



Common Issues and Troubleshooting

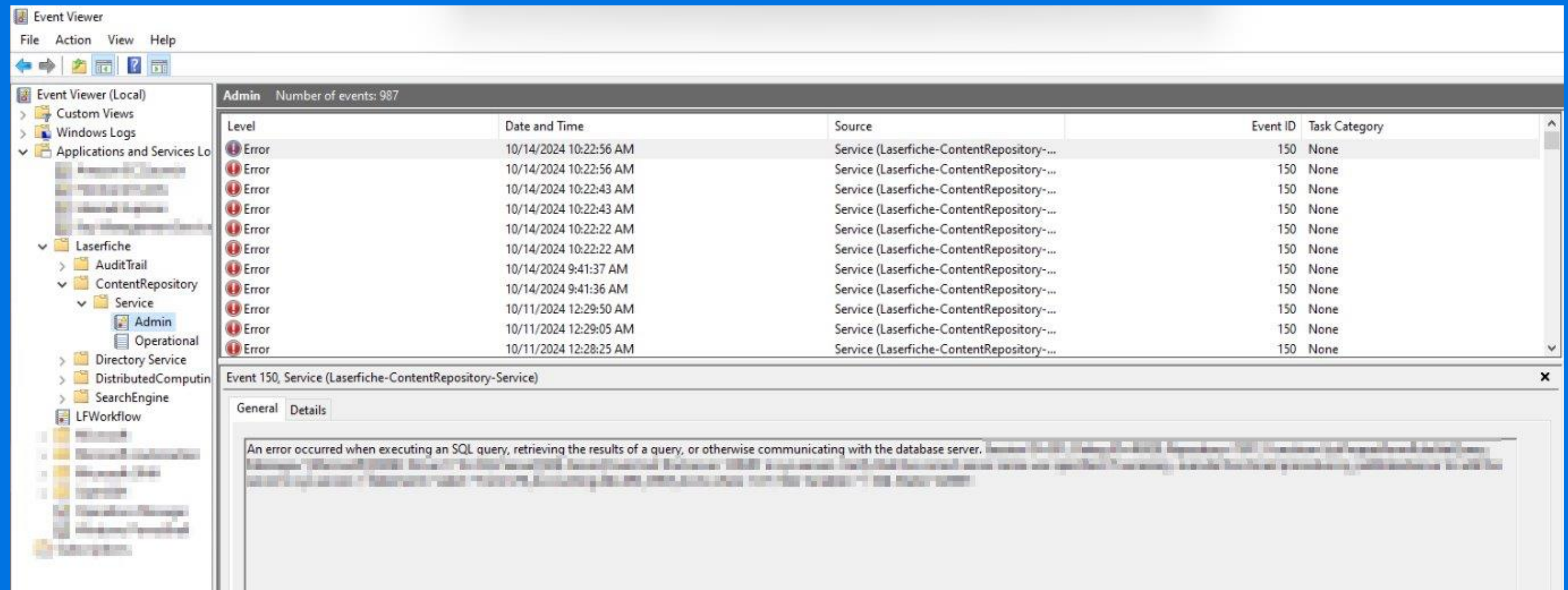
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Support Team Lead
DocuNav Solutions

Start by asking yourself these questions...

- When did this issue start to occur?
 - What changed since it was last working correctly?
- Is this issue affecting a single user or multiple users?
 - If the issue is impacting multiple users, what do these users have in common?
- Is there a pattern that can be established as far as when these issues seem to occur?
- Is the server having issues (e.g. CPU maxed out, C: drive is full) and are all the necessary services and app pools started and running?

