

Troubleshooting Common Issues

Login

Why does my password not work?

Are you using the browser's password storage to store your password? This is not advisable as you may end up saving your security question's answer as the password.

Another reason your password may no longer be working is because it would have expired. Your password is set to expire every 365 days by default. You will therefore need to reset your password. A notification should arrive at your inbox five days prior to your password expiration date.

The third reason you would not be able to log in is if your account is locked. Password resets would also not work during this time.

What is the current password policy?

Please keep the following in mind when setting your password:

1. At least one lower case letter should be present
2. At least one upper case letter should be present
3. You should include at least one number in your password
4. Your password cannot contain part of your username
5. You cannot use the last 4 passwords you've set
6. Your password will expire 365 days from the day you set your password
7. Your account will be locked out after 5 unsuccessful attempts so type carefully if the login attempt failed a second time or third time.
8. During an account lockout, password resets will not work. The account should automatically unlock after 60 minutes.

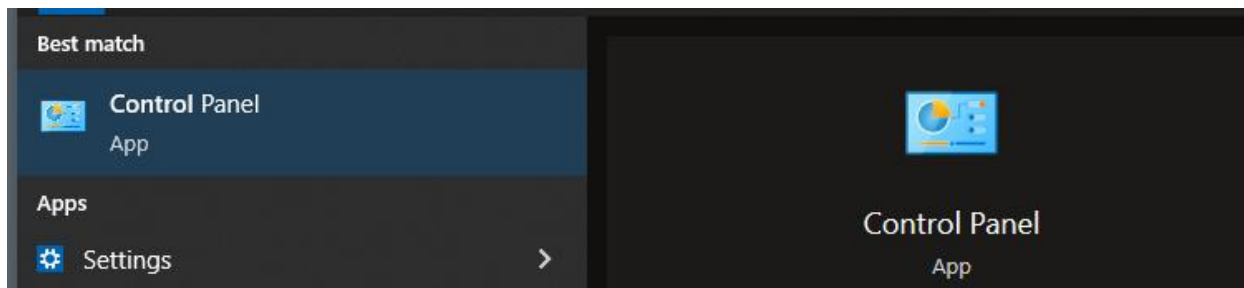
Desktop Tools

General Tools Troubleshooting

If you are facing an issue with the tools, try out the following steps:

Do I have the latest tools installed?

You can check this by using the *Control Panel* app.



Go to Programs and Features and scroll till you find YellowFolder in the listing. The current version needs to be 5.1.0. If this is not the case, go the YellowFolder website and download the latest tools to install. Please reach out to your IT Admin in case you are unable to install.

Did I try logging out and back in?

Logging out and in can help refresh the tool.

Have I checked my internet connection speed?

You can test your internet speed on your browser. A website like <https://www.speedtest.net/> would give you the details of your network connection. A slower internet connection means that uploads would appear slower, or the tool would seem sluggish.

Am I uploading too much at a time?

If your files are larger than 200MBs or if you upload over 100 files at a time, chances are you may run into an issue with your upload, or it could get stalled at some point during document processing. If you have many files to upload, try doing so in smaller batches.

It will be a good idea to make note of the count of files selected for upload:

Upload Documents
Student
×

Pending

7 files selected

Filename	Size	Progress	Status
Kindle_Buffet_Part2.pdf	46 KB	0%	Pending
Kindle_Buffet_Part6.pdf	218 KB	0%	Pending
Kindle_Buffet_Part1.pdf	102 KB	0%	Pending
Kindle_Buffet_Part7.pdf	280 KB	0%	Pending
Kindle_Buffet_Part3.pdf	189 KB	0%	Pending
Kindle_Buffet_Part5.pdf	295 KB	0%	Pending
Kindle_Buffet_Part4.pdf	519 KB	0%	Pending

Am I uploading files with unsupported file formats?

The following formats are the currently accepted file formats. Any other format would result in the upload failing or remaining stuck in OCR Processing.

- pdf
- tif
- tiff
- jpg
- jpeg
- gif
- bmp
- png
- doc
- docx
- xlsx
- xls
- pptx
- ppt
- rtf
- csv
- txt
- ps

Are my files password protected, encrypted or corrupt?

Password protected or encrypted, or corrupt files usually fail to get OCR'd and remain stuck in this status. Please make sure to remove all encryption or password protection before you upload a file and ensure that that file isn't corrupt.

Am I uploading zipped folders?

