

“[Inbound] Unable to Output History File” Error

Applies to

RightFax 9.3, 9.4

Summary

In Fax Server, RightFax Edition, RightFax Lotus Notes Email Gateway is not routing inbound notifications or faxes to Notes, and an error message appears in the Application log or when running the gateway in debug.

Error Message:

Example of an error message:

```
[Inbound] Unable to output history file  
Assertion failed: *Filename != 0, file .\file.c, line 136
```

Resolution

Check to see if the temp file location (for example, C:\program files\documents and settings\

Create a backup of the files in the temp folder, and purge the files from the folder. Ensure that the service account running the gateway has access to delete from the temp folder. This should allow the faxes to route inbound.



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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.