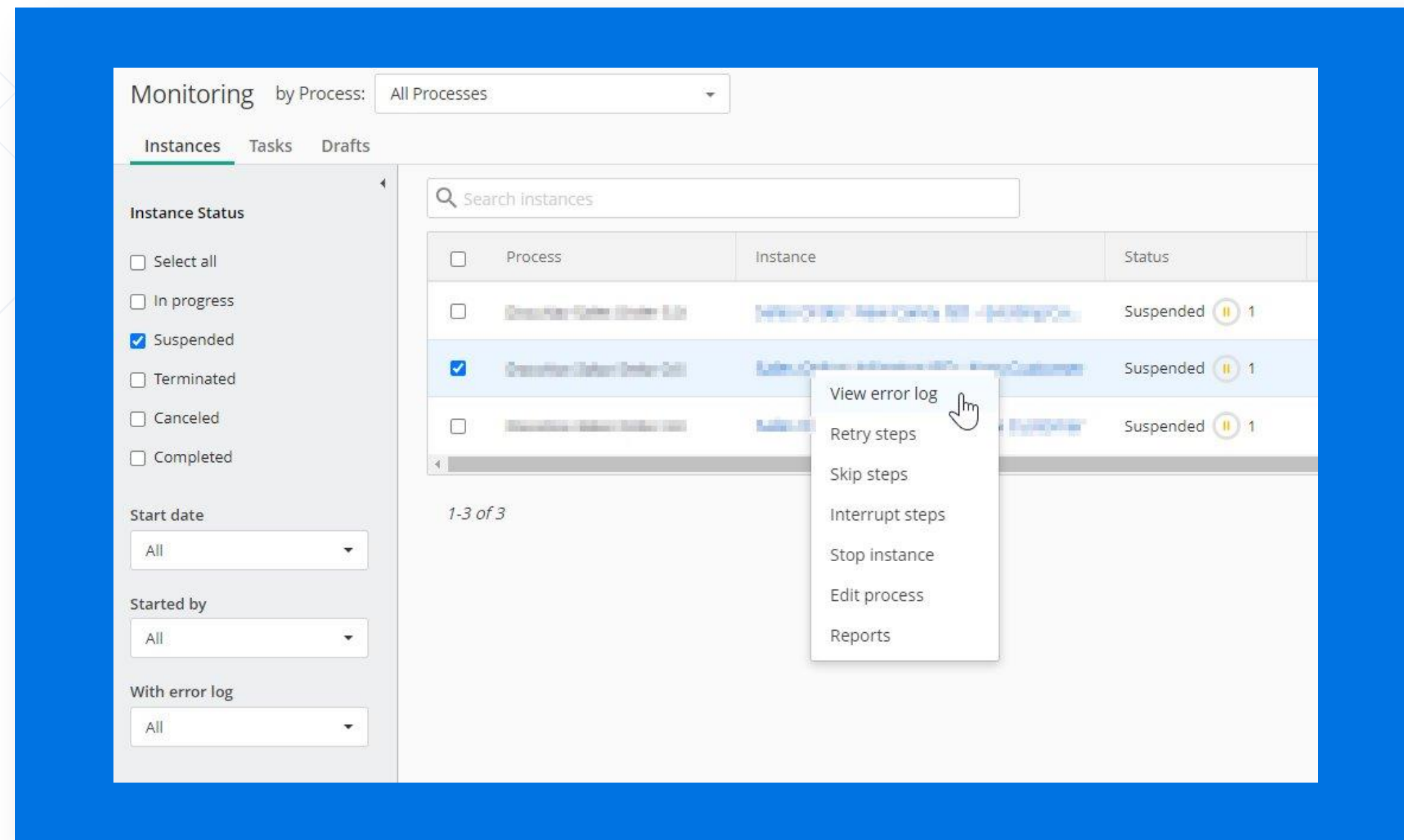
Tools to Identify the Issue

- Event Viewer (Windows)