At present, we don't have the capability to automatically process zipped folders. It would be best to unzip the folder and upload the files there to avoid any kind of stalling.

Have I allowed some time for the batch to be processed?

If everything looks fine and you are still facing an issue, allow a few hours for the system to resolve the batch.

Why can't I find my uploads?

The document listing on the tools show uploads that were made only in the past 30 days. If you have several pages in the listing, you can scroll through the different pages to see if your uploads are there.

It is also possible that your user session has expired on the tools and you would need to log out and log back in on the tools.



After an upload, if you don't see a document listed immediately on the tool, wait for a few minutes then try reloading the tool or switching to another tab and go back to refresh the current upload list.

NOTE: If after doing all the above and your uploads still don't show up in the listing on the tools, chances are we have not received the files and you will need to re-upload them.

Why are my uploads duplicated?


This can happen accidentally especially if you are dragging and dropping several files to the same window in droplet. You may end up dragging and dropping the same file into droplet and it would accept it even though there was another file already present there.


Upload Documents
Special Education

Pending
6 files selected

Filename	Size	Progress	Status
PRESC.pdf	59 KB	0%	Pending
Claud.pdf	45 KB	0%	Pending
Parent - Copy.pdf	45 KB	0%	Pending
Parsipan.pdf	45 KB	0%	Pending
Parsipan.pdf	45 KB	0%	Pending
Claud.pdf	45 KB	0%	Pending

Batch Type


Single Person


Multiple Persons

- The documents in this batch must belong to **only one person**.
- Different document types must be a separate file in order to upload to the correct folder.
- The first page of each document determines the folder it will be filed in.
- The system does not split persons or documents from within a single file.

- The documents in this batch belong to **more than one person**.
- Each person with different document types must be a separate file to upload into the correct person and folder.
- The system does not split persons or documents from within a single file.

Am I having a Virtual Printer specific issue?

The following could be the reason why your printer does not work, and, in some cases, you'd need the help of your IT Administrator.

1. You don't have permissions to a folder locally where the printer would stage files to be uploaded. Your IT Administrator will need to update them for you.

On Windows, the following paths are used:

C:\ProgramData\YellowFolder

C:\Program Files\YellowFolder

C:\Users\<<UserName>>\AppData\Roaming\YellowFolder

On Mac, the following paths are used:

~/Library/Application Support/YellowFolder

~/Library/Logs/YellowFolder

/Applications/YellowFolder.app/

/tmp

2. The port needed for uploads may not be open. The ports that need to be allowed are **443** and the port for the *YellowFolderVP* printer.
3. You might be printing from a browser. This does not happen often but there are instances where you may not be able to print from a browser. In such cases, save the file locally and then print from there.
4. Your anti-virus software could be blocking it

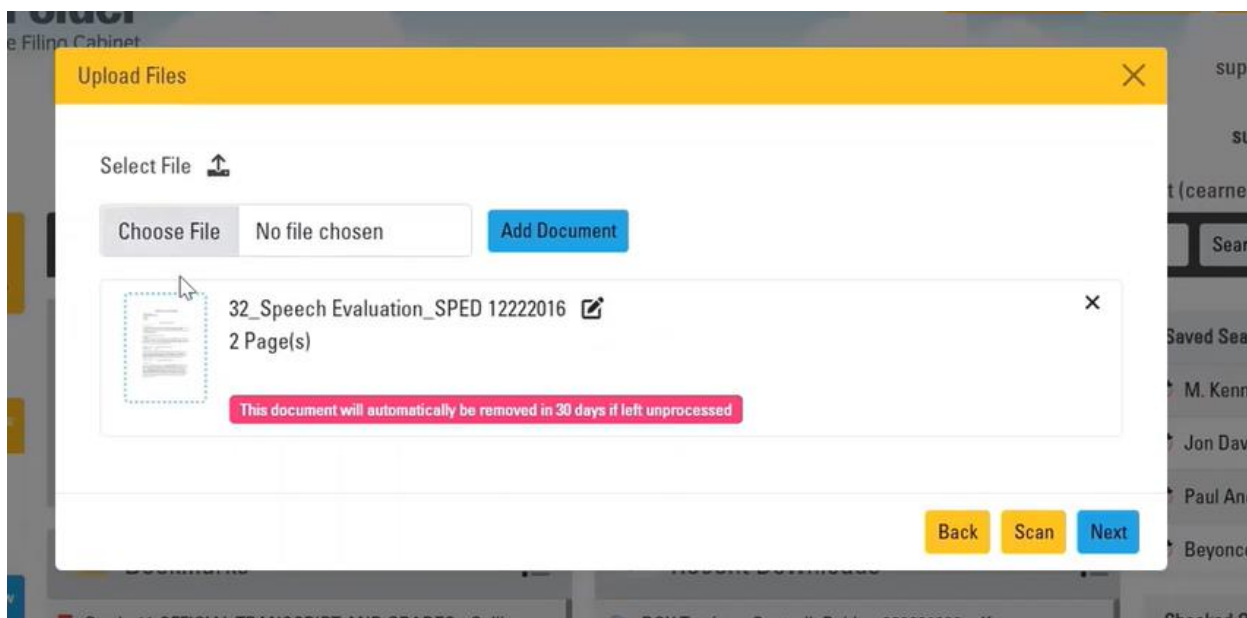
NOTE: Don't delete your local files or shred your documents until the batch has Completed

