



**Authorized Send**

**Version 6.4**

**Troubleshooting Guide**



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# Preface

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Thank you for purchasing the Authorized Send V6.4 application. Please read this manual thoroughly before operating the product on your MEAP-enabled machine to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

## How to Use This Manual

This manual assumes that the reader has a good understanding of MEAP (Multifunctional Embedded Application Platform) and Canon imageRUNNER ADVANCE and imagePRESS machines.

This manual does not provide instructions for using or operating the Authorized Send application. For instructions on using the Authorized Send application, see the *Authorized Send Version 6.4 User's Guide*.

## Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, and instructions that should be observed for safety.



**IMPORTANT** Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damaging the machine.



**NOTE** Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

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# Chapter 1 Troubleshooting

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This chapter explains the various issues that may arise when installing, configuring, and using Authorized Send, along with their possible causes and remedies.

---

**Problem** You cannot connect to the network.

**Remedy** Make sure that:

- The IP addresses of the MEAP device and server PCs are correct, and that you can ping the device.
- The server PC is on the network.
- You are not using a proxy server.

---

**Problem** The Authorized Send application is not functioning properly.

**Remedy** Verify that the supported MEAP contents and system software versions are installed on the MEAP device.

---

**Problem** When creating a share name on the Authorized Send Configuration screen, the message <Connection failed. Could not resolve host name: xxx.> is displayed.

**Remedy** Make sure that the MEAP device is on the same domain as your domain controller. (See “DNS Server Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.)

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**Problem** Cannot access SMS.

**Remedy** Two people cannot be logged on to SMS at the same time. Make sure that you are the only one logged on to SMS, and that you have the correct IP address and port number (:8000).

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**Problem** The Authorized Send application cannot be installed or started.

**Remedy** Check to make sure that:

- Another application is not using resources.
- An authorized copy of the software is being used.

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**Problem** The [Scan to E-Mail] button is disabled.

**Remedy** Check to make sure that:

- An e-mail address is specified in the user's address book account.
- An SMTP server address is configured for Authorized Send.
- For more information, see "[LDAP Failure Notification Messages](#)," on p. 73.



**IMPORTANT**

It is necessary for the user to log off, and then log back on after the changes mentioned above have been made to activate the [Scan to E-Mail] key.

---

**Problem** The Browse feature in the Scan to Folder function only displays non-hidden and non-system shares (i.e., the first level directory under the root is not displayed in the Browse window).

**Remedy** Specify the first level directory share in the path text box, and then you can browse from this directory.

---

**Problem** The address book feature in the Scan to E-Mail function does not work.

**Remedy** Make sure that the correct Base DN (Distinguished Name) is entered in the [E-Mail Service] → [Address Book] tab in the Authorized Send Configuration servlet. (See "Creating an Address Book Server," in the *Authorized Send Version 6.4 Configuration Guide*.)

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**Problem** You are using a special paper size (e.g., Foolscap, Oficio, etc.) and the [Scan] button does not enable (turn green).

**Remedy** The machine needs additional configuration to use special paper sizes. Contact the Authorized Send dealer to have the machine properly configured.

---

**Problem** Non-blank pages are being detected as blank, or blank pages are being included in the scan job.

**Remedy** The Blank Page Removal setting needs to be adjusted. Set the default scan sensitivity in the Scan Settings profile screen in the configuration servlet, or set it while scanning in the Scan Settings screen. Refer to the *Authorized Send Version 6.4 Configuration Guide* and *Authorized Send Version 6.4 User's Guide* for more information.

**Note** Blank Page Removal is not available on imageRUNNER ADVANCE 4000 Series and 8200 Series machines.

---

**Problem** You want to use the Scan to RightFax or Scan to Fax2Mail feature, but it is not available.

**Remedy** The 'Fax Service Activation' MEAP package must be installed on the device to enable RightFax and Fax2Mail. Contact the Authorized Send System Administrator to install the 'Fax Service Activation' package.

---

**Problem** You are performing scans where the lid cannot close completely (such as scanning a book) and the automatic page size detection is not accurately determining the proper scan area. Symptoms may include scans being cut off, or black lines appearing around the scanned images.

**Remedy** Contact the Authorized Send administrator to disable the [Enable Page Detection] feature on the options screen. When scanning, manually select the desired page size from the Scan Settings screen.

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## Chapter 2 List of Error Messages

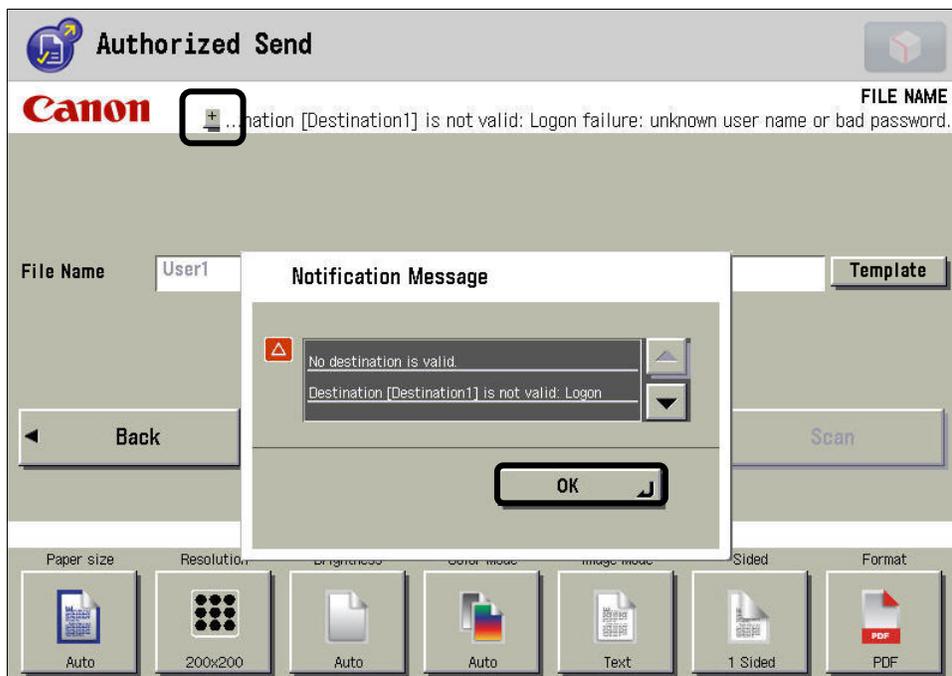
---

This chapter explains the various messages that appear on the Authorized Send Configuration servlet screen or on the touch panel display of the MEAP device, along with possible causes and remedies.

Any words that appear italicized are variables, and will be replaced with their corresponding values on the actual application screen.

### NOTE

- If an error message is too long to display in full in the Message Notification Section on the touch panel display, click [] next to the message to display a pop-up dialog box containing the full text of the error message → click [OK] to close the dialog box.



- If any error messages are displayed but are not listed in this chapter, contact your local authorized Canon dealer.

## 2.1 Configuration Screen Error Messages

Configuration screen messages are displayed on the Configuration screen of the Authorized Send Configuration servlet. If an error occurs during the configuration process, it is displayed in the body of the Authorized Send Configuration servlet screen, and is listed here.

### 2.1.1 Authentication Servers Screen Error Message

This section explains the Authentication Servers screen error message, along with a possible cause and remedy. For more information on the remedy, see “Creating an Authentication Server,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Maximum authentication servers have been created. To create a new authentication server, you have to delete the old one(s) first.</b>	The maximum number of 10 authentication servers has been created.	Delete the old authentication server(s) first, and make sure you do not exceed 10 servers in total.

### 2.1.2 Create/Update Authentication Server Screen Error Messages

This section explains the Create Authentication Server and Update Authentication Server screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating an Authentication Server,” and “Editing an Authentication Server,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Authentication Host is missing.</b>	The Host text box is blank.	Enter the DNS name or IP address of the authentication server.
<b>Authentication Port is missing.</b>	The Port text box is blank.	Enter the numeric value for the connecting port number of the authentication server.
<b>Authentication Port has to be a number.</b>	A non-numeric value is entered in the Port text box.	Enter the numeric value for the connecting port number of the authentication server.
<b>Authentication Port cannot be zero.</b>	Zero is entered in the Port text box.	Enter the numeric value greater than zero for the connecting port number of the authentication server.
<b>Authentication Port has to be a positive number.</b>	A negative number is entered in the Port text box.	Enter the numeric value greater than zero for the connecting port number of the authentication server.
<b>Authentication Hostname is missing.</b>	The Hostname text box is blank.	Enter the host name of the authentication server.

Message	Cause	Remedy
<b>Authentication Public DN is missing.</b>	The Public DN text box is blank.	Enter the public DN.
<b>Authentication LDAP Match Attribute is missing.</b>	The LDAP Match Attribute text box is blank.	Enter the LDAP match attribute.
<b>Authentication Search Root is missing.</b>	The Search Root text box is blank.	Enter the search root.
<b>Anonymous User Name is missing.</b>	The User Name text box is blank.	Enter the user name for anonymous sending.
<b>Anonymous User Name is too long. It cannot exceed 40 characters.</b>	The user name in the [User Name] text box exceeds 40 characters.	Make sure the user name does not exceed 40 characters.
<b>Anonymous User Name cannot contain the following symbols: 'x', 'y', 'z'...</b>	The User Name text box contains x, y, and z which represent invalid symbols, such as '\', ':', '?', and so on.	Make sure the user name is using valid symbols.
<b>Anonymous User E-Mail is not valid.</b>	An e-mail address with an invalid format is entered in the User E-Mail text box.	Make sure the e-mail address format is valid. See step 4.4 in "Creating an Authentication Server," in the <i>Authorized Send Version 6.4 Configuration Guide</i> .
<b>Anonymous User E-Mail is not valid: local part cannot be empty</b>	The part before the '@' symbol is blank.	Make sure the part before the '@' symbol is not blank.
<b>Anonymous User E-Mail is not valid: local part cannot exceed 64 characters</b>	The part before the '@' symbol exceeds 64 characters.	Make sure the part before the '@' symbol does not exceed 64 characters.
<b>Anonymous User E-Mail is not valid: dot, '.', cannot be the first or the last character in the local part</b>	The dot, '.', is the first or last character in the local part.	Make sure the dot, '.', is not the first or last character in the local part.
<b>Anonymous User E-Mail is not valid: 'non-ASCII printable character' is not an ASCII printable character.</b>	A non-ASCII printable character is entered.	Make sure an ASCII printable character is entered.
<b>Anonymous User E-Mail is not valid: dot, '.', cannot appear consecutively in the local part.</b>	The dot, '.', is entered consecutively in the local part.	Make sure the dot, '.', is not entered consecutively in the local part.
<b>Anonymous User E-Mail is not valid: local part cannot contain character(s) '?', '&amp;'</b>	The local part contains non-alphanumeric values other than '.', '-', and '_' (such as '?', '&', '\$', '#', '%', and so on).	Make sure the local part contains only the non-alphanumeric values '.', '-', and '_'.
<b>Anonymous User E-Mail is not valid: domain cannot be empty if '@' is present.</b>	The symbol, '@', is present, but the domain part is blank.	Make sure if the symbol, '@', is present, the domain part is not blank.
<b>Anonymous User E-Mail is not valid: domain cannot exceed 255 characters.</b>	The domain part exceeds 255 characters.	Make sure the domain part does not exceed 255 characters.