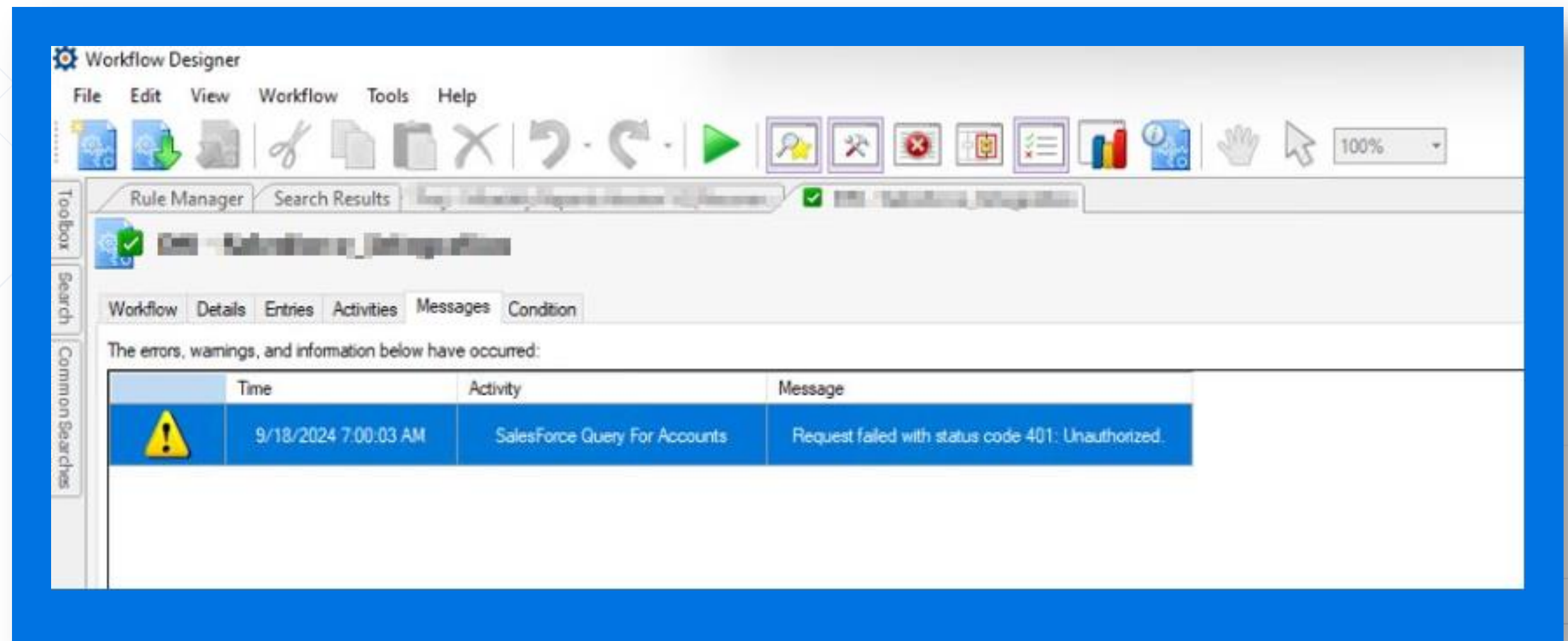
Tools to Identify the Issue

- Forms Error Logs



