

Error Code 2

Applies to

RightFax 10.0, 9.4, 9.3, 9.0, 8.7, 8.5, 8.0, 7.x or Earlier

Summary

In RightFax, when you attempt to view a fax in FaxUtil, an "Error 2" message may appear, indicating that the fax is not viewable.

What causes the "Error 2" message to appear, and how can you resolve the underlying cause of this message?

Solution

Error 2 is a network error code produced by Windows NT that generically translates to: "The system cannot find the file specified."

Two reasons this error message may appear are:

- The image file associated with the fax was never created.

You can verify whether this is the case by checking the status of the fax in FaxUtil. If a fax has a status of "Problem converting fax body or coversheet," it indicates a failure to create image files that are normally associated with a fax, thus, error 2 is normal in this case.

- The image file has been removed, but the database record still exists.

In FaxUtil, verify that the status of the fax is OK. If error 2 appears when you attempt to open a fax with a status of OK, complete the following steps:

- Select the fax and press ALT+F10.
- Locate the Fax File Name box and make a note of the file name listed there.
- Search the ...\\RightFax\\Image\\ folder for the file name. (For example, search for 000047A.*).

If the file is not present, it is likely that the file has been manually removed from the ...\\RightFax\\Image\\ folder. This is a common cause of error 2.

If the file is present, contact Advantage Customer Support for further assistance.

NOTE: Manually deleting files from the ...\\RightFax\\Image\\ folder is an improper way of deleting faxes. If you manually delete files from the ...\\RightFax\\Image\\ folder, the RightFax database is not updated, and the faxes continue to appear in FaxUtil.

Proper methods for removing (deleting) faxes are:

- Using the FaxUtil interface
- Automatic Fax Aging (RightFax Enterprise only)
- Running Faxage from a command prompt line (all RightFax versions)

Refer to your Administrators Guide for instructions on using Automatic Faxage and running Faxage at a command prompt.



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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.

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