Message	Cause	Remedy
<b>Anonymous User E-Mail is not valid: hyphen, '-', or dot, '.', cannot be the first or the last character in the domain.</b>	The hyphen, '-', or dot, '.', appears first or last in the domain.	Make sure the hyphen, '-', or dot, '.', does not appear first or last in the domain.
<b>Anonymous User E-Mail is not valid: hyphen, '-', or dot, '.', cannot appear consecutively in the domain.</b>	The hyphen, '-', or dot, '.', appears consecutively in the domain.	Make sure the hyphen, '-', or dot, '.', does not appear consecutively in the domain.
<b>Anonymous User E-Mail is not valid: domain cannot contain character(s) '?', '&amp;'</b>	The domain contains non-alphanumeric values other than '.', '-', and '_' (such as '?', '&', '\$', '#', '%', and so on).	Make sure the domain contains only the non-alphanumeric values '.', '-', and '_'.
<b>Domain name is missing.</b>	The Domain Name text box is blank.	Enter the domain name of the authentication server.
<b>Pre-Set Share Search Root cannot be empty.</b>	The Search Root text box for the Retrieve Home Directory function is blank.	Enter the search root.
<b>NTLM domain name cannot be empty.</b>	The NTLM domain name text box is blank.	Enter the NTLM domain name.
<b>Cannot pull a live domain controller from DNS servers.</b>	The Pull host from DNS radio button is set to 'Yes' and a live domain controller cannot be found.	Check the configuration and try again.
<b>Connection Failed. Could not connect to x:y</b>	The connection to the authentication server failed because Authorized Send cannot connect to the host name, represented by x, and the port, represented by y.	Check the host name and/or port and try again.
<b>Connection Failed. Could not resolve host name: x.</b>	The connection to the authentication server failed because Authorized Send cannot resolve the host name, represented by x.	Check the host name and/or server configuration and try again.
<b>Duplicated authentication server: an authentication server with domain [x] and authentication method [y] already exists.</b>	An authentication server already exists where the domain is represented by x, and the authentication method is represented by y.	Check the authentication server, domain, and authentication method and try again.

## 2.1.3 E-Mail Service Configuration Screen Error Messages

This section explains the E-mail Service Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the E-Mail Service Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>SMTP Server Address is missing.</b>	The SMTP Server Address text box is blank.	Enter the SMTP server address.
<b>SMTP Server Port has to be a number.</b>	A non-numeric value is entered in the Port text box, or the Port text box is blank.	Enter the numeric value for the connecting port number of the SMTP server.
<b>SMTP Server Port cannot be zero.</b>	Zero is entered in the Port text box.	Enter the numeric value greater than zero for the connecting port number of the SMTP server.
<b>SMTP Server Port has to be a positive number.</b>	A negative number is entered in the Port text box.	Enter the numeric value greater than zero for the connecting port number of the SMTP server.
<b>SMTP Public Username is missing.</b>	The SMTP Public Username text box is blank.	Enter the SMTP public username.
<b>SMTP Public Password is missing.</b>	The SMTP Public Password text box is blank.	Enter the SMTP public password.
<b>Connection Failed. Could not connect to x:y</b>	The connection to the SMTP server failed because Authorized Send cannot connect to the host name, represented by <i>x</i> , and the port, represented by <i>y</i> .	Check the host name and/or port and try again.
<b>Connection Failed. Could not resolve host name: x.</b>	The connection to the SMTP server failed because Authorized Send cannot resolve the host name, represented by <i>x</i> .	Check the host name and/or server configuration and try again.

## 2.1.4 Address Book Servers Screen Error Message

This section explains the Address Book Servers screen error message, along with a possible cause and remedy. For more information on the remedy, see “Creating an Address Book Server,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Maximum address book servers have been created. To create a new address book server, you have to delete the old one(s) first.</b>	The maximum number of 10 address book servers has been created.	Delete the old address book server(s) first, and make sure you do not exceed 10 servers in total.

## 2.1.5 Create/Update Address Book Server Screen Error Messages

This section explains the Create Address Book Server and Update Address Book Server screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating an Address Book Server,” and “Editing an Address Book Server,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Address Book Port has to be a number.</b>	A non-numeric value is entered in the Port text box.	Enter a numeric value for the Port.
<b>Address Book Port cannot be zero.</b>	Zero is entered in the Port text box.	Enter a numeric value greater than zero for the Port.
<b>Address Book port has to be a positive number.</b>	A negative number is entered in the Port text box.	Enter a numeric value greater than zero for the Port.
<b>Cannot pull a live domain controller from DNS servers.</b>	The Pull Host from DNS radio button is set to ‘Yes’ and a live domain controller cannot be found.	Check the configuration and try again.
<b>Address Book Host is missing.</b>	The Host text box is blank.	Enter the DNS name or IP address of the address book server.
<b>Address Book Port is missing.</b>	The Port text box is blank.	Enter a valid number for the Port.
<b>Address Book Hostname is missing.</b>	The Hostname text box is blank.	Enter the host name of the address book server.
<b>Address Book Public DN is missing.</b>	The Public DN text box is blank.	Enter the Public DN.
<b>Address Book Public User Name is missing.</b>	The Public User Name text box is blank.	Enter the Public User Name.
<b>Address Book Domain is missing.</b>	The Domain Name text box is blank.	Enter the Domain Name of the address book server.
<b>Address Book Search Root is missing.</b>	The Search Root text box is blank.	Enter the Search Root.
<b>Address Book LDAP Match Attribute is missing.</b>	The LDAP Match Attribute text box is blank.	Enter the LDAP match attribute.
<b>Address Book LDAP Email Attribute is missing.</b>	The LDAP Email Attribute text box is blank.	Enter the LDAP e-mail attribute.
<b>Connection Failed. Could not connect to x:y</b>	The connection to the address book server failed because Authorized Send cannot connect to the host name, represented by x, and the port, represented by y.	Check the host name and/or port and try again.
<b>Connection Failed. Could not resolve host name: x.</b>	The connection to the address book server failed because Authorized Send cannot resolve the host name, represented by x.	Check the host name and/or server configuration and try again.

Message	Cause	Remedy
<b>Duplicated address book server: an address book server with domain [x] and bind method [y] already exists.</b>	An address book server already exists where the domain is represented by <i>x</i> , and the bind method is represented by <i>y</i> .	Check the address book server, domain, and bind method and try again.

## 2.1.6 Scan to E-Mail Configuration Screen Error Messages

This section explains the Scan to E-Mail Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to E-Mail Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>‘To’ and ‘Address Book’ are disabled and no default value is specified for ‘To’ field.</b>	The [To] and [Address Book] check boxes are selected, the [To] text box is blank, and the [Self] check box is not selected.	Perform any of the following: <ul style="list-style-type: none"> <li>• Clear the check mark from either the [To] or [Address Book] check box, or clear the check marks from both the [To] and [Address Book] check boxes.</li> <li>• Enter a default value in the [To] text box.</li> <li>• Select the [Self] check box.</li> </ul>
<b>Default value for ‘Subject’ field cannot be empty if the field is disabled and required.</b>	The [Subject] check box is selected, the Subject text box is blank, and the [Required] check box is selected.	Perform any of the following: <ul style="list-style-type: none"> <li>• Clear the check mark from the [Subject] check box.</li> <li>• Enter a default value in the [Subject] text box.</li> <li>• Clear the check mark from the [Required] check box.</li> </ul>
<b>Default value for ‘Subject’ field is too long. It cannot exceed 255 characters.</b>	The default value in the Subject text box exceeds 255 characters.	Make sure the default value in the Subject text box does not exceed 255 characters.
<b>Default value for ‘Body’ field is too long. It cannot exceed 255 characters.</b>	The default value in the Body text box exceeds 255 characters.	Make sure the default value in the Body text box does not exceed 255 characters.
<b>Default value for ‘File Name’ field is too long. It cannot exceed 251 characters.</b>	The default value in the File Name text box exceeds 251 characters.	Make sure the default value in the File Name text box does not exceed 251 characters.
<b>Default value for ‘File Name’ field cannot contain the following characters: ‘x’, ‘y’, ... etc.</b>	The default value in the File Name text box cannot contain the characters represented by <i>x</i> , <i>y</i> , and so on.	Make sure the default value in the File Name text box does not contain the characters represented by <i>x</i> , <i>y</i> , and so on.

Message	Cause	Remedy
<b>Connection failed. Could not connect to x:y Error: z</b>	The connection to the IMAP server failed because Authorized Send cannot connect to the IP address of the IMAP server, represented by x, and the port, represented by y.	Resolve the error message, represented by z.
<b>E-Mail Button Label is too long.</b>	The number of characters permitted for the label is restricted by the width of the Scan to E-Mail icon.	Make sure the number of characters entered for the label does not exceed the width of the Scan to E-Mail icon.
<b>Connection failed. Could not resolve host name: x.</b>	The connection to the file server host name failed because Authorized Send cannot resolve the host name, represented by x.	Check the host name and/or server configuration and try again.
<b>IMAP Server Port has to be a number.</b>	A non-numeric value is entered in the IMAP Server Port text box, or the Port text box is blank.	Enter the numeric value for the connecting port number of the IMAP server.
<b>Value entered for 'Enter Sent Folder Name' field is too long. It cannot exceed 255 characters.</b>	The value in the Enter Sent Folder Name text box exceeds 255 characters.	Make sure the value in the [Enter Sent Folder Name] text box does not exceed 255 characters.
<b>Value for 'Enter Sent Folder Name' field is missing.</b>	The Enter Sent Folder Name text box is blank.	Enter the Sent folder name.
<b>IMAP Server Address is missing.</b>	The IMAP Server Address text box is blank.	Enter the IMAP server address.
<b>IMAP Server Port cannot be zero.</b>	Zero is entered in the IMAP server port text box.	Enter a numeric value greater than zero for the IMAP server port.
<b>IMAP Server Port has to be a positive number.</b>	A negative number is entered in the IMAP server port text box.	Enter a numeric value greater than zero for the IMAP server port text box.
<b>IMAP Server or Port value may not be valid for IMAP.</b>	The server or port value entered is not meant for the IMAP server, or does not accept IMAP traffic even though the port may be open.	Check the IMAP server and/or port value and try again.
<b>IMAP Server or Port value may not be valid for IMAP SSL.</b>	The server or port value entered is not meant for the IMAP SSL, or does not accept IMAP SSL traffic even though the port may be open.	Check the IMAP server and/or port value and try again.
<b>Disclaimer information cannot be empty.</b>	The [Enable E-Mail Disclaimer] check box is selected but the [E-Mail Disclaimer] text box is empty.	Enter text in the [E-Mail Disclaimer] text box, or de-select the [Enable E-Mail Disclaimer] check box..
<b>Disclaimer information is too long. It cannot exceed 5000 characters.</b>	The text entered in the [E-Mail Disclaimer] text box exceeds the 5000 character limit.	Reduce the size of the message set in the [E-Mail Disclaimer] text box.

## 2.1.7 Scan to Fax Configuration Screen Error Messages

This section explains the Scan to Fax Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to Fax Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Fax Button Label is too long.</b>	The number of characters permitted for the label is restricted by the width of the Scan to Fax icon.	Make sure the number of characters entered for the label does not exceed the width of the Scan to Fax icon.
<b>Default values for ‘Fax Numbers’ can only accept digits (0-9) and comma (,) as separators.</b>	A non-numeric default value is entered in the Fax Number text box.	Make sure the default values for the Fax Number text box contain only numbers and commas.
<b>Default value for ‘Fax Numbers’ field is too long. It cannot exceed 255 characters.</b>	The default value in the Fax Numbers text box exceeds 255 characters.	Make sure the default value in the Fax Numbers text box does not exceed 255 characters.
<b>‘Fax Numbers’ and ‘Address Book’ are disabled and no default value is specified for ‘Fax Numbers’ field.</b>	The Address Book and Fax Numbers disabled check boxes are selected, and no default value is entered in the Fax Numbers text box.	Enter a default value in the [Fax Numbers] text box.
<b>Invalid User Box Number selected.</b>	The number entered in the User Box PIN text box is invalid.	Enter a valid number in the [User Box PIN] text box.
<b>User Box PIN can only contain digits (0-9).</b>	A non-numerical value is entered in the User Box PIN text box.	Enter only a numeric value in the [User Box PIN] text box.