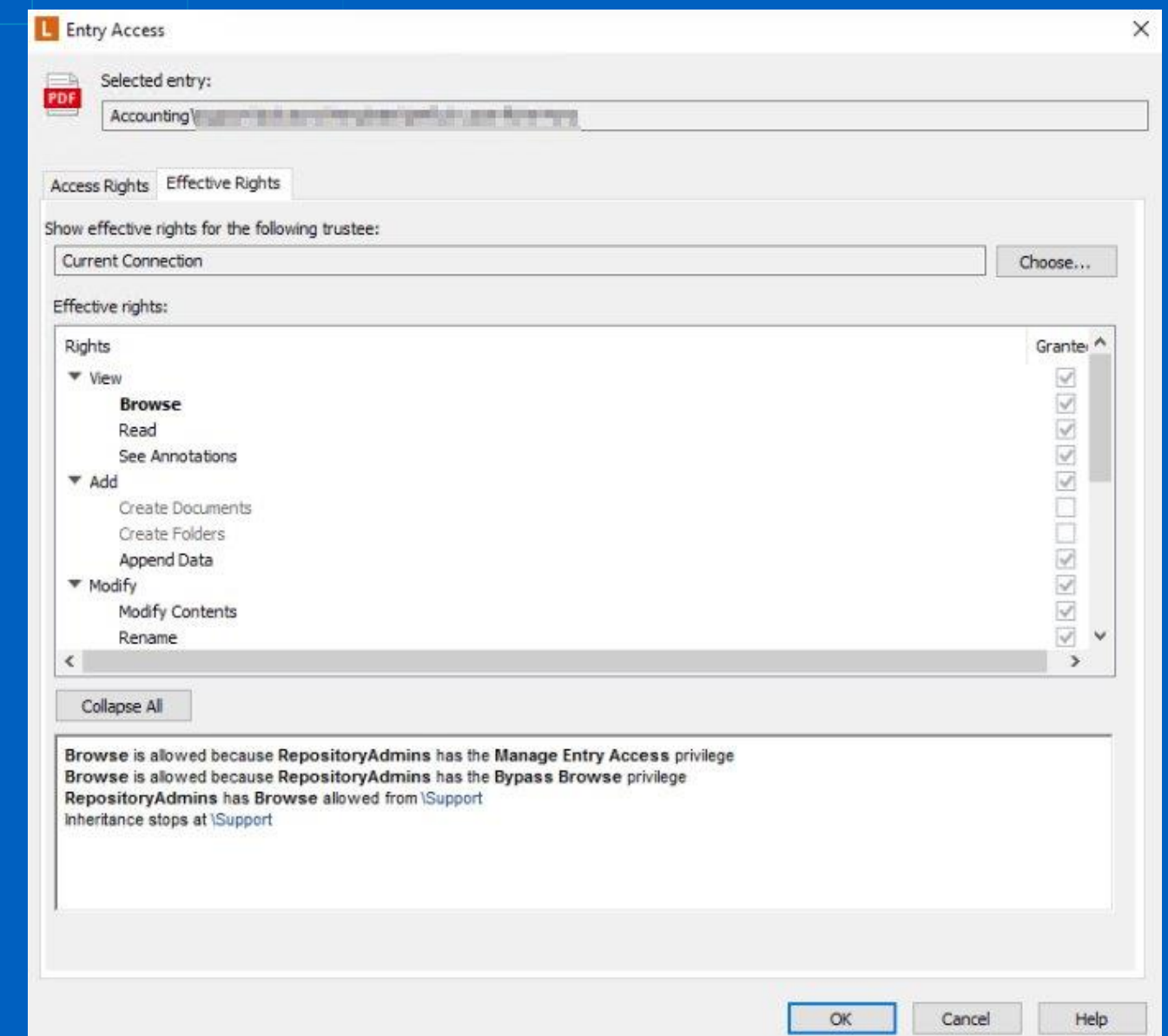
Tools to Identify the Issue

- Workflow “Messages”



