



NewgenONE OmniOMS

Troubleshooting Guide

Version: 12.0

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1 Preface

This guide provides information on the issues regarding installation, configuration, maintenance, development, and usage of the OmniOMS application.

NOTE:

To ensure you are referring to the latest and most recent revision of this guide, download it from one of the following locations:

- [Newgen Internal Doc Portal](#), if you are a Newgen employee.
 - [Newgen Partner Portal](#), if you are a Newgen partner.
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1.1 Revision history

Revision date	Description
October 2024	Initial publication

1.1 Intended audience

This guide is intended for familiar users of OmniOMS including system administrators and IT technicians seeking information on the issues regarding installation, configuration, maintenance, development, and usage of the OmniOMS application. The reader must have a low to moderate level of knowledge working with OmniOMS.

1.2 Documentation feedback

To provide feedback or any improvement suggestions on technical documentation, write an email to docs.feedback@newgensoft.com.

To help capture your feedback effectively, share the following information in your email.

- Document name
- Version
- Chapter, topic, or section
- Feedback or suggestions

2 Known errors or bugs

2.1 Services in the admin console get blocked if previous queue items fail in queue items tables.

Possible Reason 1:

The PDF file is missing from the path as specified in the database.

Possible Reason 2:

Multiple JBOSS are running on different machines.

Possible Solution:

The path of PDF generation should be specified as of some common location accessible from all JBOSS machines with the same name.

2.2 Performance-related issue when data is in millions.

Possible Reason:

Data might not be indexed.

Possible Solution:

For optimal performance, the data shall be indexed before performing a set of activities.

2.3 Arabic data coming as '????' in the database as well as on PDF for Oracle.

Possible Reason:

The issue occurs because the database character set doesn't support UTF characters.

Arabic Data is not stored as Character Set-UTF8 within Oracle DB.

Possible Solution:

Changing the character set of the database to one that supports UTF characters would resolve the issue.

Check the default character set of the database by running this query,

```
SELECT value$ FROM sys.props$ WHERE name = 'NLS_CHARACTERSET';
```

Then execute the following commands to update the character set.

```
SQL > shutdown immediate;
```

```
SQL > startup restrict
```

```
SQL > ALTER DATABASE CHARACTER SET INTERNAL_USE AL32UTF8;  
SQL > startup
```

Refer the below link:

<http://discoverbi.blogspot.com/2015/08/oracle11g-Arabic-text-update-insert-issue.html>

2.4 Tables are not displaying dynamically.

Possible Reason:

Only single data or no data is present in the dataset used.

Possible Solution:

Check the dataset used whether the data is present or not.

Check at design in composition designer at cell the DataField has been used not static text.

2.5 Output difference in Preview and Email.

Possible Reason:

Outlook not displaying HTML content in emails properly

Possible Solution:

Outlook does not show the HTML content properly, kindly open it with a web browser

2.6 Large number of table rows are not printing properly

Possible Reason:

The number of rows in the table is more than 50 at the design

Possible Solution:

Split the table into two or more tables and set the relative of the table to 0.

2.7 Preview issue due to JSON size

Possible Reason:

The preview was not working because the JSON size was more than the specified limit. To avoid this issue following changes need to be made on all servers manually.

Possible Solution:

Go to <jboss>\standalone\configuration folder.

1. Open standalone.xml
2. Search for 'undertow:14.0' under <subsystem> tag
3. In both <http-listener> and <https-listener> tags, add max-post-size="104857600"

```
<subsystem xmlns="urn:jboss:domain:undertow:14.0" default-virtual-host="default-host" default-servlet-container="default" default-server="default-server" statistics-enabled="${wildfly.undertow.statistics-enabled:${wildfly.statistics-enabled:false}}" default-security-domain="other">
  <byte-buffer-pool name="default"/>
  <buffer-cache name="default"/>
  <server name="default-server">
    <http-listener name="default" socket-binding="http" max-post-size="104857600" redirect-socket="https" enable-http2="true"/>
    <https-listener name="https" socket-binding="https" max-post-size="104857600" ssl-context="applicationSSC" enable-http2="true"/>
    <host name="default-host" alias="localhost">
      <location name="/" handler="welcome-content"/>
      <http-invoker http-authentication-factory="application-http-authentication"/>
    </host>
  </server>
  <servlet-container name="default">
    <jsp-config/>
    <websockets/>
  </servlet-container>
  <handlers>
    <file name="welcome-content" path="${jboss.home.dir}/welcome-content"/>
  </handlers>
  <application-security-domains>
    <application-security-domain name="other" security-domain="ApplicationDomain"/>
  </application-security-domains>
</subsystem>
```

