Troubleshooting

• Error/Message

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  ◦ Acapela TTS Speaker not working
  ◦ Annotation feature is not working in KCS 9.x
  ◦ DEMO watermark shown across all pages, when sending PCL files from SAP via FAX
  ◦ GSM box - Network out of order
  ◦ Information about Meltdown / Spectre Vulnerability
  ◦ KCS Backup always fails to execute a backup task on a Windows Server 2012 R2
  ◦ KCS TC/LINK-LN RTF conversion may fail on Windows 2008 R2
  ◦ KCS TC/LINK-SC is not allowed to register on the SAP gateway
  ◦ Overlay for faxes with reception errors
  ◦ tcChannelOutWait4Complete error
  ◦ TCfW uninstalling issue with error 1721
  ◦ TCOSS failed, KCS cannot start, TCOSS unable to start process, KCS not running
  ◦ TiffyViewer is not working with newer Java versions (beginning with Java 7 Update 51)
  ◦ Troubleshooting SAP status update problems when using KCS TC/LINK-SC7
  ◦ What is the meaning of the error "ecm_page nothing to send"
  ◦ Why are my notifications ending up in the TC_TO_FI folder and not in the NOTIF folder?

• TC/Link Troubleshooting

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  ◦ IN-Events are scaled to a lower size

• Troubleshooting Documentation

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  ◦ Analyzing Wireshark Foip traces when using FAX Passthrough mode
  ◦ Document Conversion troubleshooting without TC/Link
  ◦ Fax Sending Problems with One Specific Number
  ◦ FoIP Trace guidelines
How to backup the messages in LN2TC database to troubleshoot TC/LINK-LN Problems
◦ How to set up correct tracing for SAP related KCS Links (TC/LINK-SC, TC/LINK-SC7)
◦ KCS Version List
◦ List of all KCS Event-log entries
◦ TAMIO Fax Error Codes
◦ TCOSS Break Codes and retries
◦ Tracing FAX communication problems
◦ Tracking Fax Line quality Problems with the KCS Line Server