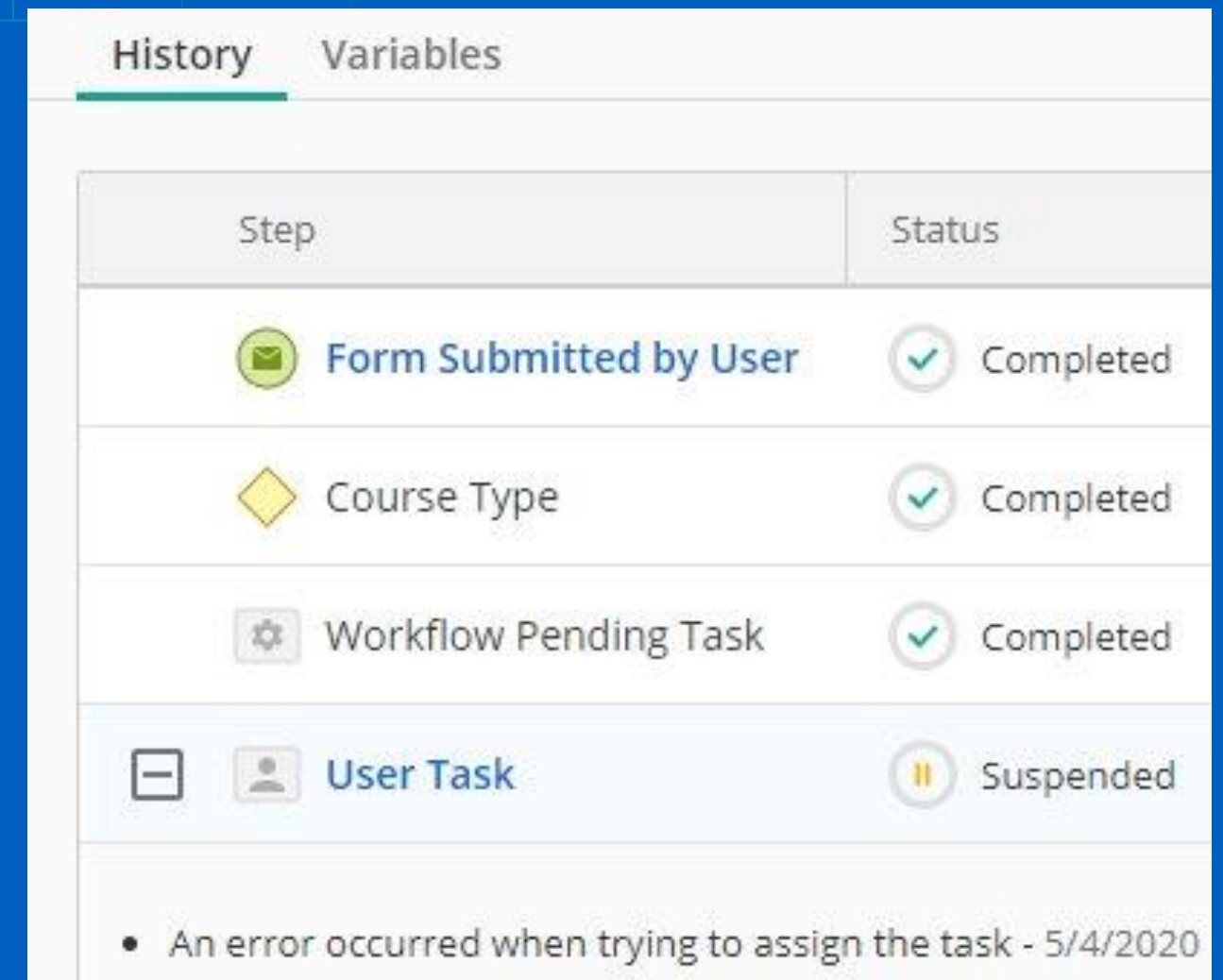
- Desktop Client: right click entry > “Access Rights”
- Web Client: right click entry > “Show Security”
- “Access Rights” tab shows users and groups that are allowed access to the entry
- “Effective Rights” tab shows rights for a specific trustee
 - On the “Effective Rights” tab, at the bottom, there is an option to show “detailed inheritance information”. This allows you to see what group memberships allow users to have specific rights.

Common Issues – Repository Access Rights



- Forms: "An error occurred when trying to assign the task"
- Error log in Forms should provide more details on what specifically is causing the issue.
- Check the user task in the business process to make sure a valid user is assigned.
- If the user task is assigned based on a variable, check the variables for that specific instance to ensure 1.) the variable exists on the form and 2.) the variable is correct for that specific form instance

