express (Service Mode)

General Troubleshooting Questions:

1) What has changed within your environment since the issues started to occur ?

Items to check:

- a. Windows Updates (Service Packs/Patches)
- b. New Software Installations (Anti-virus/Third-Party)
- c. Changes/Upgrades made to native application(s) used

(For example, if you are encountering issues with converting MS Word documents you would check for any office updates. Conversely, you could update MS Office to see whether that resolves the issue)

2) Were there any change(s) made to the Express Configuration(s) ?

3) Do the error(s) occur with specific document(s) or is nothing converting ?

4) Do you see all essential processes running under your Task Manager ?

5) Did you have an older version of Express installed on your system and if so was it un-installed correctly ?

Note: If you upgraded from a version of Express prior to 3.0 then you need to go through a manual un-installation procedure.

(Contact us at support@adlibsoftware.com for assistance)

6) What kinds of error(s) do you see in the Logs ?

By default, logs are stored within the C:\Adlib Express\Error folder. If you have defined an alternate folder then check the appropriate folder

You should see the following log files:-

Process Log , DocumentLog , AdConvLog (Needs the Debugging option to be enabled)

You will also see a log file called **AdTNGLog** if you are getting a “Post Process” error

Troubleshooting Express (UI Mode):

CheckList of Questions to ask :-

- 1) Any changes to the path for your watched folders (Input,Output,Error)
- 2) Are the appropriate native application(s) installed on the server ?
(For example if converting MS Word files, do you have MS Word installed)
- 3) Are the file(s) which are failing present in the supported file types list ?
(A list of supported file types is available in the Express user guide)
- 4) Are you able to open the files you are attempting to convert directly ?

If so, which application does the file open with, and is that application listed under the list of supported applications for Express ?

- 5) Is the Debugging option turned ON?

Steps:-

1. Click on Tools->Application Settings
 2. Ensure that the "Enable Debugging" option is checked
- 6) Does the conversion(s) work if you change the processing method ?

(For example, if using job ticket processing, are you able to convert files using watched folders)
 - 7) Do you see the native application getting invoked when processing files ?

(For example, if converting MS Word files, you should **Winword.exe** under the processes list within the Task Manager)

Troubleshooting Express (Service Mode):

CheckList of Questions to ask :-

- 1) Are you logged/ logging on to the server using console mode ?
- 2) Are you able to convert files if you switch to a non-service mode ?
- 3) Are the Adlib Express and FMR services are running under the proper Account type ?

Please ensure that the services are configured as follows:-

Express Service should be running with an Account which has Local Administrative Rights
Adlib FMR should be running under the Local System Account (Set by default)

- 4) Are all essential processes running on the server?

Steps :-

- Open your Task Manager and click on the Processes Tab.
- Click on the Image Name Field to display processes in ascending order

The following processes should be running within the Task Manager :-

adexps.exe: The Express Server Executable

AdConv.exe: The module for the Conversion Engine

AdlibPDF.exe: The Adlib Express Print Driver

AdlibFMR.exe: The Executable for the Fault Monitoring

AdlibOCR.exe: The Executable for the Recognition Module

5) Are you able to open the file(s) you are trying to convert, using the Account under which the Express Service is running ?

(For Example if you log onto the server using the Account under which the Express Service is running, are you able to open the source documents using the appropriate native application)

6) Were there any change(s) to the Account running the Application or Service ?

Items to check:-

- a. Any Password changes to the Account (Password Expiry policy etc)
- b. Any changes to the Group Policies on the server

Conclusion:

We have attempted to provide you with some basic trouble-shooting items to look into before submitting a case to our support division.

Any feedback/comments would be very much appreciated, as we are constantly striving to serve your needs better.

Steps for submitting a Problem :

1. Ensure that the Debugging Option is enabled.
2. Process your document(s).
3. Click on Help->Submit a Problem. If running in Service mode, you can click on Start->All Programs->Adlib->Express->Express Problem Submission.
4. Complete the form with all the necessary information. Click Ok when done
5. Go into the Express Error folder where you will find a zip file with a time and date stamp.
6. Email this file along with your source, and output file(s) if any, to support@adlibsoftware.com

X