## 2.1.8 Scan to I-Fax Configuration Screen Error Messages

This section explains the Scan to I-Fax Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to I-Fax Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Fax Recipient Template cannot be empty.</b>	The Fax Recipient Template text box is blank.	Enter a Fax Recipient Template.
<b>Fax Recipient Template must contain the ‘Fax Number’ variable.</b>	The value entered in the Fax Recipient Template text box does not contain the ‘Fax Number’ variable ‘\${FAXNUMBER}’.	Add the variable <b>`\${FAXNUMBER}`</b> to the fax recipient template.
<b>I-Fax Button Label is too long.</b>	The number of characters permitted for the label is restricted by the width of the Scan to I-Fax icon.	Make sure the number of characters entered for the label does not exceed the width of the Scan to I-Fax icon.
<b>Default value for ‘Fax Numbers’ can only accept digits (0-9) and comma (,) as separators.</b>	A non-numeric default value is entered in the Fax Number text box.	Make sure the default values for the Fax Number text box contain only numbers and commas.
<b>Default value for ‘Fax Numbers’ field is too long. It cannot exceed 255 characters.</b>	The default value in the Fax Numbers text box exceeds 255 characters.	Make sure the default value in the Fax Numbers text box does not exceed 255 characters.
<b>Default value for ‘File Name’ field is too long. It cannot exceed 251 characters.</b>	The default value in the File Name text box exceeds 251 characters.	Make sure the default value in the File Name text box does not exceed 251 characters.
<b>Default value for ‘File Name’ field cannot contain the following characters: ‘x’, ‘y’, ... etc.</b>	The default value in the File Name text box cannot contain the characters represented by x, y, and so on.	Make sure the default value in the File Name text box does not contain the characters represented by x, y, and so on.
<b>SMTP Server Port has to be a number.</b>	The [Use SMTP Server Different from E-Mail Service] check box is selected, and a non-numeric value is entered in the SMTP server port text box, or the Port text box is blank.	Enter the numeric value for the connecting port number of the SMTP server.
<b>SMTP Server Port cannot be zero.</b>	The [Use SMTP Server Different from E-Mail Service] check box is selected, and zero is entered in the SMTP server port text box.	Enter a numeric value greater than zero for the SMTP server port.
<b>SMTP Server Port has to be a positive number.</b>	The [Use SMTP Server Different from E-Mail Service] check box is selected, and a negative number is entered in the IMAP Server Port text box.	Enter a numeric value greater than zero for the SMTP server port text box.

Message	Cause	Remedy
<b>SMTP Public Username is missing.</b>	The [Use SMTP Server Different from E-Mail Service] check box is selected, and the SMTP Public Username text box is blank.	Enter the user name for SMTP authentication in the [SMTP Public Username] text box.
<b>SMTP Public Password is missing.</b>	The [Use SMTP Server Different from E-Mail Service] check box is selected, and the SMTP Public Password text box is blank.	Enter the password for SMTP authentication in the [SMTP Public Password] text box.
<b>Connection Failed. Could not connect to x:y</b>	The connection to the SMTP server failed because Authorized Send cannot connect to the host name, represented by x, and the port, represented by y.	Check the host name and/or port and try again.
<b>Connection Failed. Could not resolve host name: x.</b>	The connection to the SMTP server failed because Authorized Send cannot resolve the host name, represented by x.	Check the host name and/or server configuration and try again.

## 2.1.9 Scan to Fax/Scan to I-Fax Address Book Configuration Screen Error Messages

This section explains the error messages common to the Scan to Fax and Scan to I-Fax Address Book Configuration screens, along with possible causes and remedies. For more information on the remedies, see “Creating a Fax Address Book,” and “Creating an I-Fax Address Book,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Error adding Fax address: z</b>	A fax address cannot be added to the Fax Number text box.	Resolve the error message, represented by z. Make sure the values entered for the Fax Number text box contain only numbers and commas.
<b>Maximum number of Fax addresses has been reached.</b>	There are already a maximum number of 100 fax addresses in the address book.	Make sure the maximum number of 100 fax addresses in the address book is not exceeded.
<b>Fax number is empty.</b>	The Fax Number text box is blank.	Enter a valid fax number in the [Fax Number] text box.
<b>Fax number exists.</b>	The fax number entered is a duplicate of an already existing one in the address book.	Do not enter duplicate fax numbers in the address book.
<b>Error deleting Fax address with ID x; the Fax address does not exist.</b>	There is an error in deleting the fax address represented by x due to an internal problem.	Start a new browser, and try deleting the fax address again. If the problem persists, you may need to reinstall Authorized Send.
<b>Error uploading from file: no Fax address file was uploaded successfully.</b>	No file was selected to upload.	Select a .txt or .csv file with the proper formatting, and try uploading again.
<b>Error uploading from file: Invalid upload file type was selected. Supported file types are: .txt, .csv</b>	A file type extension other than .txt or .csv cannot be uploaded to the address book.	Make sure the file type extension is .txt or .csv, and try uploading the file again.
<b>Error uploading from file: Upload file size is too large. Maximum file size is 200kB.</b>	A file size larger than 200 KB cannot be uploaded to the address book.	Reduce the file size so that it is less than or equal to 200 KB, and try uploading the file again.
<b>Error reading data from file.</b>	You tried to read from an uploaded file, and there was an error.	<ul style="list-style-type: none"> <li>• Make sure the file is not corrupted.</li> <li>• Make sure that if the file is located on a remote server, the connection is still valid during the upload.</li> </ul>
<b>Error retrieving data; please try again</b>	You tried to read from an uploaded file, and there was an error.	<ul style="list-style-type: none"> <li>• Make sure the file is not corrupted.</li> <li>• Make sure that if the file is located on a remote server, the connection is still valid during the upload.</li> </ul>

### 2.1.9.1 Scan to Fax Address Book Configuration Screen Error Messages

This section explains the Scan to Fax Address Book Configuration screen error message, along with a possible cause and remedy. For more information on the remedy, see “Creating a Fax Address Book,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
[x] should contain only numbers	The fax number $x$ contains invalid characters.	Enter only valid fax numbers in the Fax Number field.

### 2.1.9.2 Scan to I-Fax Address Book Configuration Screen Error Messages

This section explains the Scan to I-Fax Address Book Configuration screen error message, along with a possible cause and remedy. For more information on the remedy, see “Creating an I-Fax Address Book,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
[x] should contain only alphanumeric characters, space, period (.), hyphen (-) or underscore (_)	The fax number $x$ contains invalid characters.	Enter only valid fax numbers in the Fax Number field.

## 2.1.10 Scan to RightFax Configuration Screen Error Messages

This section explains the Scan to RightFax Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to RightFax Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Public Username is missing.</b>	The [Public Username] text box is blank.	Enter a valid user name,
<b>Public Password is missing.</b>	The [Public Password] text box is blank.	Enter a valid password.
<b>API URL is missing.</b>	The [API URL] text box is blank.	Enter a valid URL for the RightFax server API.
<b>Default value for ‘Fax Numbers’ can only accept digits (0-9)</b>	The entry for the [Fax Number] text box contains non-numeric characters.	Enter a fax number which consists only of numeric characters.
<b>Default value for ‘Fax Numbers’ field is too long. It cannot exceed 255 characters.</b>	The entry for the [Fax Number] text box contains too many characters. The limit is 255 characters.	Enter a fax number which is less than 255 characters.
<b>‘Fax Number’, ‘Contacts’, and ‘Add More’ are disabled and no default value is specified for ‘Fax Numbers’ field.</b>	The [Contacts], [Fax Number], and [Add More] check boxes are all selected, but there is no entry in the Default Value [Fax Number] field.	Enter a valid fax number in the Default Value [Fax Number] field.
<b>Fax Button Label is too long.</b>	The entry for the [Fax Button Label] field is too long and will not display properly on the device console.	Enter a shorter value for the [Fax Button Label].
<b>Connection failed. Could not connect to RightFax URL: URL provided is not a valid RightFax server.</b>	The [API URL] entry is not a valid URL for RightFax.	Enter a valid RightFax URL.
<b>Connection failed. Could not connect to RightFax URL: [x].</b>	The device could not connect to the [API URL] “x”.	Verify that the URL is a valid RightFax URL. If the URL is valid, the RightFax server may be down.
<b>Connection failed. Public credentials are invalid.</b>	One or both of the values in the [Public Username] and [Public Password] are not valid.	Verify that the user name and password are valid.

## 2.1.10.1 Scan to RightFax Address Book Messages

This section explains the Scan to RightFax Configuration screen error messages that are related to the address book function, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to RightFax Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Incorrect line format; name is required</b>	When uploading a file to the RightFax Address Book, the [Name:] field is blank.	Edit the file so that each line contains a valid [Name:] field.
<b>Incorrect line format; fax number is required</b>	When uploading a file to the RightFax Address Book, the [Fax Number:] field is blank.	Edit the file so that each line contains a valid [Name:] field.
<b>Incorrect line format; too few commas ‘,’</b>	When uploading a file to the RightFax Address Book, one of the lines is not formatted correctly. There should be three commas in each line separating four fields.	Edit the file so that each line contains four fields, each field separated by a single comma.
<b>Incorrect line format; too many commas ‘,’</b>	When uploading a file to the RightFax Address Book, one of the lines is not formatted correctly. There should be three commas in each line separating four fields.	Edit the file so that each line contains four fields, each field separated by a single comma.
<b>Incorrect line format; no commas ‘,’</b>	When uploading a file to the RightFax Address Book, one of the lines is not formatted correctly. There should be three commas in each line separating four fields.	Edit the file so that each line contains four fields, each field separated by a single comma.
<b>Incorrect line format; blank line</b>	When uploading a file to the RightFax Address Book, one of the lines is blank.	Edit the file so that each line contains a [Name:] and [Fax Number:] field at a minimum.

## 2.1.10.2 Scan to RightFax Configuration Screen Status Messages

This section explains the Scan to RightFax Configuration screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Testing API URL ...Connecting to x...</b>	You selected the [Test] check box and clicked [Save] to save the configuration. Authorized Send is testing connection to the server set in the [API URL] text box.
<b>Connection OK.</b>	You selected the [Test] check box and clicked [Save] to save the configuration. Authorized Send tested connection to the server set in the [API URL] text box, and the test was successful.
<b>Saving configuration ...</b>	You clicked [Save] to save the RightFax configuration.
<b>Succeeded.</b>	You clicked [Save] to save the RightFax configuration and the save operation was successful.