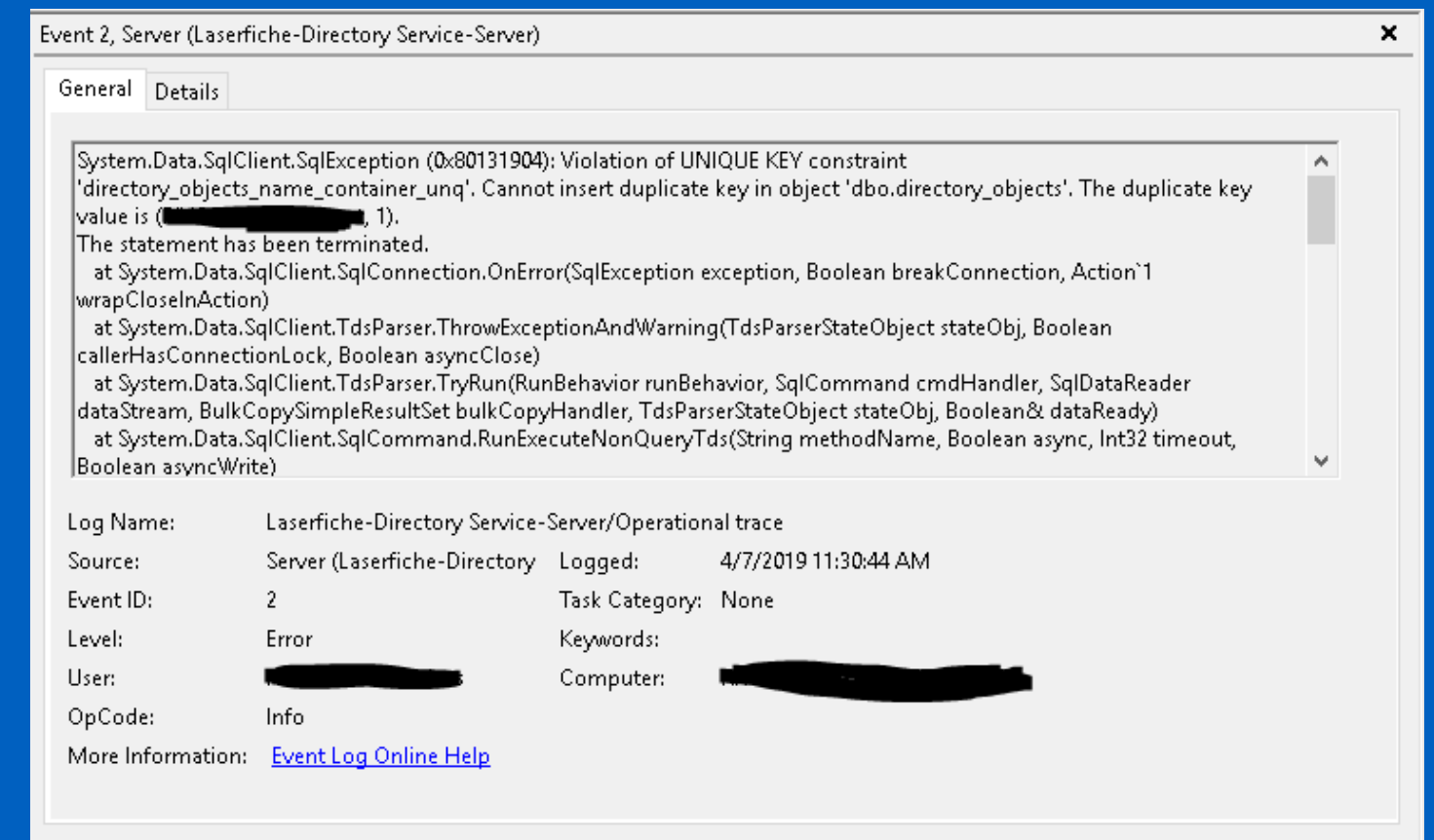
Common Issues - Errors Assigning Tasks



History Variables	
Step	Status
 Form Submitted by User	 Completed
 Course Type	 Completed
 Workflow Pending Task	 Completed
  User Task	 Suspended
• An error occurred when trying to assign the task - 5/4/2020	

