
Common DataFax Support Issues

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Router Page too wide

- We've recently received a fax which ended up in the router. When we try to do a Rotate/Shift/Identify we get the message "Image is too wide to route to study"



Router Page too wide (Problem)

- Happens in 3.7-002 and 3.7-003
- Router tries to make sure we get only A4 and letter width pages (864 pixels after scaling)
- How do we get wider pages?
 - Users don't set paper guides properly
 - Something is lying about width or resolution



Router Page too wide (Solution)

- What can we do about it?
 - Get users to set paper guides correctly
 - In router, rotate page 90 deg, Cut, rotate another 270 deg and then Rotate/Shift/Identify
 - Use external image editing program to fix image
 - Tell HylaFAX not to accept wide pages
 - Use Class2DCCQueryCmd (ex. 9600,1-D, A4/letter)
 Class2DCCQueryCmd: "! (0,1), (0-3), (0), (0-2), (0), (0), (0), (0-7)"
 - See <http://www.datafax.com/Support/tips/19990726.html>
 - Next patch will provide a "Trim margins" feature



Getting Labels for Choice Fields

- I'd like to use the DFVAR_LABEL in some code I'm writing and the programmer's guide mentions the syntax "optional_arg" is required for the label. What is the actual format of "optional arg" when I want to use DFVAR_LABEL



Labels

- DFVAR_LABEL returns the label for a specific choice code value
- The syntax of dfvarinfo() is:
 - dfvarinfo(variable, parameter, optional_arg)
- optional_arg is only used by DFVAR_LABEL and is used to select which choice label we're interested in



Labels

- Consider a choice field with the following coding:
0 = blank, 1 = Yes, 2 = No
- Then:
dfvarinfo(@T, DFVAR_LABEL, 1) will return "Yes"
dfvarinfo(@T, DFVAR_LABEL, 2) will return "No"
dfvarinfo(@T, DFVAR_LABEL, @T) will return the label for the current choice box selected



Importing Reason Data

- I'm trying to import a reason for change, but I'm running into problems with the data; though the data being imported looks to be OK, the error I'm getting is:

```
$ DFimport.rpc -v -c -a 254 /tmp/rfctest
1|3|0000/0000000|254|4|0|12345|8|NEWCRF|New CRF faxed|datafax
05/03/10 20:07:35|datafax 05/03/10 20:07:35
E** Plate 510 (Data Change Reasons), line 1, Required data field
Patient ID='12345', Visit='0'
Field#1 (status=1, validation=3)
Name='DFstatus510'
Desc='Reason Status'
Type=CHOICE Required Width=1
DATA LEN=1 '1'
```



Importing Reasons

- Ooops... a bug
- The problem occurs because the DFschema definition for plate 510 does not include a choice code for the status field
- In the interim leave off the -v option on the import – this doesn't check the record as strictly and will allow the import to succeed
- Will be fixed in 3.7-004



Deleting Missing Page QCs

- I was wondering, can I delete edit check missing page QCs from the command line or in a script independently from DFedits?



Deleting Missing Page QCs

- You can use DFimport.rpc to import missing page QCs with a status of '7' to delete missing page QCs

- For example, if you have the following:

```
1|1|0000/0000000|254|2|1|10001|10|000000|0|0|||23|
3|1|4|martin 04/11/04 11:47:09|martin 04/11/04
11:47:09||2
```

You can use DFimport.rpc -q -r 254 input-file

```
7|1|0000/0000000|254|2|1|10001|10|000000|0|0|||23|
3|1|4|martin 04/11/04 11:47:09|martin 04/11/04
11:47:09||2
```



HylaFAX Outgoing Modems

- I've got 8 modems on /dev/term/a001 to /dev/term/a008 and I'd like to restrict sending to modems 6, 7, and 8. How can I do this?



HylaFAX

- HylaFAX has the concept of modem groups which it uses for sending faxes
- Groups can be for specific tasks
- There is always a group defined called 'any'. By default it contains all modems
- We can re-define the 'any' group to include only the modems we want to use for sending



HylaFax

- In your `/var/spool/fax/etc/config` file add:
ModemGroup: "any:term_a00[678]"
- The [678] means match any one of these characters:
term_a006, term_a007 and term_a008
- But my device is called `/dev/term/a006` not `term_a006!`

You're not allowed slashes in the name. Use an underscore '_' and it will be replaced internally by HylaFAX. The `/dev` part is automatically added as well



DFSTATUS in Edit Checks

- My goal is to prevent a portion of an edit check from running unless the plate is clean. My plate has some required fields and I know it isn't possible to sign a record off as clean if a required field is blank. In a plate exit edit check I put:

```
if (DFSTATUS != 1)
  return;
```

However, when I click "clean" on a dirty plate, the edit check runs as if the status was clean. Is this a bug?



