



OmniXtract

Troubleshooting Guide

Version: 4.0 SP1

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1 Preface

The *OmniXtract Troubleshooting Guide* provides information about the issues related to installation, upgrade, and product usage. It covers the known issues and limitations of OmniXtract. It helps you determine the symptoms and workaround for the problem. It also provides information about fixes, knowledge bases, and support.

NOTE:

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

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1.1 Revision history

Revision Date	Description
August 2024	Initial publication

1.1 Intended audience

This guide is intended for existing users of OmniXtract. To understand the issues and resolution, the reader must have a working knowledge of the respective modules of OmniXtract. The reader must have permission to access the respective modules of OmniXtract.

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 Sign in

Follow these troubleshooting guidelines for sign-in-related issues:

Issue	Problem description	Action	Workaround
I am unable to sign in as the cabinet name remains empty.	The OmniXtract user interface appears correctly. However, the cabinet name does not appear. I am also not able to sign in to the application.	Check if you can access the server machine's hostname and IP address. Use the <i>hostname</i> command on the command prompt to obtain the hostname.	In the host file, add the IP address and hostname.

3 Extraction

Follow these troubleshooting guidelines for extraction-related issues:

Issue	Problem description	Action	Workaround
When I click the Extract button, I am unable to get any data.	The IP server and the Extraction Engine are not running.	In the Eureka Server, check the status of the IP server and the Extraction Engine. Start the IP server and Extraction Engine if they are not getting detected.	Start the IP server and Extraction Engine before beginning extraction.
When the Extract button is triggered and the relevant services are running, the data does not get extracted.	The engine folder does not contain any classifier files.	The engine folder does not contain any classifier files.	Place the classifier files in the engine folder.
Data does not get extracted.	Even though all the services are up and running, none of the fields in a definition are extracted in Tesseract Extraction Engine.	Ensure that the <i>Tessdata</i> folder exists in the engine folder.	Copy the <i>Tessdata</i> folder into the engine folder.
Data extraction fails.	Scripts or migration scripts might not be running correctly, and database information may be missing.	Before starting OmniXtract 4.0 SP1, double-check that all scripts or migration scripts are running.	All scripts must run properly throughout the installation or migration process.

4 API

Follow these troubleshooting guidelines for API-related issues:

Issue	Problem description	Action	Workaround
The API list does not appear when I click the API list button on the API screen.	The verification service is not operational.	Ensure that the verification service is running.	Initiate the verification process.
When accessing API endpoints, an unauthorized error occurs.	Check to see if the scope is successfully assigned.	To access the correct endpoints, assign the valid scopes.	Double-check the scope assignment before accessing endpoints.
I am not getting a refresh token with the access token.	When requesting an access token, look for the <code>offline_access</code> scope that was specified.	When requesting a token from an authorization service, provide the <code>offline_access</code> scope.	If you want to use the refresh token, make sure to add the <code>offline_access</code> scope.

5 License management

Follow these troubleshooting guidelines for license management-related issues:

Issue	Problem description	Action	Workaround
When I click the Extract button, I get an error saying that the limit has been exceeded.	The extraction license is no longer valid.	To generate a certain volume, you must get a licensing key. In case of an error, create and share a key request in the License Management screen.	When a user's license has reached its maximum limit, you must renew it to continue extraction.
The license cannot be renewed.	After clicking Renew License, the license cannot be renewed.	Verify that a license key has been created.	Before renewing the license, you must have a license key. You can procure it by selecting Generate Key Request.

6 Lookup

Follow these troubleshooting guidelines for Lookup-related issues:

Issue	Problem description	Action	Workaround
The added Lookup source is not appearing in the user interface.	It is possible that the Lookup table or content you have generated is not synchronized.	To synchronize the produced Lookups, click the Lookup Sync button.	Lookup must be synchronized every time the Lookup Association Table is modified.

7 Verification

Follow these troubleshooting guidelines for verification-related issues:

Issue	Problem description	Action	Workaround
The verification process is not working.	The dependent file (Newen.Generic.xml) is missing.	Include any dependencies that are missing (Newen.Generic.xml).	Check for the presence of the dependent file (Newen.Generic.xml) before beginning verification.

8 Service manager

Follow these troubleshooting guidelines for service manager-related issues:

Issue	Problem description	Action	Workaround
Workitem is not retrieving documents from OmniDocs.	Even when all the essential services are available, the workitem does not get fetched.	Ensure that the service manager is running in administrator mode.	In administrator mode, start the service manager service.

9 Service discovery

Follow these troubleshooting guidelines for service discovery-related issues:

Issue	Problem description	Action	Workaround
The Eureka server cannot be registered.	The Eureka server cannot be started.	First, start the Eureka server, then the other services.	The Eureka server monitors the service and assists it in interacting with other services. As a result, ensure Eureka is the first service to start, followed by the other services.
The Eureka server is not getting started.	Even when all the essential services are available, the workitem does not get fetched.	Ensure that the Eureka server is running.	Ensure that the Eureka server is started.