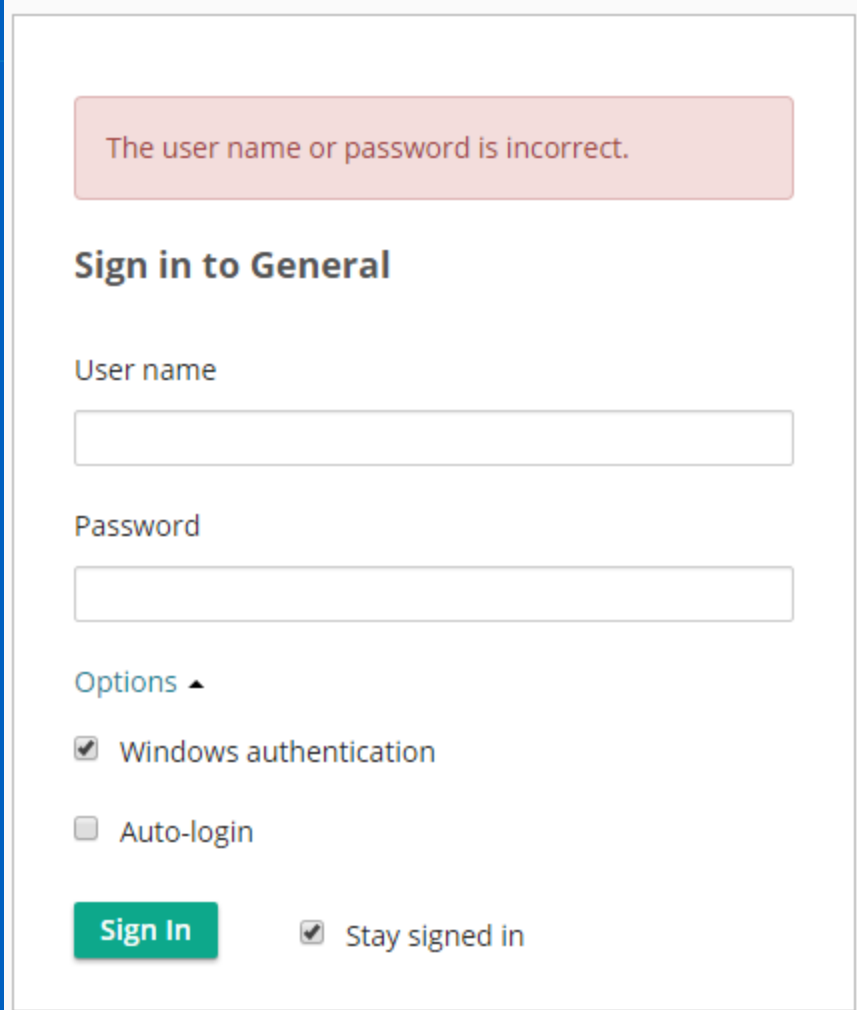
- Check Event Viewer – are there any clues?
- Do you have more people in your Full License or Participant/Educational User Active Directory groups than licenses available in LFDS?
- Event Viewer error message: “Cannot insert duplicate key in object 'dbo.directory_objects'. The duplicate key value is (AD\The Unique User Identity)”
- Remove duplicate user from LFDS when possible, then retry the sync. If it happens again, contact DocuNav Support.

Common Issues – LFDS/AD Sync Failure



- Has your password recently changed?
- Did your organization recently change the method for logging in?
- Is the primary license expired? (Ask your Laserfiche Admin.)
- Is there an error message?
- Do you have multiple sessions open at the same time?
- Do you have a Full or Participant/Educational license assigned to you? (Ask your Laserfiche Admin.)
- Have you Laserfiche Admin check the Event Viewer logs on the Laserfiche App Server.

Common Issues – Trouble Logging In



The user name or password is incorrect.

Sign in to General

User name

Password

Options ▲

☒ Windows authentication

☐ Auto-login

☒ Stay signed in

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- Restart your Laserfiche server(s) routinely (weekly or monthly depending on your environment).
- Regularly monitor your Laserfiche applications and servers for errors, warnings, suspended instances, and performance issues.
- Monitor your servers to ensure there is adequate drive space and CPU/Memory
- Make sure you have a SQL database maintenance plan in place which should include: “rebuild indexes (not recreate), update statistics, and shrinking the transaction log file” (this suggestion is directly from Laserfiche and would need to be set up by your DBA).
- If you are planning a server migration, please let DocuNav know!

Preventative Measures

- DocuNav Support
 - 800-353-2320
 - support@docunav.com
- Your Organization's IT Department / Laserfiche Admin
- Laserfiche Answers
- Laserfiche User or Admin Guide

Resources

Questions?

THANK YOU!

DocuNav Solutions

