

"Unable to Locate DataFlow"

Applies to

RightFax 1.0.0, 10.0.0, 10.5, 10.6, 9.3, 9.4

Summary

In Fax Server, RightFax Edition, using the External Document Connector (EDC), after you modify your EDC configuration, messages similar to the following ones may appear in Windows Event Viewer or EDC:

- Unable to locate DataFlow
- Destination directory is blank

These errors may reference a module that EDC no longer uses.

Error Message:

Unable to locate DataFlow

Destination directory is blank

Resolution

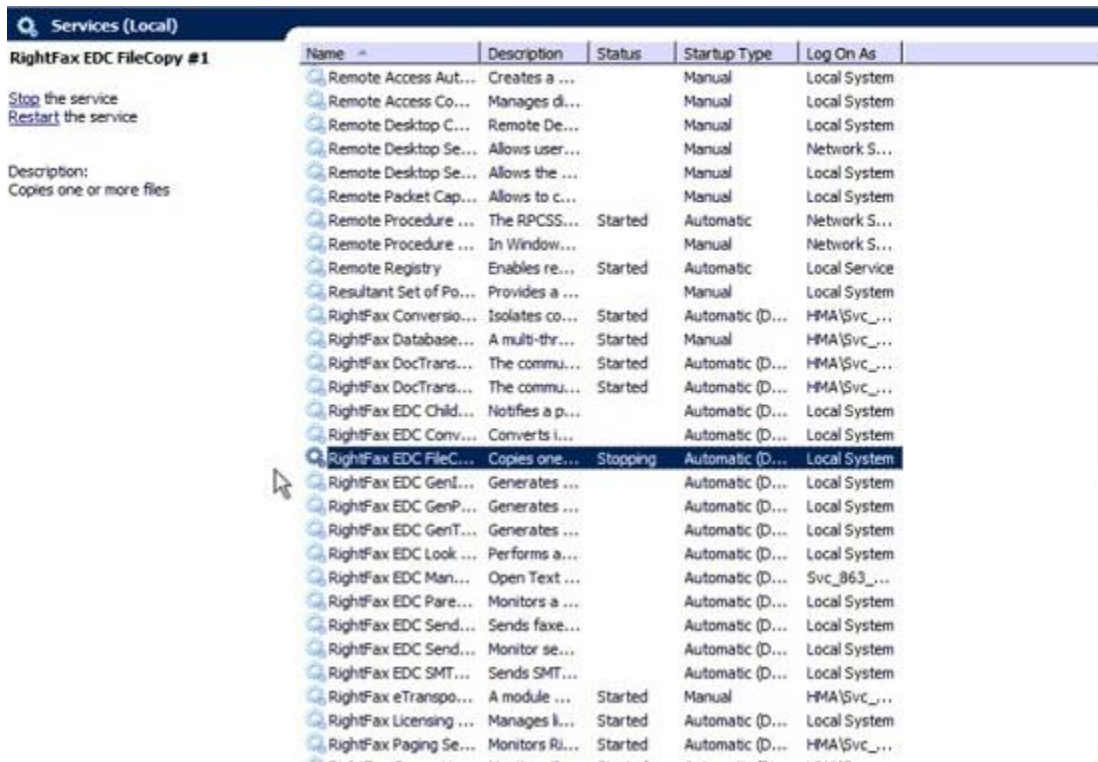
To resolve this issue:

1. Open EDC.
2. At the top right, one processor should have a red X on it. For example, FileCopy may appear with a red X.
3. Open your EDC folder. This is typically your C:\Program Files\RightFax\EDC\ folder.
4. Open the Processors folder of the processor that has the problem, for example the ...\Processors\FileCopy\ folder.
5. Delete any .job files in the folder. The .job file should have a folder with the exact same name. Delete that folder too. If necessary, stop the relevant EDC service (for example, the filecopy service) to delete the stuck .job file and associated folder.

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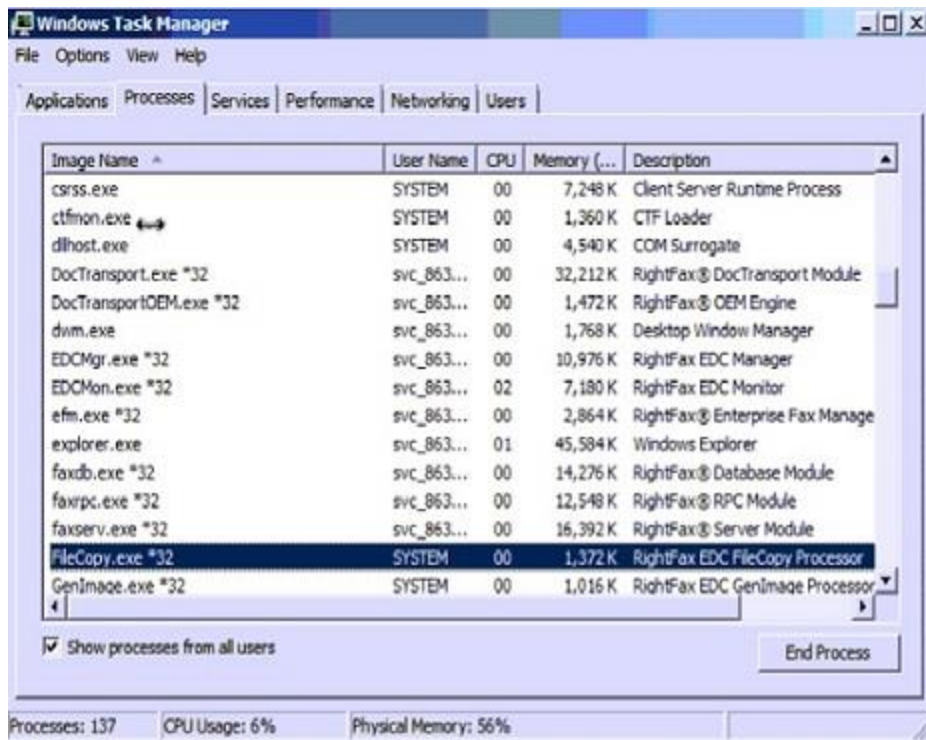
If the job could not be deleted on the folder with an error file is in use, try the steps below:

1. Stop the EDC Module on the Enterprise Fax Manager.
2. Check on the services.msc the status of the Right Fax EDC FileCopy.



3. If the status is stuck on stopping go to task manager and stop the FileCopy.exe*32 under process

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4. Start the EDC module again and Open the EDC monitor to check if the jobs are being routed.

Cause

A module was removed from EDC while a fax was being processed. EDC displays the error message because it can no longer find the missing module.

Additional Information

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Running EDC in debug mode shows the problem job file. The "X" means an error occurred. 2010-09-15 09:16:44
[Main]Scanning Processor [GenPCL]
2010-09-15 09:16:44[Main]Found 1 processor jobs
2010-09-15 09:16:44[Main]Refreshing FlowPoint Configurations
2010-09-15 09:16:44[Main]Writing Config.dat for [D:\Programs\RightFax\EDC\Processors\FileCopy\00000011.Job]
2010-09-15 09:16:44 X [Main]Unable to locate DataFlow [HP_to_RightFax]
2010-09-15 09:16:44 [Main]Refreshed 0 jobs; 1 jobs remaining
2010-09-15 09:16:44 [ProcP01]Scanning Processor [Convert]
2010-09-15 09:16:44 [ProcP02]Scanning Processor [FileCopy]
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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.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

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.