DFSTATUS

- The DFSTATUS value reported to you by the edit check is the value the user specified (clean in this case)
- Plate exit edit checks are run BEFORE DataFax makes its final determination of record status (the edit checks could still change values)



How can we solve this problem?

- We can check for “clean” status ourselves
- Loop through all variables on the plate and do:

```
number n = 7;
while (n < nfields) {
  if (!dflegal(@[n]) || dfunresqc(@[n])) return;
  n = n + 1;
}
```



Setting Application Defaults

- How do I make QCs default to Internal?



Application Defaults

- You can override many DataFax defaults by means of the app-defaults mechanism
- \$DATAFAX_DIR/app-defaults/*
- \$STUDY_DIR/app-defaults/*
- \$HOME/.Xdefaults



Application Defaults

- For system-wide QC internal/external defaults
\$DATAFAX_DIR/app-defaults/DFvalidate
change
*.defaultQclsExternal: True
to
*.defaultQclsExternal: False



More Defaults

- Study-wide defaults:
\$STUDY_DIR/app-defaults/DFvalidate
Add:
*.defaultQclsExternal: False
- User specific defaults
\$HOME/.Xdefaults
Add:
*.defaultQclsExternal: False



More Defaults

- What else can we change?
 - Default window sizes
 - Preference settings
 - Database status toggle in DFstatus
 - Lots more
- logout/login for changes to take effect
- Can also use 'xrdb -merge .Xdefaults'
- System-wide app-defaults file is overwritten when new versions of DataFax are installed, so local changes will need to be merged back



Batch Edits QC notes too wide

- I'm running batch edits checks and everything is working fine except when I view the output in Internet Explorer, the Log Entries are long and do not wrap (for viewing or printing). Is there any way to make the text wrap?



Batch Edits

- The formatter for messages and QCs by default outputs the exact layout specified by the user with no wrapping.
- If you would like to wrap the text, you'll need to change the style sheet
- Look in
\$DATAFAX_DIR/lib/xsl/common_html.xsl
- Remove all the <PRE> and </PRE> tags on lines 374, 376, 381 and 387



Batch Edits

```
<xsl:template match="M">
  <SPAN class="message">
    <xsl:apply-templates/>
  </SPAN>
</xsl:template>

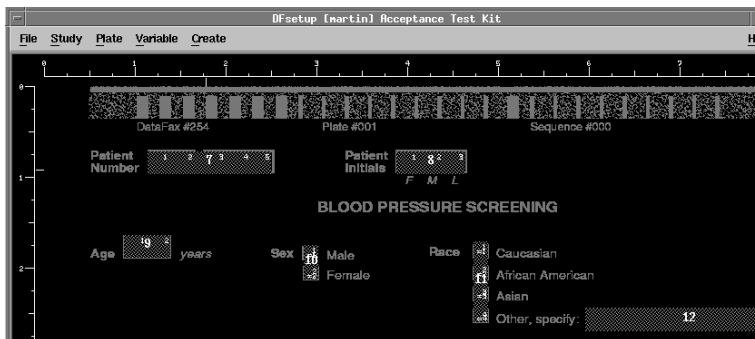
<xsl:template match="QR">
  <DIV>
    <SPAN class="name">Query</SPAN>:<xsl:apply-templates/>
  </DIV>
</xsl:template>

<xsl:template match="NT">
  <DIV>
    <SPAN class="name">Note</SPAN>:<xsl:apply-templates/>
  </DIV>
</xsl:template>
```



Barcodes with Shaded background

- I am having problems importing plates. The barcode seems distorted and there is a mask over it. Please refer to the attached screenshot.



Barcodes (Problem)

- This is a GhostScript 7.07 issue in its handling of PDF files generated by FrameMaker
- Generate Postscript import files instead of PDF files in FrameMaker
- Next version of Ghostscript fixes this



Psychic Hotline

- “My DataFax system is doing something strange. Any ideas what is wrong?”

Believe it or not, we sometimes get questions like this.



Psychic Hotline #2

- Can you provide any more specific details about what exactly isn't working?
- Tell us what you did that didn't work.
- Are there any error messages?
 - Dialog boxes
 - /opt/datafax/work/errors
- When did it stop working?
- What changed on the system? (system crash?)
- What version of DataFax are you using?



Support Resources

- support@datafax.com
- +1 905 522 3282