## 2.1.11 Scan to Fax2Mail Configuration Screen Error Messages

This section explains the Scan to Fax2Mail Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to Fax2Mail Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Public Username is missing.</b>	The [Public Username] text box is blank.	Enter a valid user name,
<b>Public Password is missing.</b>	The [Public Password] text box is blank.	Enter a valid password.
<b>API URL is missing.</b>	The [API URL] text box is blank.	Enter a valid URL for the Fax2Mail server API.
<b>Default value for ‘Fax Numbers’ can only accept digits (0-9)</b>	The entry for the [Fax Number] text box contains non-numeric characters.	Enter a fax number which consists only of numeric characters.
<b>Default value for ‘Fax Numbers’ field is too long. It cannot exceed 255 characters.</b>	The entry for the [Fax Number] text box contains too many characters. The limit is 255 characters.	Enter a fax number which is less than 255 characters.
<b>‘Fax Number’, ‘Contacts’, and ‘Add More’ are disabled and no default value is specified for ‘Fax Numbers’ field.</b>	The [Contacts], [Fax Number], and [Add More] check boxes are all selected, but there is no entry in the Default Value [Fax Number] field.	Enter a valid fax number in the Default Value [Fax Number] field.
<b>Fax Button Label is too long.</b>	The entry for the [Fax Button Label] field is too long and will not display properly on the device console.	Enter a shorter value for the [Fax Button Label].
<b>Connection failed. Could not connect to Fax2Mail URL: URL provided is not a valid Fax2Mail server.</b>	The [API URL] entry is not a valid URL for Fax2Mail.	Enter a valid Fax2Mail URL.
<b>Connection failed. Could not connect to Fax2Mail URL: [x].</b>	The device could not connect to the [API URL] “x”.	Verify that the URL is a valid Fax2Mail URL. If the URL is valid, the Fax2Mail server may be down.
<b>Connection failed. Public credentials are invalid.</b>	One or both of the values in the [Public Username] and [Public Password] are not valid.	Verify that the user name and password are valid.

## 2.1.11.1 Scan to Fax2Mail Address Book Messages

This section explains the Scan to Fax2Mail Configuration screen error messages that are related to the address book function, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to Fax2Mail Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Incorrect line format; fax number is required</b>	When uploading a file to the Fax2Mail Address Book, the [Fax Number:] field is blank.	Edit the file so that each line contains a valid [Name:] field.
<b>Incorrect line format; too few commas ‘,’</b>	When uploading a file to the Fax2Mail Address Book, one of the lines is not formatted correctly. There should be three commas in each line separating four fields.	Edit the file so that each line contains four fields, each field separated by a single comma.
<b>Incorrect line format; too many commas ‘,’</b>	When uploading a file to the Fax2Mail Address Book, one of the lines is not formatted correctly. There should be three commas in each line separating four fields.	Edit the file so that each line contains four fields, each field separated by a single comma.
<b>Incorrect line format; no commas ‘,’</b>	When uploading a file to the Fax2Mail Address Book, one of the lines is not formatted correctly. There should be three commas in each line separating four fields.	Edit the file so that each line contains four fields, each field separated by a single comma.
<b>Incorrect line format; blank line</b>	When uploading a file to the Fax2Mail Address Book, one of the lines is blank.	Edit the file so that each line contains a [Name:] and [Fax Number:] field at a minimum.

## 2.1.11.2 Scan to Fax2Mail Configuration Screen Status Message

This section explains the Scan to Fax2Mail Configuration screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Testing API URL ...Connecting to x...</b>	You selected the [Test] check box and clicked [Save] to save the configuration. Authorized Send is testing connection to the server set in the [API URL] text box.
<b>Connection OK.</b>	You selected the [Test] check box and clicked [Save] to save the configuration. Authorized Send tested connection to the server set in the [API URL] text box, and the test was successful.
<b>Saving configuration ...</b>	You clicked [Save] to save the Fax2Mail configuration.
<b>Succeeded.</b>	You clicked [Save] to save the Fax2Mail configuration and the save operation was successful.

## 2.1.12 Fax Forwarding Configuration Screen Error Messages

This section lists the possible error messages which may appear during Fax Forwarding configuration on the servlet, the most likely causes for the messages, and the potential remedies. For more information on the remedy actions, see the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>'Forward To' error - Invalid File Path: [X]</b>	The entry for the [File Path] text box is invalid.	Enter a valid file path.
<b>'Forward To' error - Cannot resolve File Server: [X]</b>	<ul style="list-style-type: none"> <li>The entry for the [File Server] text box is invalid.</li> <li>The server specified in the [File Server] text box cannot be accessed.</li> </ul>	<ul style="list-style-type: none"> <li>Enter a valid file server name.</li> <li>Verify file server accessibility with your System Administrator.</li> </ul>
<b>'Forward From' error - Check Advanced Box User Name and Password and try again.</b>	One or both of the Advance Box credentials ([User Name], [Password]) is invalid.	Enter valid Advance Box credentials.
<b>'Forward From' error – Unknown error.</b>	There is an unspecified error in the [Forward From Settings].	Verify all settings and credentials with your System Administrator.
<b>'Forward From' error - Invalid Advanced Box Path: [X]</b>	The entry for the [Advanced Box Path] text box is invalid.	Either enter a valid Advanced Box Path, or create the specified path in Advanced Box.
<b>'Forward From' testing failed. Advanced Box Path has already been used in another Fax Forwarding setting.</b>	The entry for the [Advanced Box Path] is used in another Fax Forwarding Setting.	<ul style="list-style-type: none"> <li>Delete the Fax Forwarding setting with the duplicate Advanced Box pathname.</li> <li>Update the Fax Forwarding setting with the duplicate pathname to use a new pathname.</li> <li>Specify a unique Advanced Box pathname.</li> </ul>
<b>Cannot resolve domain [X].</b>	The entry for the [Domain] is invalid.	Specify a valid domain. If the domain is valid, contact your System Administrator.
<b>FTP for Fax Forwarding has not been enabled or is not running.</b>	A Fax Forwarding setting was created to use FTP, but the Authorized Send FTP server was not enabled.	Enable the FTP server on the main Fax Forwarding page.
<b>FTP Port is in use by another application. Please try a different port or shut down that application.</b>	The specified FTP port is being used by another application.	<ul style="list-style-type: none"> <li>Shut down the application which is using the same port as the FTP server.</li> <li>Specify a different port in the [FTP Server Port] text box.</li> </ul>

Message	Cause	Remedy
<b>Error starting the FTP server for Fax Forwarding. Please try again.</b>	The FTP server could not be started.	Reboot the device.
<b>Error stopping the FTP server for Fax Forwarding. Please try again.</b>	The FTP server could not be stopped.	Reboot the device.
<b>There are already 10 Fax forwarding settings configured. No more Fax forwarding setting can be configured.</b>	There are 10 Fax Forwarding Settings defined and you tried to create another one.	Delete one of the Fax Forwarding Settings.
<b>'Forward From' testing failed. FTP Server Path has already been used in another Fax Forwarding setting.</b>	The entry for the [FTP Server Path] is used in another Fax Forwarding Setting	<ul style="list-style-type: none"> <li>• Delete the Fax Forwarding setting with the duplicate FTP server pathname.</li> <li>• Update the Fax Forwarding setting with the duplicate pathname to use a new pathname.</li> <li>• Specify a unique FTP server pathname.</li> </ul>

## 2.1.13 Scan to Folder Configuration Screen Error Messages

This section explains the Scan to Folder Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to Folder Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Connection Failed. Could not connect to x:42</b>	The connection to the WINS server failed because Authorized Send cannot connect to the WINS server IP, represented by <i>x</i> , and the WINS server port 42.	Check the WINS server IP and try again.
<b>Connection Failed. Could not resolve host name: x.</b>	The connection to the WINS server failed because Authorized Send cannot resolve the WINS server host name, represented by <i>x</i> .	Check the WINS server host name and/or server configuration and try again.
<b>File extension cannot be empty or blank.</b>	The file extension was not entered or consists of all spaces.	Enter a valid extension and try again.
<b>File extension can only consist of alphanumeric characters.</b>	The file extension entered consists of invalid characters.	Enter only alphanumeric characters.
<b>Default value for ‘File Name’ field is too long. It cannot exceed 251 characters.</b>	The default value in the File Name text box exceeds 251 characters.	Make sure the default value in the File Name text box does not exceed 251 characters.
<b>Default value for ‘File Name’ field cannot contain the following characters: ‘x’, ‘y’, ... etc.</b>	The default value in the File Name text box cannot contain the characters represented by <i>x</i> , <i>y</i> , and so on.	Make sure the default value in the File Name text box does not contain the characters represented by <i>x</i> , <i>y</i> , and so on.
<b>Folder Button Label is too long.</b>	The number of characters permitted for the label is restricted by the width of the Scan to Folder icon.	Make sure the number of characters entered for the label does not exceed the width of the Scan to Folder icon.

## 2.1.14 Create/Update Share Name Screen Error Messages

This section explains the Create Share Name and Update Share Name screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating a Preset Share,” and “Editing a Preset Share,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Share Name is missing.</b>	The Share Name text box is blank.	Enter a Share Name.
<b>File Server is missing.</b>	The File Server text box is blank.	Enter the DNS name or IP address to send documents.
<b>File path is missing.</b>	The File Path text box is blank.	Enter the path of the folder to send documents.
<b>Share name <i>x</i> is reserved. Please choose another one.</b>	The share name, represented by <i>x</i> , can be one of the following reserved names: <ul style="list-style-type: none"> <li>• “-Select Share-”</li> <li>• “Home Directory (if exists)”</li> </ul>	Enter a Share Name other than a name that is already on the list of reserved names.
<b>Share name <i>x</i> exists. Please choose another one.</b>	The share name, represented by <i>x</i> , already exists.	Enter a Share Name that does not already exist.
<b>Connection Failed. Could not connect to <i>x:y</i></b>	The connection to the file server failed because Authorized Send cannot connect to the file server IP, represented by <i>x</i> , and the file server port, represented by <i>y</i> (139 or 445).	Check the file server IP and try again.
<b>Connection Failed. Could not resolve host name: <i>x</i>.</b>	The connection to the file server failed because Authorized Send cannot resolve the file server host name, represented by <i>x</i> .	Check the file server host name and/or server configuration and try again.

## 2.1.15 Scan to FTP Configuration Screen Error Messages

This section explains the Scan to FTP Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to FTP Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>File extension cannot be empty or blank.</b>	The file extension was not entered or consists of all spaces.	Enter a valid extension and try again.
<b>File extension can only consist of alphanumeric characters.</b>	The file extension entered consists of invalid characters.	Enter only alphanumeric characters.
<b>FTP Button Label is too long.</b>	The number of characters permitted for the label is restricted by the width of the Scan to FTP icon.	Make sure the number of characters entered for the label does not exceed the width of the Scan to FTP icon.
<b>Default value for ‘File Name’ field is too long. It cannot exceed 251 characters.</b>	The default value in the File Name text box exceeds 251 characters.	Make sure the default value in the File Name text box does not exceed 251 characters.
<b>Default value for ‘File Name’ field cannot contain the following characters: ‘x’, ‘y’, ... etc.</b>	The default value in the File Name text box cannot contain the characters, represented by x, y, and so on.	Make sure the default value in the File Name text box does not contain the characters represented by x, y, and so on.

## 2.1.16 Create/Update FTP Server Screen Error Messages

This section explains the Create FTP Server and Update FTP Server screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating an FTP Preset Server,” and “Editing an FTP Preset Server,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Server Name is missing.</b>	The Server Name text box is blank.	Enter a Server Name.
<b>Server is missing.</b>	The Server text box is blank.	Enter an FTP server.
<b>Port is missing.</b>	The Port text box is blank.	Enter the numeric value for the connecting port number of the FTP server.
<b>Port cannot be zero.</b>	Zero is entered in the Port text box.	Enter a numeric value greater than zero for the FTP server port.
<b>Port has to be a positive number.</b>	A negative number is entered in the Port text box.	Enter a numeric value greater than zero for the FTP server port.
<b>Port has to be a number.</b>	A non-numeric value is entered in the Port text box, or the Port text box is blank.	Enter the numeric value for the connecting Port number of the FTP server.

