



# M-Files: Basic Troubleshooting Guidance

## Message received: RPC Server Unavailable

- Engage your IT support team
  - Internal Network Error stating that the M-Files Client is unable to communicate with the M-Files Server.
  - This can be related to one or multiple of the following:
    - DNS issues
    - Duplicate IP
    - VPN Issues (If the user is working remotely)
    - Network Latency

## Message received: PDF Contains Java Script Message

- Informational Message Stating that the PDF either being checked out or previewed contains Java Script
- Message can be disabled via client-side registry settings or from M-Files Admin by setting client settings to be managed globally



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## Issue Reported: **Unable to Locate Scanned Documents**

- **Is the scanned document reaching the scans folder on the M-Files Application Server?**
  - If not, engage your IT support team to check the scanner/device configuration to resolve any path based, permission based, or connectivity-based issues.
- **Are documents sitting in the Scans Folder AND is Marco's Barcode solution utilized (Directive Pages)?**
  - Restarting the Barcode Image Splitter Service should resolve the issue.
- **Is the Scans folder empty after the configuration of the scanner was verified?**
- Check the \_Hold folder on the M-Files Application Server to validate scanning worked, but was not imported due to improper assembly
- This folder will store all failed jobs and include a .txt file (Reason on Hold) outlining why the scan failed to process.
  - **Expected Patch Code after the Directive Page**
    - Batch had a Directive Code Page but No Patch Code Page following the Directive Page.
  - **Not enough pages to process based upon Directive**
    - Batch had a Directive Code Page and Patch Code Page but there were not any additional pages in the batch, or a Double-Sided scan Directive was used, and the scanner detected a blank page.



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## Message received: Access Denied

- General error stating that the user does not have the necessary permissions to view this object.
  - Your M-Files Administrator should verify you have the correct permissions necessary to view the data in question
  - This error is commonly seen when a user is attempting to access an Object in M-Files via a link.

## Message received: SQL Lock Error

- System is busy with updates, try your action again after allowing some time to pass
- Having the M-Files Administrator take the Vault Offline/Online can help to remedy this issue
- Restarting the SQL and M-Files Application Servers can resolve this issue as well



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## Issue Reported: **Poor Performance**

- Engage your IT support team to check the following:
  - End user PC system resources and overall performance
  - Ensure AV is not attempting to scan any M-Files directories
  - Check M-Files Server resources as well as MS SQL resources if applicable
  - Network latency between workstation using M-Files and the M-Files application server

## Issue Reported: **Cannot save to M-Files**

- At times, windows remembers the last directory used to save and this can present challenges with saving to the intended location
- If saving from a 3<sup>rd</sup> party application without the M-Files plugin, browse directly to the virtual M-Files drive, in most cases M:\
- If 'Save As' from the 3<sup>rd</sup> party application isn't working, you can save to an alternate location outside of M-Files and then leverage the M-Files drag and drop feature.



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- **Message received: No more concurrent licenses are available**
  - Users will receive this message if their Login Account is assigned a concurrent license (Shared) and no more licenses of such are available
  - In a concurrent license environment, users **MUST** log out when they are done using M-Files to ensure licenses are available for others
  
- **Message Received: The MFStatus application is not running**
  - To fix complete the below steps
    - Click Start
    - Click All Programs
    - Click M-Files
    - Click Show Status
    - Close the pop-up box that comes up



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- **Issue Reported: Inconsistent or incorrect Search Results**
  - Confirm search query parameters are correct for the expected results
  - Rebuild of Full Text and Metadata Index
    - During this rebuild process will have incomplete returned results until index fully rebuilds
    - Can take hours to days to rebuild (depends on resources and vault size)
  - Implement a more robust search utility (IDOL/Smart Search)