

Debugging RightFax Services

Applies to

RightFax 10.0.0, 10.5, 10.6, 9.3, 9.4

Summary

RightFax services can be debugged to provide more in-depth information for troubleshooting purposes. This Knowledge Base article explains how to debug the following RightFax modules and services:

- BoardServer Module
- Captaris Conversion Engine
- Captaris Sync Module
- RightFax Database and Server Module
- DocTransport Module
- eTransport Module
- Exchange Connector
- Exchange E-mail Gateway
- Integration Module
- Lotus Notes E-mail Gateway
- Paging Server Module
- Queue Handler Module
- Remoting Module
- RPC Module
- SAP Connector
- SMTP/POP3 E-mail Gateway
- WorkServer Module

Resolution

How to Debug RightFax Services

To debug a RightFax service, follow these steps:

1. Stop the RightFax service.
2. Put the service in debug using the table below.
3. Wait for an issue to be reproduced. If it takes several days to reproduce the issue, you can delete the log file, and it should be automatically recreated.
4. When the issue is reproduced, take the service out of debug mode, and then start the service normally.
5. Send the log file to Technical Support, as needed. Include pertinent information such as the following:

- Date and time that the issue occurred
- If the issue is a transport issue, the fax number being sent to or receiving
- RightFax user who is experiencing the issue
- Frequency of the issue
- Any other information that you feel is helpful

See Sending Files to OpenText Technical Support for information on sending files to OpenText.

NOTES:

- It can take several minutes for logging to appear in the log file.
- In debug mode, Enterprise Fax Manager shows that the service stopped because it is running as an application and not as a service, and the service is fully functional but runs with a slight performance delay.

RightFax Debug Parameters

Use the following table to debug a RightFax service. The RightFax folder is found in one of the following locations by default:

32-bit: C:\Program Files\RightFax\

64-bit: C:\Program Files (x86)\RightFax\

RightFax Service	How to Debug
BoardServer Module	<ol style="list-style-type: none"> 1. Stop the RightFax BoardServer module. 2. Open an elevated command prompt. 3. Type the following: <RightFax Folder>\RFBoard\BoardSrv.exe -D -1 > C:\BoardSrv.log 4. Wait for the issue to occur. 5. When done, press CTRL + C to shut down the service. Once the process finishes, close the command prompt, and restart the DocTransport module.
Captaris Conversion Engine	<ol style="list-style-type: none"> 1. Open the Captaris Conversion Engine. 2. On the Logging tab, set all message types to Verbose. 3. Click OK. 4. Stop the Captaris Conversion Engine module. 5. In Enterprise Fax Manager, right-click the service, and select Debug. 6. When the issue is reproduced, save using File > Save. 7. When done, change the logging level back to the default.
Captaris Sync Module	<ol style="list-style-type: none"> 1. Open the Captaris Sync module. 2. Select the Logging tab. 3. Select all of the message categories, and change logging to Verbose. 4. Select the General tab. 5. Edit your Mapping. 6. Set the schedule to run continuously (once for each minute). 7. Save your changes. 8. Stop the Captaris Sync module. 9. Right-click the Captaris Sync module in Enterprise Fax Manager, and then select Debug. 10. When done, change the logging level back to the default.

<p>Database and Server Module</p>	<ol style="list-style-type: none"> 1. Stop the RightFax Database and Server modules. This stops the other RightFax services too. 2. Leave the Database and Server modules stopped. 3. Open an elevated command prompt. 4. Type the following: <RightFax Folder>\Bin\FaxDB.exe -D -1 -O -P> C:\Faxdb.log 5. Open a second elevated command prompt. 6. Type the following: <RightFax Folder>\Bin\FaxServ.exe -D -1 -O -P> C:\FaxServ.log 7. Restart the other stopped services (except for the Database and Server modules). If requested, send the following files to Technical Support: C:\FaxDB.log C:\FaxServ.log <RightFax Folder>\Bin\FaxDB SQL.txt <RightFax Folder>\Bin\FaxServ SQL.txt <RightFax Folder>\Bin\RFDB.DBO <RightFax Folder>\Bin\FAXDB*.TXT <RightFax Folder>\Bin\FAXSERV*.TXT
<p>DocTransport Module</p>	<ol style="list-style-type: none"> 1. Stop the RightFax DocTransport module. 2. Open an elevated command prompt. 3. Type the following: <RightFax Folder>\DocTransport\DocTransport.exe -1 -D > C:\DocTransport.log 4. Wait for the issue to occur. 5. When done, press CTRL + C to shut down the service. Once the process finishes, close the command prompt, and restart the DocTransport module. 6. If requested, send the following files to Technical Support: C:\DocTransport.log <RightFax Folder>\DocTransport\Boston0.out <RightFax Folder>\DocTransport\Brooktrout\btcall.cfg <RightFax Folder>\DocTransport\Brooktrout\callctrl.cfg Include the date and the time that the issue occurred, along with any fax numbers that have the issue.
<p>eTransport Module</p>	<ol style="list-style-type: none"> 1. Stop the RightFax eTransport module. 2. Open an elevated command prompt. 3. Type the following: <RightFax Folder>\Production\Bin\Mimesend.exe -v -1 > C:\etransport.log
<p>Exchange Connector</p>	<ol style="list-style-type: none"> 1. Open the RightFax Exchange Connector. <ul style="list-style-type: none"> ○ In Microsoft Exchange Server 2000 or 2003: Open Exchange System Manager. Browse to Administrative Groups > First Administrative Group > Routing Groups > Connectors > Connector for Captaris RightFax. ○ In Microsoft Exchange Server 2007 or 2010: Open Windows Control Panel. (You may need to click View x86 Control Panel Icons.) 2. Set the Logging Level to Debug. The Exchange Connector logs information to the Windows Event Viewer, under Application and System. 3. In Exchange 2007 and 2010 only, from an elevated command prompt, type the following: <RightFax Folder>\RightFax\ExchangeConnector\RFExchConn.exe /D OR <RightFax Folder>\RightFax\Exchange2007\RFExchConn.exe /D A debug window opens. When the issue is reproduced, save the log file using File > Save.