Message	Cause	Remedy
<b>Server name ‘-Select FTP Server-’ is reserved. Please choose another one.</b>	‘Select FTP Server’ was selected as a server name.	Enter a server name other than ‘Select FTP Server’.
<b>Share name x exists. Please choose another one.</b>	The server name, represented by x, already exists.	Enter a server name that does not already exist.
<b>Testing failed. Authentication to FTP server failed.</b>	The user name or password entered is incorrect.	Enter the correct user name or password.
<b>Testing failed. Could not resolve host name: x.</b>	The connection to the FTP server failed because Authorized Send cannot resolve the FTP server host name, represented by x.	Check the FTP server host name and/or server configuration and try again.
<b>Testing failed. Could not connect to x:y Error: Connection refused.</b>	The connection to the file server failed because Authorized Send cannot connect to the FTP server address, represented by x, and the FTP server port, represented by y.	Check that the FTP server is configured with the port properly, and is accepting the connection.
<b>Error: x does not exist.</b>	A preset FTP server represented by x, which does not exist, is trying to be deleted.	<ul style="list-style-type: none"> <li>• Refresh the browser and try again.</li> <li>• Check the log file if this error persists.</li> </ul>

## 2.1.17 Scan to SharePoint Configuration Screen Error Messages

This section explains the Scan to SharePoint Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to SharePoint Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>SharePoint Button Label is too long.</b>	The number of characters permitted for the label is restricted by the width of the Scan to SharePoint icon.	Make sure the number of characters entered for the label does not exceed the width of the Scan to SharePoint icon.
<b>Proxy Server Address is missing.</b>	The Proxy Server Address text box is blank.	Enter the Proxy Server Address.
<b>Proxy Server Port cannot be zero.</b>	The [Configure Proxy Server] check box is selected, and zero is entered in the Proxy Server Port text box.	Enter a numeric value greater than zero for the Proxy Server Port.
<b>Proxy Server Port has to be a positive number.</b>	The [Configure Proxy Server] check box is selected, and a negative number is entered in the Proxy Server Port text box.	Enter a numeric value greater than zero for the Proxy Server Port text box.

Message	Cause	Remedy
<b>Proxy Server Port has to be a number.</b>	The [Configure Proxy Server] check box is selected, and a non-numeric value is entered in the Proxy Server Port text box, or the Proxy Server Port text box is blank.	Enter the numeric value for the connecting Port number of the proxy server.
<b>Proxy Username is missing.</b>	The [Configure Proxy Server] check box is selected, and the Proxy User Name text box is blank.	Enter a valid User Name.
<b>Proxy Password is missing.</b>	The [Configure Proxy Server] check box is selected, and the Proxy Password text box is blank.	Enter a valid Password.
<b>Default value for 'File Name' field is too long. It cannot exceed 251 characters.</b>	The default value in the File Name text box exceeds 251 characters.	Make sure the default value in the File Name text box does not exceed 251 characters.
<b>Default value for 'File Name' field cannot contain the following characters: 'x','y', ... etc.</b>	The default value in the File Name text box cannot contain the characters represented by x, y, and so on.	Make sure the default value in the File Name text box does not contain the characters represented by x, y, and so on.
<b>Testing failed. Incorrect Proxy Server parameter(s). Try again with correct proxy server address, port, user name and password.</b>	One or more of the following parameters are incorrect: the Proxy Server Address, Proxy Server Port, Proxy User Name, or Proxy Password.	Verify that the Proxy Server Address, Proxy Server Port, Proxy User Name, and Proxy Password are correct, and try again.
<b>Connection failed. Could not connect to x:y Error: z</b>	The connection to the file server failed because Authorized Send cannot connect to the proxy server IP address, represented by x, and the proxy server port, represented by y.	Resolve the error message, represented by z.

## 2.1.18 Create/Update Preset SharePoint Screen Error Messages

This section explains the Create Preset SharePoint and Update Preset SharePoint screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating a Preset SharePoint,” and “Editing a Preset SharePoint,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>SharePoint Name is missing.</b>	The Preset Name text box is blank.	Enter a SharePoint Preset Name.
<b>SharePoint Server URL is missing or invalid.</b>	The Server URL text box is blank or invalid.	Enter a SharePoint Server URL.
<b>SharePoint Library name is missing.</b>	The Library Name text box is blank.	Enter a SharePoint Library Name.
<b>User Name is missing.</b>	The [Use Login Credential] check box is selected, and the User Name text box is blank.	Enter a valid user name.
<b>Password is missing.</b>	The [Use Login Credential] check box is selected, and the Password text box is blank.	Enter a valid password of the user account being used.
<b>Testing failed. SharePoint server is invalid.</b>	The SharePoint Preset Name entered is invalid.	Enter a SharePoint Preset Name that can be resolved on the MEAP device.
<b>SharePoint name x exists. Please choose another one.</b>	The pre-existing SharePoint Preset Name, represented by x, already exists.	Enter a SharePoint Preset Name that does not already exist.
<b>Testing failed. SharePoint site path is invalid.</b>	The Site Path name entered is invalid.	Enter a valid site path name in the [Site Path] text box.
<b>Testing failed. SharePoint library is invalid.</b>	The Library Name entered is invalid.	Enter a valid library name in the [Library Name] text box.
<b>Testing failed. SharePoint folder path is invalid.</b>	The Folder Path entered is invalid.	Enter a valid folder path in the [Folder Path] text box.
<b>Testing failed. SharePoint server authentication failed.</b>	The user login credentials entered are invalid for the SharePoint server.	Enter valid user login credentials for the SharePoint server.
<b>Error: x does not exist.</b>	A preset SharePoint server ID represented by x, which does not exist, is trying to be deleted.	<ul style="list-style-type: none"> <li>• Refresh the browser and try again.</li> <li>• Check the log file if this error persists.</li> </ul>
<b>Testing failed. Error saving preset SharePoints. Please check log.</b>	There was a problem saving the SharePoint configuration.	Contact your System Administrator to check the error log.

## 2.1.19 Scan to Box Configuration Screen Error Messages

This section explains the Scan to Box Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to Box Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Box Button Label is too long.</b>	The entry for the [Box Button Label] field is too long and will not display properly on the device console.	Enter a shorter value for the [Box Button Label].
<b>Days value for Box refresh token revocation period should be between 0 and 365 days.</b>	The [Revocation of Token After...] text box is numerical but is not in the 0-365 range.	Set the [Revocation...] value to a number from 0 to 365.
<b>Days value for Box refresh token revocation period is not numerical.</b>	The [Revocation of Token After...] text box is non-numerical. It must be a numerical value from 0-365.	Set the [Revocation...] value to a number from 0 to 365.

### 2.1.19.1 Scan to Box Configuration Screen Status Message

This section explains the Scan to Box Configuration screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Purging of access tokens is successful.</b>	You clicked [Purge] to delete all Box access tokens, and the purge operation successfully completed.
<b>Saving configuration ...</b>	You clicked [Save] to save the Box configuration.
<b>Succeeded.</b>	You clicked [Save] to save the Box configuration and the save operation was successful.

## 2.1.20 Create/Update Preset Box File Path Configuration Screen Error Messages

This section explains the Create Preset Box File Path and Update Preset Box File Path screen error messages, along with possible causes and remedies. For more information on the remedies, see the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Preset Name is missing.</b>	The [Preset Name] text box is blank.	Enter a preset name.
<b>File Path is missing.</b>	The [File Path] text box is blank.	Enter a file path.
<b>User Name is missing.</b>	If the [Use Login Credentials] check box is unselected, the [User Name] text box is blank.	Enter a valid Box user name.
<b>Domain is missing.</b>	If the [Use Login Credentials] check box is unselected, the [Domain] text box is blank.	Enter a valid domain.
<b>Preset name {0} exists. Please choose another one.</b>	The name in the [Preset Name] text box has already been used as a preset Box file path.	Enter a preset name which has not already been used.
<b>Please register the user with Box for this device.</b>	The current user does not have a Box authentication token on the device.	Log in to Authorized Send as the user, and log in to Box as the user to create and save the token.
<b>Invalid Box Path.</b>	The path set in the [File Path] text box is not valid in the Box account.	Enter a file path that exists on the user's Box account.

### 2.1.20.1 Create/Update Preset Box File Path Configuration Screen Status Message

This section explains the Create/Update Preset Box File Path Configuration screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Testing Box Path...</b>	You clicked [Save] or [Update] and Authorized Send is verifying that the path entered in the [File Path] text Box is valid.

## 2.1.21 Scan to Google Drive Configuration Screen Error Messages

This section explains the Scan to Google Drive Configuration screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Scan to Google Drive Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Google Drive Button Label is too long.</b>	The entry for the [Google Drive Button Label] field is too long and will not display properly on the device console.	Enter a shorter value for the [Google Drive Button Label].
<b>Days value for Google Drive refresh token revocation period should be between 0 and 365 days.</b>	The [Revocation of Token After...] text box is numerical but is not in the 0-365 range.	Set the [Revocation...] value to a number from 0 to 365.
<b>Days value for Google Drive refresh token revocation period is not numerical.</b>	The [Revocation of Token After...] text box is non-numerical. It must be a numerical value from 0-365.	Set the [Revocation...] value to a number from 0 to 365.

### 2.1.21.1 Scan to Google Drive Configuration Screen Status Message

This section explains the Scan to Google Drive Configuration screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Purging of access tokens is successful.</b>	You clicked [Purge] to delete all Google Drive access tokens, and the purge operation successfully completed.
<b>Saving configuration ...</b>	You clicked [Save] to save the Google Drive configuration.
<b>Succeeded.</b>	You clicked [Save] to save the Google Drive configuration and the save operation was successful.

## 2.1.22 Create/Update Preset Google Drive File Path Configuration Screen Error Messages

This section explains the Create Preset Google Drive File Path and Update Preset Google Drive File Path screen error messages, along with possible causes and remedies. For more information on the remedies, see the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Preset Name is missing.</b>	The [Preset Name] text box is blank.	Enter a preset name.
<b>File Path is missing.</b>	The [File Path] text box is blank.	Enter a file path.
<b>User Name is missing.</b>	If the [Use Login Credentials] check box is unselected, the [User Name] text box is blank.	Enter a valid Google Drive user name.
<b>Domain is missing.</b>	If the [Use Login Credentials] check box is unselected, the [Domain] text box is blank.	Enter a valid domain.
<b>Preset name {0} exists. Please choose another one.</b>	The name in the [Preset Name] text box has already been used as a preset Google Drive file path.	Enter a preset name which has not already been used.
<b>Please register the user with Google Drive for this device.</b>	The current user does not have a Google Drive authentication token on the device.	Log in to Authorized Send as the user, and log in to Google Drive as the user to create and save the token.
<b>Invalid Google Drive Path.</b>	The path set in the [File Path] text box is not valid in the Google Drive account.	Enter a file path that exists on the user's Google Drive account.

### 2.1.22.1 Create/Update Preset Google Drive File Path Configuration Screen Status Message

This section explains the Create/Update Preset Google Drive File Path Configuration screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Testing Google Drive Path...</b>	You clicked [Save] or [Update] and Authorized Send is verifying that the path entered in the [File Path] text Google Drive is valid.

## 2.1.23 Scan to Multi-Destinations Configuration Screen Error Message

This section explains the Scan to Multi-Destinations Configuration screen error message, along with a possible cause and remedy. For more information on the remedy, see “Configuring the Scan to Multi-Destinations,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Multi-Destinations Button Label is too long.</b>	The number of characters permitted for the label is restricted by the width of the Scan to Multi-Destinations icon.	Make sure the number of characters entered for the label does not exceed the width of the Scan to Multi-Destinations icon.