2.8 We couldn't find an option to draw the line in the HTML report. We are using _ (underscore) to draw a line now.

Possible Reason:

Drawable lines are not supported in HTML reports.

Possible Solution:

Therefore, HTML code can be directly written inside a Rich Textbox control to create lines or any other purpose. Also, for OmniOMS 12.0, the Web composition designer module provides a more feasible way for the creation of HTML reports.

2.9 Unable to add the cover page for the existing template and new template.

Possible Reason:

The user was trying to add a cover page on the template level.

Possible Solution:

Cover pages are designed for the bundling concept and can be created on the **Communication Group** level.

2.10 Text and report fields not displayed on the preview.

Possible Reason:

May be fonts that are used in the design cannot be installed on the application server.

Possible Solution:

After installing the fonts in the application server, able to preview the reports with data fields, text, and tables in the COMPOSITION DESIGNER.

2.11 Archival Job is not showing all the fields

Possible Reason:

Maybe data fields are not used inside the canvas or else not mapped the required data fields in report properties.

Possible Solution:

Able to map data fields into a data class field which has been used in the canvas and the fields mapped in the report properties and for the archiving the existing folder configure the product name as folder or else fields which have been mapped to archive the folder should contain the value of the data field.

2.12 Unable to login into Composition designer.

Possible Reason:

Application server IP address is changed

Possible Solution:

Making the First time as "Y" in COMPOSITION DESIGNER.ini and configuring the server details again in the COMPOSITION DESIGNER, able to login to the COMPOSITION DESIGNER.

2.13 Import PDF feature is not working

Possible Reason:

1. Not able to extract data from the PDF using third-party APIs because of the limitations.

2. Using Design on pdf feature which is not editable in the canvas.

Possible Solution:

Convert PDF to Word and then Word to PDF. Use the converted pdf to import it.

2.14 Error in Barcode generation (USS39, CodaBar).

Possible Reason:

Incompatible text code used for a particular type of barcode.

Possible Solution:

Using compatible text code for a particular type of barcode.

2.15 Invalid XML corresponding to XSD associated.

Possible Reason:

XSD used for the given XML was not correct.

Possible Solution:

1. Update the XSD according to XML used to preview or vice versa.
2. Associate the modified XSD to the communication group.

2.16 Invalid font property.

Possible Reason:

Font used in the report is not available in COMPOSITION DESIGNER or server machine

Possible Solution:

1. In Windows, install all the fonts required by clicking on install for all users.
2. In Linux, add the required font on the usr/share/fonts folder.
3. After adding the required font, restart the server and COMPOSITION DESIGNER.

2.17 Texts are not visible on the preview.

Possible Reason:

Font used in the report is not available in COMPOSITION DESIGNER or server machine.

Possible Solution:

- In windows, install all the fonts required by clicking on install for all users.

- In Linux, add the required font on the usr/share/fonts folder.
- After adding the required font, restart the server and COMPOSITION DESIGNER.

2.18 Blank pages in a template.

Possible Reason:

The issue arose because the user was trying to preview the report with large tables without enabling 'Spill row in page split' option.

Possible Solution:

By enabling the 'Spill row on page split' checkbox for tables on the pages, the issue was resolved.

2.19 Composition designer is not launching after installation

Possible Reason:

.Net Framework 4.8 is not installed on the current system.