Exchange E-mail Gateway	<ol style="list-style-type: none"> 1. Stop the RightFax Exchange E-mail Gateway. 2. Open an elevated command prompt. 3. Type the following: <code><RightFax Folder>\Gateway\EXCHGateway.exe -D -1 -SGATEWAYn > C:\ExchGateway.log</code> where n= The Exchange Gateway number Note: If you have only one email gateway do not add a number.
Integration Module	<ol style="list-style-type: none"> 1. Stop the RightFax Integration module. 2. Submit a couple of faxes that are expected to encounter the error. 3. Open the configuration for the RightFax Integration Module, and highlight the input being used. Most likely, this is "Inbox Directory." 4. Make a note of the text under "Complete Command Line." It is most likely something such as the following: <code>bufdir.exe -c "makedoc \$\$" "C:\Program Files\RightFax\Production\Inbox"</code> 5. Open an elevated command prompt. 6. Use the CD command to navigate to <code><RightFax Folder>\Production\Bin</code>. 7. Type the text from the Complete Command Line field, followed by <code>" > bufdir.txt"</code> (without the quotes), and press Enter. Your command line should look something like the following: <code>bufdir.exe -c "makedoc \$\$" "C:\Program Files\RightFax\Production\Inbox" > bufdir.txt</code> 8. Wait about 2 minutes, and then press CTRL+C to return to the command prompt. 9. Type the following, and press Enter: <code>Buffer.exe > buffer.txt</code> 10. Wait about 2 minutes, and then press CTRL+C to return to the command prompt. 11. Type the following, and press Enter: <code>parse.exe > parse.txt</code> 12. Wait about 2 minutes, and then press CTRL+C to return to the command prompt. 13. Send us the following files from the <code><RightFax Folder>\Production\Bin</code> folder: Bufdir.txt Buffer.txt Parse.txt
Lotus Notes E-mail Gateway	<ol style="list-style-type: none"> 1. Stop the RightFax Lotus Notes E-mail Gateway. 2. Open an elevated command prompt. 3. Type the following: <code><RightFax Folder>\Gateway\NotesGateway.exe -D -1 -SGATEWAYn > Notes.log</code> where n= The Lotus Notes E-mail Gateway number Note: If you have only one email gateway, do not add a number. Include the Notes.ini file from the Lotus Notes installation folder with the log file.
Paging Server Module	<ol style="list-style-type: none"> 1. Stop the RightFax Paging Server module. 2. Open an elevated command prompt. 3. Type the following: <code><RightFax Folder>\Bin\Pagesrv -d -1 > C:\pagesrv.log</code>
Queue Handler Module	<ol style="list-style-type: none"> 1. Stop the RightFax Queue Handler module. 2. Open an elevated command prompt. 3. Type the following: <code><RightFax Folder>\Bin\porthand.exe -d -1 > c:\porthand.log</code>
Remoting Module	<ol style="list-style-type: none"> 1. Open the RightFax Remoting service. 2. Select the Logging tab.

	<ol style="list-style-type: none"> 3. Enable all message categories, and then select Verbose. 4. Stop the Remoting service. 5. In Enterprise Fax Manager, right-click the service, and then click Debug. A debug window opens. 6. When done, click File > Save.
RPC Module	<ol style="list-style-type: none"> 1. Stop the RightFax RPC module. 2. Open an elevated command prompt. 3. Type the following: <RightFax Folder>\Bin\faxrpc.exe -d -1 > c:\faxrpc.log
SAP Connector	<ol style="list-style-type: none"> 1. Stop the RightFax SAP Connector. 2. Open an elevated command prompt. 3. Type the following: <RightFax Folder>\SAP\Sapgate.exe -D -1 -sSAPn > C:\SAP.log where n = The SAP Gateway number Include the SAPRFC.ini file located in the ... \RightFax\SAP\ folder with the log file.
SMTP/POP3 E-mail Gateway	<ol style="list-style-type: none"> 1. Stop the RightFax SMTP E-mail Gateway. 2. Open an elevated command prompt. 3. Type the following: <RightFax Folder>\Gateway\SMTPGateway.exe -D -1 -SGATEWAYn > C:\SMTPGateway.log where n= The Gateway number Note: If you have only one email gateway do not add a number.
WorkServer Module	<ol style="list-style-type: none"> 1. Stop the RightFax WorkServer modules. 2. Open an elevated command prompt. 3. Type the following: <RightFax Folder>\WorkSrv\Worksrv.exe -D -1 -sWorkSrvX > C:\WorksrvX.log where X = The WorkServer number



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About Advantage

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

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Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.

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