## 2.1.24 One-Touch Buttons Configuration Screen Error Message

This section explains the One-Touch Buttons Configuration screen error message, along with a possible cause and remedy. For more information on the remedy, see “Configuring the One-Touch Buttons Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>One-Touch Button Label is too long.</b>	The number of characters permitted for the label is restricted by the width of the Scan to One-Touch Buttons icon.	Make sure the number of characters entered for the label does not exceed the width of the Scan to One-Touch Buttons icon.
<b>Default value for ‘File Name’ field is too long. It cannot exceed 251 characters.</b>	The default value in the File Name text box exceeds 251 characters.	Make sure the default value in the File Name text box does not exceed 251 characters.
<b>Default value for ‘File Name’ field cannot contain the following characters: ‘x’, ‘y’, ... etc.</b>	The default value in the File Name text box cannot contain the characters represented by x, y, and so on.	Make sure the default value in the File Name text box does not contain the characters represented by x, y, and so on.
<b>Disclaimer information cannot be empty.</b>	The [Enable E-Mail Disclaimer] check box is selected but the [E-Mail Disclaimer] text box is empty.	Enter text in the [E-Mail Disclaimer] text box, or de-select the [Enable E-Mail Disclaimer] check box..
<b>Disclaimer information is too long. It cannot exceed 5000 characters.</b>	The text entered in the [E-Mail Disclaimer] text box exceeds the 5000 character limit.	Reduce the size of the message set in the [E-Mail Disclaimer] text box.

## 2.1.24.1 One-Touch Buttons Configuration Screen Status Message

This section explains the One-Touch Buttons Configuration screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Purging finished: 1 account purged.</b>	You clicked on [Purge] in the Purge Personal Buttons section. All personal buttons for the one account which had them were deleted.
<b>Purging finished: [x] accounts purged.</b>	You clicked on [Purge] in the Purge Personal Buttons section. All personal buttons for <i>x</i> number of accounts which had them were deleted.

## 2.1.25 Create/Update Server Profile Screen Error Messages

This section explains the Create Server Profile and Update Server Profile screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating a Server Profile,” and “Editing a Server Profile,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Cannot delete server profile [x]. It is used by the following button definition: Button [y]-&gt;Destination [z] etc.</b>	You are trying to delete a server profile that is currently being used by a defined button.	Delete the button definition first, before deleting the server profile.
<b>Profile Name cannot be empty.</b>	The Profile Name text box is blank.	Enter a Profile Name.
<b>Authentication Host is missing.</b>	The Host text box is blank.	Enter a host.
<b>Authentication Hostname is missing.</b>	The Profile Type is ‘Windows Domain’, the Authentication Method is ‘Kerberos’, and the Hostname text box is blank.	Enter a host name.
<b>Search Root cannot be empty. Domain Name is missing.</b>	The Profile Type is ‘Windows Domain’ and the Domain Name text box is blank.	Enter a search root.
<b>Failed. Duplicated server profile: a server profile with name [x] already exists.</b>	The server profile name you are trying to save, represented by x, already exists.	Rename the current server profile with a name that does not already exist.
<b>FTP Server is missing.</b>	The Profile Type is ‘FTP’ and the FTP Server text box is blank.	Enter an FTP server.
<b>FTP Server Port is missing.</b>	The Profile Type is ‘FTP’ and the Port text box is blank.	Enter a Port number.
<b>FTP Server Port cannot be zero.</b>	The Profile Type is ‘FTP’ and the Port value was entered as a zero.	Enter a positive number for the Port.
<b>FTP Server Port has to be a positive number.</b>	The Profile Type is ‘FTP’ and the Port value was entered as a negative number.	Enter a positive number for the Port.
<b>FTP Server Port has to be a number.</b>	The Profile Type is ‘FTP’ and the Port value was not entered as a number.	Enter a numerical value for the Port.
<b>FTP Server Port cannot be greater than 65535.</b>	The Profile Type is ‘FTP’ and the Port value is greater than the highest allowable port number.	Enter a valid port number for the Port.
<b>Authentication failed. One or more parameters is null or username is empty string.</b>	The Profile Type is ‘Windows Domain’, the Authentication Method is ‘NTLM’, and the User Name text box is blank.	Enter a User Name.

Message	Cause	Remedy
<b>Authentication failed. Username or domain cannot be an empty string.</b>	The Profile Type is 'Windows Domain', the Authentication Method is 'Kerberos', and the User Name text box is blank.	Enter a User Name and Domain Name. The User Name and Domain Name text boxes cannot be blank.
<b>Authentication failed. Check User Name and Password and try again.</b>	The User Name or Password entered is not correct.	Enter the correct User Name and Password.
<b>Authentication failed. Unable to connect to KDC at domain (x).</b>	The host of the Server Profile (where the domain name is represented by x) is nonresponsive for the domain, and the Authentication Method is 'Kerberos'.	Verify that the host used in the Server Profile of domain x has been entered correctly, and is up and running.
<b>Connection failed. Could not resolve host name: x.</b>	The connection to the FTP server failed because Authorized Send cannot resolve the FTP server host name, represented by x.	Check the FTP server host name and/or server configuration and try again.
<b>Connection failed. Could not connect to x:y Error: Connection refused.</b>	The connection to the file server failed because Authorized Send cannot connect to the FTP server address, represented by x, and the FTP server port, represented by y.	Check that the FTP server is configured with the port properly, and is accepting the connection.
<b>Connection failed. Could not connect to x:y Error: No route to host.</b>	The connection to the file server failed because Authorized Send cannot connect to the FTP server address, represented by x, and the FTP server port, represented by y.	Check whether the Host text box entry is correct.

## 2.1.26 Create/Update Scan Setting Profile Screen Error Messages

This section explains the Create Scan Setting Profile and Update Scan Setting Profile screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating a Scan Setting Profile,” and “Editing a Scan Setting Profile,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Maximum scan setting profiles have been created. To create a new scan setting profile, you have to delete the old ones first.</b>	There are 11 scan setting profiles (including the default) created, the maximum allowed. The [Add] button is greyed out and inoperable.	If you do not need to add any more profiles, no action is required.  If you need to add more profiles, delete one or more existing profiles.
<b>Cannot delete scan setting profile [x]. It is used by the following button definition: [y]</b>	You are trying to delete a scan setting profile that is currently being used by a defined button.	Delete the button definition first, before deleting the scan setting profile.
<b>Cannot delete scan setting profile [x]. It is used by the following definitions(s): [y]</b>	You are trying to delete a scan setting profile that is currently being used by another definition.	Change the selected scan setting profile in the listed definition(s) before deleting the scan setting profile.
<b>Profile Name cannot be empty.</b>	The Profile Name text box is blank.	Enter a Profile Name.
<b>Failed. Duplicated scan setting profile: a scan setting profile with name [x] already exists.</b>	The scan setting profile name you are trying to save, represented by x, already exists.	Rename the current scan setting profile with a different name.
<b>Error in deleting scan profile [x].</b>	The profile could not be deleted due to an internal error.	Check the device’s Authorized Send log.
<b>No scan setting profile to be deleted.</b>	The selected profile could not be deleted due to an internal error.	Check the device’s Authorized Send log.
<b>File Type is invalid: [x]</b>	You selected a file type which is not supported on your device.	Select a file type which your device supports.
<b>Paper Size is invalid: [x]</b>	You selected a paper size which is not supported on your device.	Select a paper size which your device supports.
<b>Image Mode is invalid: [x]</b>	You selected an image mode which is not supported on your device.	Select an image mode which your device supports.
<b>Resolution is invalid: [x]</b>	You selected a resolution which is not supported on your device.	Select a resolution which your device supports.
<b>Color Mode is invalid: [x]</b>	You selected a color mode which is not supported on your device.	Select a color mode which your device supports.

Message	Cause	Remedy
<b>Brightness is invalid: [x]</b>	You selected a brightness level which is not supported on your device.	Select a brightness level which your device supports.
<b>Sided is invalid: [x]</b>	You selected a simplex/duplex setting which is not supported on your device.	Select a simplex/duplex setting which your device supports.
<b>Scan Settings Validation Failed: [x]</b>	You selected a scan setting which is not supported on your device.	Verify all selected scan settings can be supported by your device.

## 2.1.27 Customize Paper Sizes Screen Error Messages

This section explains the Customize Paper Sizes screen error messages, along with the possible causes and remedies. For more information on the remedies, see “Customizing Display Paper Sizes” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>At least one scanning profile is configured with a paper size that has just been deleted. Please reconfigure the scanning profiles before removing the paper size(s).</b>	You attempted to disable a paper size (by un-selecting the [Enable] check box) which is still being used in a scan setting profile.	Edit the scan setting profile(s) to remove the paper size.

## 2.1.28 Create/Update Shared Button Definition Screen Error Messages

This section explains the Create Shared Button Definition and Update Shared Button Definition screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating a Button Definition,” and “Editing a Button Definition,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Button Name cannot be empty.</b>	The Button Name text box is blank.	Enter a Button Name.
<b>Button Name is too long.</b>	The number of characters permitted for the button name is restricted by the width of the button icon on the device’s display.	Make sure the number of characters entered for the label does not exceed the width of the button icon on the device’s display.
<b>File Name Prefix is too long. It cannot exceed 50 characters.</b>	The File Name Prefix text box exceeds 50 characters.	Make sure the File Name Prefix does not exceed 50 characters.
<b>File Name Suffix is too long. It cannot exceed 50 characters.</b>	The File Name Suffix text box exceeds 50 characters.	Make sure the File Name Suffix does not exceed 50 characters.
<b>At least one destination should be defined.</b>	No destinations have been defined.	Define at least one destination.
<b>Field x Label cannot be empty.</b>	The Field x label text box, where x is the field type number, under Customized Metadata Index Fields (when Metadata Settings are enabled) is blank.	Enter valid data in the Field x label text box.
<b>Field x Label cannot exceed 30 characters.</b>	The Field x label text box, where x is the field type number, under Customized Metadata Index Fields (when Metadata Settings are enabled) exceeds 30 characters.	Make sure the Field x label text box does not exceed 30 characters.
<b>Field x Selection Values cannot be empty.</b>	The Field x label drop-down list or list box, where x is the field type number, under Customized Metadata Index Fields (when Metadata Settings are enabled) is blank.	Make sure the Field x label drop-down list or list box contains valid selection values.
<b>Number of List type fields cannot exceed 3.</b>	The number of List field types exceeds three, under Customized Metadata Index Fields (when Metadata Settings are enabled).	Make sure at least one of the field types is a type other than ‘List’.
<b>No valid destination is defined.</b>	No valid destinations have been defined.	Define at least one valid destination.
<b>Destination Name ‘x’ exists. Please choose another one.</b>	The Destination Name, represented by x, already exists.	Enter a Destination Name that does not already exist.