Possible Solution:

To resolve the launching issue of COMPOSITION DESIGNER, follow the below steps,

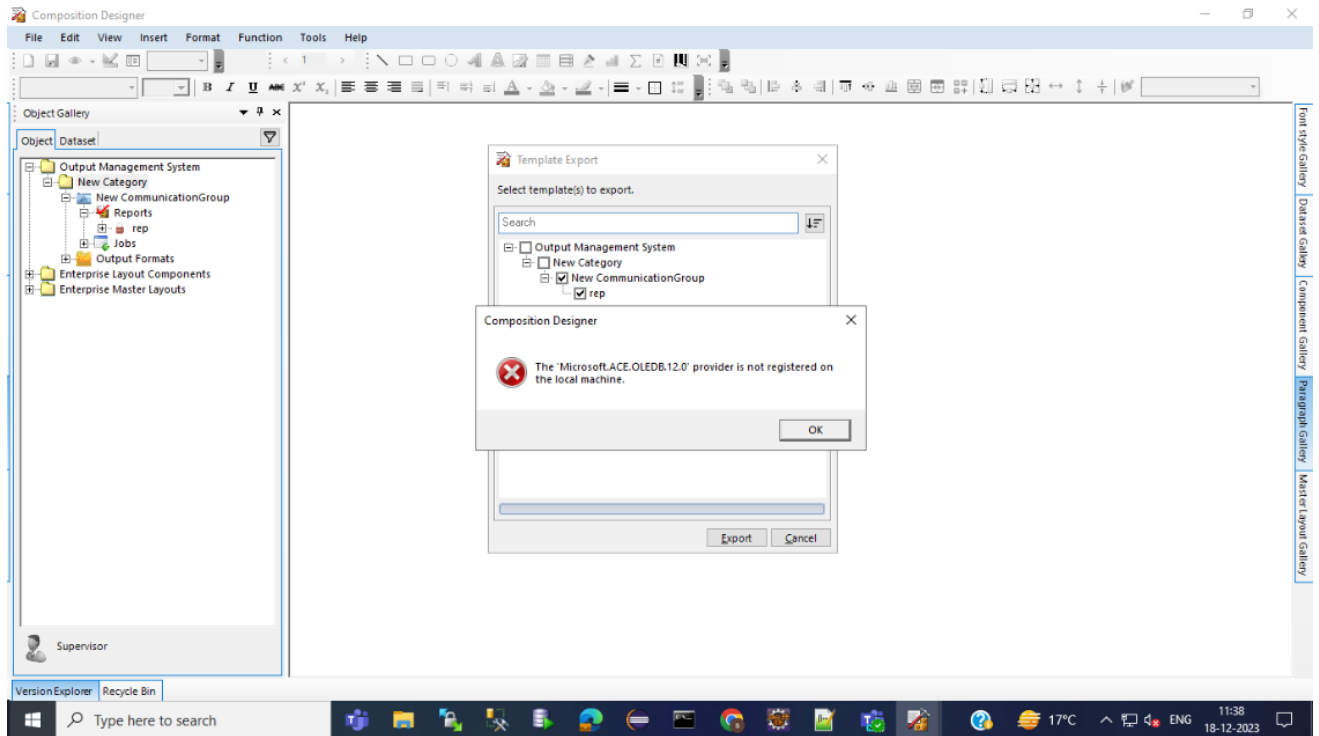
1. Go to window search and type **Turn Windows features on or off**.
2. Check whether the .Net framework version is installed on the system or not.

If .Net Framework 4.8 is not installed on the system, install the .Net Framework and try to start COMPOSITION DESIGNER.

2.20 Getting error in exporting the templates

Possible Reason:

Microsoft Access is not installed in the system.



Possible Solution:

Install Microsoft Access 2016 Redistributable "accessdatabaseengine_X64.exe"

Maximize the everyday with Microsoft 365

Get online protection, secure cloud storage, and innovative apps designed to fit your needs—all in one plan.

For 1 person For up to 6 people

Microsoft Access Database Engine 2016 Redistributable

This download will install a set of components that can be used to facilitate transfer of data between Microsoft Office System files and non-Microsoft Office applications.

Important! Selecting a language below will dynamically change the complete page content to that language.

Select language English Download