Please make sure that your files are searchable on YellowFolder before you discard your files locally. If a file has been stalled in an incomplete state for too long you may need to reupload the file.

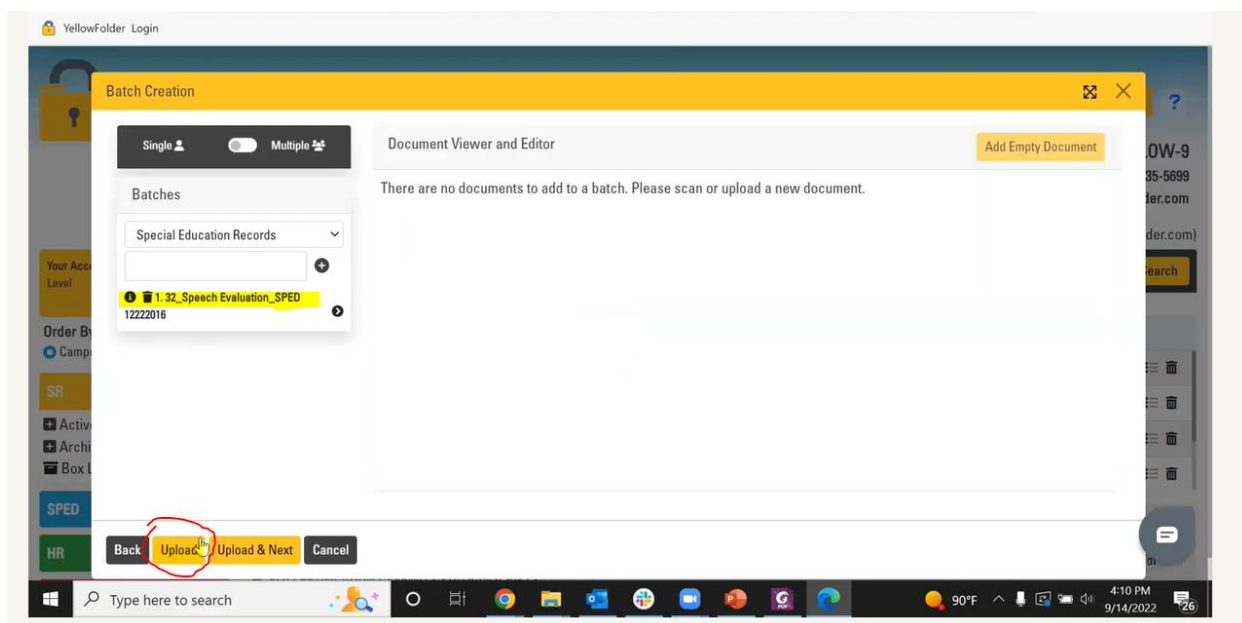
Scan and Upload

Why can't I find my upload?

1. Adding a document here does not upload it. We need to move to the next step, which is the Batch Creation stage, where we can select either pages or the whole document to upload.



1. Make sure that in the Batch Creation window, required pages/documents have been moved to left and the Upload or Upload & Next button is clicked to upload the files.



2. Keep in mind that uploading documents with large page counts will consequently slow down the website and you may experience difficulties uploading them.

Checking Documents in and out

Why can't I check out a document?