<b>Message</b>	<b>Cause</b>	<b>Remedy</b>
<b>Destination Name is too long. It cannot exceed 40 characters.</b>	The Destination Name exceeds 40 characters.	Make sure the Destination Name does not exceed 40 characters.
<b>Destination Name cannot be empty.</b>	The Destination Name text box is blank.	Enter a valid Destination Name.
<b>To field entry is too long. It cannot exceed 255 characters.</b>	The Destination Type is 'E-Mail', and there are more than 255 characters entered in the To text box.	Make sure the To text box does not exceed 255 characters.
<b>Subject field entry is too long. It cannot exceed 255 characters.</b>	The Destination Type is 'E-Mail', and there are more than 255 characters entered in the Subject text box.	Make sure the Subject text box does not exceed 255 characters.
<b>Body field entry is too long. It cannot exceed 255 characters.</b>	The Destination Type is 'E-Mail', and there are more than 255 characters entered in the Body text box.	Make sure the Body text box does not exceed 255 characters.
<b>Fax Numbers field entry is too long. It cannot exceed 255 characters.</b>	The Destination Type is 'FAX' or 'I-FAX', and there are more than 255 characters entered in the Fax Numbers text box.	Make sure the Fax Numbers text box does not exceed 255 characters.
<b>File Server cannot be empty.</b>	The Destination Type is 'Share Folder', and the File Server text box is blank.	Enter valid data in the File Server text box.
<b>File Path cannot be empty.</b>	The Destination Type is 'Share Folder', and the File Path text box is blank.	Enter valid data in the File Path text box.
<b>Local User Name cannot be empty.</b>	The Destination Type is 'Share Folder', and the Authentication selected is 'Use Local Credentials', but the Local User Name text box is blank.	Enter valid data in the Local User Name text box.
<b>Local Password cannot be empty.</b>	The Destination Type is 'Share Folder', and the Authentication selected is 'Use Local Credentials', but the Local Password text box is blank.	Enter valid data in the Local Password text box.
<b>SMB Server Profile cannot be empty.</b>	The Destination Type is 'Share Folder', and the Authentication selected is 'Use Server Profile', but the user has not defined a Windows Domain type server profile.	Define a valid SMB server profile.
<b>FTP Server Profile cannot be empty.</b>	The Destination Type is 'FTP Server', but the user has not defined an FTP type server profile.	Define a valid FTP server profile.
<b>SharePoint Server URL cannot be empty.</b>	The Server URL text box is blank.	Enter a valid SharePoint server URL.

Message	Cause	Remedy
<b>SharePoint Library Name cannot be empty.</b>	The Library Name text box is blank.	Enter a valid SharePoint library name for the SharePoint server URL.
<b>Testing failed.</b>	The Authentication selected is other than 'Use User Login Credentials', and testing has failed. This message is usually followed by more details listing the causes of the failure.	Resolve the causes of the failure.
<b>Unknown host: x</b>	The Destination Type is 'Share Folder', and the File Server text box entry, represented by x, cannot be resolved.	Enter a valid host.
<b>IO failed</b>	The Destination Type is 'Share Folder', and the File Server text box contains an invalid file server.	Enter a valid File Server.
<b>Share 'x' does not exist.</b>	The Destination Type is 'Share Folder', and the File Path text box entry, represented by x, is invalid.	Enter a valid File Path.
<b>Logon failure: unknown user name or bad password.</b>	The Destination Type is 'Share Folder', and the Authentication selected is 'Use Local Credentials', but the Local User Name or Local Password provided is invalid.	Enter a valid User Name and Password.
<b>SharePoint server is invalid.</b>	The Destination Type is 'Share Point', and the Server URL text box entry is invalid.	Enter a valid SharePoint server.
<b>SharePoint site path is invalid.</b>	The Destination Type is 'Share Point', and the Site Path text box entry is invalid.	Enter a valid SharePoint site path.
<b>SharePoint library is invalid.</b>	The Destination Type is 'Share Point', and the Library Name text box entry is invalid.	Enter a valid library name for the SharePoint server and site path.
<b>SharePoint folder path is invalid.</b>	The Destination Type is 'Share Point', and the Folder Path text box entry is invalid.	Enter a valid Folder Path.
<b>Property 'x' value error: Number input value is greater than maximum [y] allowed.</b>	The value of the property name with the error, represented by x, is greater than the maximum value allowed for that property, represented by y.	Enter a value for x that is less than the value for y.
<b>Property 'x' value error: Number input value is less than minimum [y] allowed.</b>	The value of the property name with the error, represented by x, is less than the minimum value allowed for that property, represented by y.	Enter a value for x that is greater than the value for y.

Message	Cause	Remedy
<b>x not defined in the library</b>	The Destination Type is 'Share Point', and the File Properties text box contains an invalid name, represented by x.	Click on the "click for help" hyperlink for the correct spelling of the property name.
<b>File Name Prefix cannot contain the following characters: x, y, ... etc.</b>	The File Name Prefix text box cannot contain the characters represented by x, y, and so on.	Make sure the File Name Prefix text box does not contain the characters represented by x, y, and so on, and try to save the configuration again.
<b>File Name Suffix cannot contain the following characters: x, y ... etc.</b>	The File Name Suffix text box cannot contain the characters represented by x, y, and so on.	Make sure the File Name Suffix text box does not contain the characters represented by x, y, and so on, and try to save the configuration again.
<b>Testing destination 'x'.... Testing failed. One or more parameters is null or username is empty string.</b>	The Profile Type of the Server Profile being used (where the destination name is represented by x) is 'Windows Domain', the Authentication Method is 'NTLM', and the User Name text box is blank.	Enter a valid User Name for the Server Profile used in destination x.
<b>Testing destination 'x'.... Testing failed. Username or domain cannot be an empty string.</b>	The Profile Type of the Server Profile being used (where the destination name is represented by x) is 'Windows Domain', the Authentication Method is 'Kerberos', and its User Name or Domain Name text box is blank.	Enter a valid User Name or Domain Name for the Server Profile used in destination x.
<b>Testing destination 'x'.... Testing failed. Check User Name and Password and try again.</b>	The Profile Type of the Server Profile being used (where the destination name is represented by x and the domain name is represented by y) has the user name or password entered incorrectly.	Enter a valid User Name or Domain Name for the Server Profile used in destination x.
<b>Testing destination 'x'.... Testing failed. Unable to connect to KDC at domain (y).</b>	The Profile Type of the Server Profile being used (where the destination name is represented by x, and the domain name is represented by y) is configured with a nonresponsive host for the domain, and the Authentication Method is 'Kerberos'.	Verify that the host used in the Server Profile of destination x has been entered correctly, and is up and running.

## 2.1.29 Create/Update File Name Template Screen Error Messages

This section explains the Create/Update File Name Template screen error messages, along with possible causes and remedies. For more information on the remedies, see the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>The value of {x} cannot be blank or zero</b>	The [Batch Scanning Separator] pull-down list is set to “Every (x) pages” and the value in the [x=] text box is either missing or is zero. The value must be a positive integer.	Enter a valid value in the [x=] field.
<b>The value of {x} cannot be negative.</b>	The [Batch Scanning Separator] pull-down list is set to “Every (x) pages” and the value in the [x=] text box is a negative number. The value must be a positive integer.	Enter a valid value in the [x=] field.
<b>The value of {x} has to be numerical.</b>	The [Batch Scanning Separator] pull-down list is set to “Every (x) pages” and the value in the [x=] text box is non-numerical. The value must be a positive integer.	Enter a valid value in the [x=] field.

## 2.1.30 Send File Name Screen Error Messages

This section explains the Send File Name screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the File Name,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>File Name Template cannot be empty.</b>	The File Name Template text box is blank.	Enter a valid File Name, and save the configuration again.
<b>Default value for the ‘File Name’ field cannot contain the following characters: ‘x’, ‘y’, ... etc.</b>	The File Name Template text box cannot contain the characters represented by x, y, and so on.	Make sure the File Name Template text box does not contain the characters represented by x, y, and so on, and try to save the configuration again.
<b>Field x Label cannot be empty.</b>	The Field x Label text box, where x can be 1, 2, 3, or 4, cannot be blank.	Enter valid data for the Field x Label text box.
<b>Field x Label cannot exceed 60 characters.</b>	The Field x Label text box, where x can be 1, 2, 3, or 4, cannot exceed 60 characters.	Make sure the Field x Label text box does not exceed 60 characters.
<b>Field x Selection Values cannot be empty.</b>	The Field x Label text box, where x can be 1, 2, 3, or 4, cannot be blank.	Enter valid data for the Field x Label text box.
<b>Number of Field x Selection Values (values separated by comma) cannot exceed 20.</b>	The Field x Label text box, where x can be 1, 2, 3, or 4, cannot exceed 20 selection values (values separated by commas).	Make sure the Field x Label text box does not exceed 20 selection values.
<b>Field x individual selection value (values separated by comma) cannot exceed 251 characters.</b>	The Field x Label text box, where x can be 1, 2, 3, or 4, cannot exceed 251 characters per individual selection value (values separated by commas).	Make sure the Field x Label text box does not exceed 251 characters per selection value.
<b>Field x individual selection value (values separated by comma) cannot contain the following characters: a, b, c, ... etc.</b>	The Field x Label text box, where x can be 1, 2, 3, or 4, cannot contain the characters represented by a, b, c, and so on (‘ ’, ‘ ’, ‘-’, ‘=’, ‘!’, ‘@’, ‘\$’, ‘^’, ‘(’, ‘)’, ‘_’, and ‘+’) per individual selection value (values separated by commas).	Make sure the Field x Label text box does not contain invalid characters per selection value (‘ ’, ‘ ’, ‘-’, ‘=’, ‘!’, ‘@’, ‘\$’, ‘^’, ‘(’, ‘)’, ‘_’, and ‘+’).
<b>Only defined variables can contain ‘{’ or ‘}’ in File Name Template.</b>	The File Name Template text box contains an invalid value.	Enter only variables selected from Append drop-down list for the File Name Template text box.
<b>File Name Template contains only customized textbox fields; at least one field must be required.</b>	The File Name Template text box contains only \${FIELD1}, \${FIELD2}, \${FIELD3} and/or \${FIELD4}, and they are of the text box type, but none of the fields is required.	Select the [Required if Included in File Name] check box for at least one of the text box fields.

## 2.1.31 Metadata Index Screen Error Messages

This section explains the Metadata Index screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Metadata Index Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Failed. x</b>	The reason for the failure is represented by x.	Check the device’s Authorized Send log, and follow the suggestions to fix the error.
<b>Number of Field x Selection Values (values separated by comma) cannot exceed 20.</b>	The Field x Label text box, where x can be 1, 2, 3, or 4, cannot exceed 20 selection values (values separated by commas).	Make sure the Field x Label text box does not exceed 20 selection values.
<b>Field x individual selection value (values separated by comma) cannot exceed 255 characters.</b>	The Field x Label text box, where x can be 1, 2, 3, or 4, cannot exceed 255 characters per individual selection value (values separated by commas).	Make sure the Field x Label text box does not exceed 255 characters per selection value.

## 2.1.32 Create/Update Metadata XML File Template Screen Error Messages

This section explains the Create Metadata XML File Template and Update Metadata XML File Template screen error messages, along with possible causes and remedies. For more information on the remedies, see “Creating a Metadata XML File Template,” and “Editing a Metadata XML File Template,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Template name “Default” is reserved. Please choose another one.</b>	The Template Name <Default> already exists.	Enter a Template Name that does not already exist.
<b>Template name “y” exists. Please choose another one.</b>	The Template Name, represented by y, already exists.	Enter a Template Name that does not already exist.
<b>Saving configuration failed. x</b>	You attempted to save the template and the error message, represented by x, was generated.	Resolve the causes of the error message.
<b>Testing failed. x</b>	You attempted to test the template and the error message, represented by x, was generated.	Resolve the causes of the error message.
<b>Template with ID x does not exist.</b>	The template with the ID, represented by x, does not exist.	Check the device’s Authorized Send log.