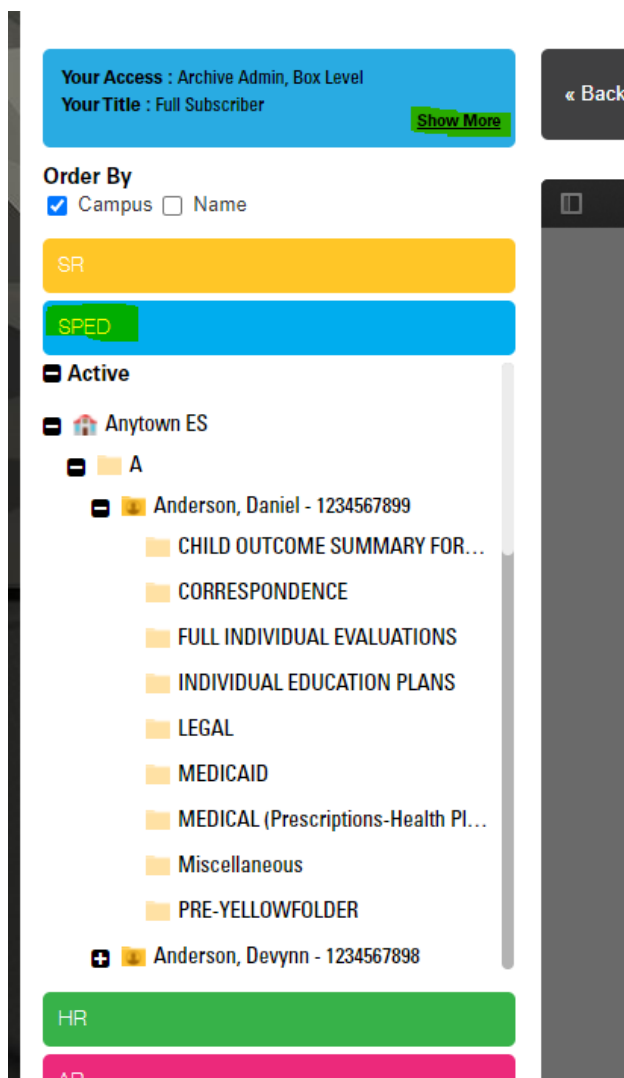
The following reasons could be why you aren't able to check out a document.

1. Somebody else has checked out the document but hasn't check it back in
2. Your current permission level doesn't permit you to do so. An example would be if you have the default Permission Profile of Basic. This is usually a view only profile.

How do I see my permission profile?


Your permission profile may vary with each record series. To see your permission profile:

1. Click the Record Series, for which you want to see your profile, on the Tree View
2. Click Show More in the box where your access is mentioned



How do I know if a file has been checked out and who checked it out?

To see if a file has been checked out:

1. Navigate to the file location using the file tree
2. In the file listing, if you see this symbol , it means the file has been checked out. You can see who has checked out the document by looking at the document history. Select the file by clicking the checkbox next to it and click on View Document History

Anytown ES / A / Anderson, Daniel - 1234567899 / CHILD OUTCOME SUMMARY FORMS

Filename	Action	Doc Date
Anytown Transfer Packet_010.pdf	View Download	04/27/2021

Split Document
 Share Document
 View Document
 Download Document
 Move Document

Document Metadata
 Document File Name: Anytown Transfer Packet_010.pdf
 DocID: M_4899220
 Document Date: 04/27/2021
 Document Type: CHILD OUTCOME SUMMARY FORMS
 Scanning: Premium
 Box Number: ANTD12012020-3691124
 Scanned By: glunsford.dms@yellowfolder.com
 Most Recent IEP Date: 01/01/1753
 Applicable School Year: 1753
 View Document History

How does a checked-out document affect other functions?

If a document has been checked out by anyone, the following functions would not be allowed on that document until it has been checked back in or the checkout has been cancelled

1. Document Splitting
2. File renaming
3. Move Document

Are you still having issues?

Please raise a ticket with us by chatting with us on YellowFolder or emailing us at support@yellowfolder.com.

It will be helpful to us if you include the following information:

1. Which component are you having trouble with?
2. Are you using Windows or Mac? What version are you on?
3. What Steps should be taken to reproduce the issue
4. Screen shots of what's happening or even better a video recording.
5. What your current network speed is
6. What browser are you using? What is the current version of it?
7. Do you have any anti-virus software installed? What is the name of it?
8. Do you have any kind of ad-blocker extension on your browser? Which one do you have?