Message	Cause	Remedy
<p><b>x is missing.</b></p>	<p>Where x represents any one of the following:</p> <ul style="list-style-type: none"> <li>• Template Name</li> <li>• XML File Template</li> <li>• Date Format</li> <li>• Value for Full Color</li> <li>• Value for Auto Color</li> <li>• Value for Black Color</li> <li>• Value for Simplex (1 Sided)</li> <li>• Value for Duplex (2 Sided)</li> <li>• Value for Resolution 200</li> <li>• Value for Resolution 300</li> <li>• Value for Resolution 600</li> <li>• Value for File Format PDF</li> <li>• Value for File Format PDF(Compact)</li> <li>• Value for File Format PDF(OCR)</li> <li>• Value for File Format Multiple TIFF</li> <li>• Value for File Format Single TIFF</li> <li>• Value for File Format JPEG,</li> <li>• Value for File Format XPS</li> <li>• Value for File Format XPS(Compact)</li> <li>• Value for File Format XPS(OCR)</li> <li>• Value for File Format PPT</li> <li>• Value for File Format PPT(OCR)</li> <li>• Value for File Format Word</li> <li>• Value for Scan to Folder Destination</li> <li>• Value for Scan to FTP Destination</li> <li>• Value for Scan to E-Mail Destination</li> </ul>	<p>Enter the missing value represented by x.</p>

Message	Cause	Remedy
<p><b>y is longer than 15 characters.</b></p>	<p>Where y represents any one of the following:</p> <ul style="list-style-type: none"> <li>• Template Name</li> <li>• Value for Full Color</li> <li>• Value for Auto Color</li> <li>• Value for Black Color</li> <li>• Value for Simplex (1 Sided)</li> <li>• Value for Duplex (2 Sided)</li> <li>• Value for Resolution 200</li> <li>• Value for Resolution 300</li> <li>• Value for Resolution 600</li> <li>• Value for File Format PDF</li> <li>• Value for File Format PDF(Compact)</li> <li>• Value for File Format PDF(OCR)</li> <li>• Value for File Format Multiple TIFF</li> <li>• Value for File Format Single TIFF</li> <li>• Value for File Format JPEG</li> <li>• Value for File Format XPS</li> <li>• Value for File Format XPS(Compact)</li> <li>• Value for File Format XPS(OCR)</li> <li>• Value for File Format PPT</li> <li>• Value for File Format PPT(OCR)</li> <li>• Value for File Format Word</li> </ul>	<p>Make sure the value represented by y does not exceed 15 characters.</p>

## 2.1.33 Options Screen Error Messages

This section explains the Options screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Options Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Configuration Session Timeout cannot be zero.</b>	Zero is entered in the Configuration Session Timeout (min) text box.	Enter a numeric value greater than zero for the configuration session timeout.
<b>Configuration Session Timeout cannot exceed 60 minutes.</b>	A number greater than 60 is entered in the Configuration Session Timeout (min) text box.	Enter a number less than or equal to 60 for the configuration session timeout.
<b>Configuration Session Timeout has to be a number.</b>	A non-numeric value is entered in the Configuration Session Timeout (min) text box.	Enter a numeric value for the configuration session timeout.
<b>Configuration Session Timeout needs to be set.</b>	The Configuration Session Timeout (min) text box is blank.	Enter a numeric value for the configuration session timeout.
<b>Configuration Session Timeout needs to be a positive number.</b>	A negative value is entered in the Configuration Session Timeout (min) text box.	Enter a positive numeric value between 1 and 60 for the configuration session timeout.
<b>Network Socket Timeout cannot be zero.</b>	Zero is entered in the Network Socket Timeout (seconds) text box.	Enter a numeric value greater than zero for the network socket timeout.
<b>Network Socket Timeout needs to be a positive number.</b>	A negative value is entered in the Network Socket Timeout (seconds) text box.	Enter a numeric value greater than zero for the network socket timeout.
<b>Network Socket Timeout cannot exceed 30 seconds.</b>	The number entered in the Network Socket Timeout (seconds) text box is greater than 30.	Enter a number less than or equal to 30 for the network socket timeout.
<b>Network Socket Timeout has to be a number.</b>	A non-numeric value is entered in the Network Socket Timeout (seconds) text box.	Enter a numeric value for the network socket timeout.
<b>Network Socket Timeout needs to be set.</b>	The Network Socket Timeout (seconds) text box is blank.	Enter a numeric value for the network socket timeout.
<b>The application display name is too long. Maximum length is 20 characters.</b>	The application display name entered in the Application Display Name (up to 20 characters) text box exceeds 20 characters.	Make sure the application display name does not exceed 20 characters.
<b>Application Display Name cannot contain the following characters: ‘x’, ‘y’, ‘z’</b>	The Application Display Name (up to 20 characters) text box contains x, y, and z, which represent invalid characters.	Make sure the application display name is using valid characters. See step 2 in “Configuring the Options Settings for Authorized Send,” in the <i>Authorized Send Version 6.4 Configuration Guide</i> .

Message	Cause	Remedy
<b>There is one job waiting to be sent.</b>	You tried to disable background job processing and there was still one background job waiting to be processed.	Wait for the background job to complete before disabling background processing.
<b>There are [x] jobs waiting to be sent.</b>	You tried to disable background job processing and there were multiple background jobs waiting to be processed.	Wait for all background jobs to complete before disabling background processing.
<b>*Warning!: Due to the size of the Application Display name entered, Application Display Name may cover the Authorized Send tab icon.</b>	The application display name entered in the Application Display Name (up to 20 characters) text box may be covering up the icon on the display tab.	If this result is not desirable, reduce the size of the application display name entered.
<b>*Warning!: Due to the size of the Application Display name entered, Application Display Name may be cut off.</b>	The application display name entered in the Application Display Name (up to 20 characters) text box may get cut off on the display tab.	If this result is not desirable, reduce the size of the application display name entered.

\* This denotes a warning message. A warning message will not stop the saving of the configuration data.

## 2.1.34 Logs Screen Error Messages

This section explains the Logs screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Logging Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Port for Syslog Server <math>x</math> must be a number.</b>	The syslog server $x$ , where $x$ is 1, 2, or 3, has a UDP port whose value is not a numeric value.	Enter a numeric value for the UDP port.
<b>Port for Syslog Server <math>x</math> cannot be zero.</b>	The syslog server $x$ , where $x$ is 1, 2, or 3, has a UDP port whose value is zero.	Enter a numeric value greater than zero for the UDP port.
<b>Port for Syslog Server <math>x</math> must be a positive number.</b>	The syslog server $x$ , where $x$ is 1, 2, or 3, has a UDP port whose value is a negative number.	Enter a numeric value greater than zero for the UDP port.
<b>Unknown host: <math>server</math></b>	An unknown host, represented by $server$ , is entered in the Syslog Server text box.	Check the host and try again.
<b>At least one Syslog Server must be configured.</b>	The [Enable Syslog] check box is selected, but no syslog servers are configured.	Either configure at least one syslog server or clear the check mark from the [Enable Syslog] check box.

## 2.1.35 Report Screen Error Messages

This section explains the Report screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Reporting Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>SMTP Server cannot be empty.</b>	The SMTP Server Address text box is blank.	Enter the SMTP server address.
<b>E-Mail Address cannot be empty.</b>	The E-Mail Address text box is blank.	Enter the E-Mail address.
<b>SMTP Authentication failed.</b>	The SMTP password is invalid	Enter the correct password.
<b>File Server cannot be empty.</b>	The File Server text box is empty.	Enter the File Server name.
<b>File Path cannot be empty.</b>	The File Path text box is empty.	Enter the File Path name.
<b>User Name for File Server cannot be empty.</b>	The User Name text box is empty.	Enter the User Name.
<b>Domain cannot be empty.</b>	The Domain text box is empty.	Enter the Domain.
<b>Failed to delete report file.</b>	You attempted to send a report file and the obsolete report file could not be deleted due to an internal error.	Check the device’s Authorized Send log.
<b>Authentication failed. Please check your E-Mail Address and/or Password.</b>	The e-mail user credentials are invalid.	Verify that the e-mail address and password are valid.
<b>Cannot resolve domain [x].</b>	The Domain value is invalid.	Verify the Domain value is valid. If the value is valid, and you get this error, contact your network administrator.
<b>Cannot resolve File Server [x].</b>	The File Server value is invalid.	Verify the File Server value is valid. If the value is valid and you get this error, contact your network administrator.
<b>Invalid File Path [x].</b>	The folder name set in the File Path does not exist.	Verify the folder name exists. If the folder name exists and you get this error, contact your network administrator.
<b>Kerberos authentication failed.</b>	You configured reports to be sent to a folder but Kerberos authentication failed due to an internal error.	Check the device’s Authorized Send log.
<b>NTLM authentication failed.</b>	You configured reports to be sent to a folder but NTLM authentication failed due to an internal error.	Check the device’s Authorized Send log.
<b>Testing failed.</b>	You configured reports to be sent to a folder but the parameters could not validated due to an internal error.	Check the device’s Authorized Send log.
<b>Error occurred during sending.</b>	The report could not be sent due to an internal error.	Check the device’s Authorized Send log.

Message	Cause	Remedy
<b>Failed to send report to E-Mail: [x].</b>	The report could not be sent using the specified e-mail information.	Verify that the e-mail server, port, and address are valid.
<b>Failed to send report to folder: [x].</b>	The report could not be sent using the specific folder information.	Verify that the server, path, user credentials, and authentication method are valid.

### 2.1.35.1 Report Screen Status Messages

This section explains the Report Configuration screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Are you sure you want to delete the report file?</b>	You clicked on the [Delete] button to delete the current running report file. In the dialog box, click [OK] to delete the file, or click [Cancel] to not delete the file.
<b>Report file was successfully deleted.</b>	You clicked on the [Delete] button and confirmed the delete request. A new report file is started and events after the delete operation are recorded in the new file.
<b>Testing SMTP credentials...</b>	You selected the [Send Report to E-Mail] check box and clicked [Save] to save the configuration. Authorized Send automatically attempts to verify supplied SMTP credentials before saving the configuration.
<b>Testing Send Report to Folder settings...</b>	You selected the [Send Report to Folder] check box and clicked [Save] to save the configuration. Authorized Send automatically attempts to verify supplied file path and server credentials before saving the configuration.
<b>Testing successful.</b>	Validation of the report folder settings is complete.
<b>Report was sent to E-Mail successfully.</b>	You clicked on the “Send to E-Mail” button and the report was sent to the configured e-mail address.
<b>Report was sent to folder successfully.</b>	You clicked on the “Send to Folder” button and the report was copied to the configured location.

## 2.1.36 Configuration Management Screen Error Messages

This section explains the Configuration Management screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Configuration Management Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Error uploading configuration data.</b>	The configuration file could not be uploaded due to an internal error.	Check the device’s Authorized Send log.
<b>No file was uploaded.</b>	The configuration file is not valid and could not be uploaded.	Verify that the configuration file is valid.
<b>Uploaded file was too large. It cannot exceed 2097152 bytes.</b>	The configuration file is too large.	Verify that the configuration file is valid and smaller than the maximum size.
<b>No configuration data found in the uploaded file.</b>	You uploaded a configuration file that did not contain any valid configuration data.	Verify that the configuration file is valid.
<b>No data version found in the uploaded file.</b>	You uploaded a configuration file which did not contain any version information.	Verify that the configuration file is valid.
<b>Wrong configuration data or version.</b>	You uploaded a configuration file from an incompatible version of Authorized Send.	Verify that the configuration file is valid.
<b>No default configuration data to restore.</b>	The factory default configuration data cannot be found on the machine.	Contact your System Administrator to have Authorized Send re-installed.
<b>Error restoring the default configuration data.</b>	The factory default configuration could not be restored due to an internal error.	Check the device’s Authorized Send log.

### 2.1.36.1 Configuration Management Screen Status Messages

This section explains the Configuration Management screen status messages. Status messages indicate normal operation and do not require corrective action.

Message	Cause
<b>Configuration data was imported successfully.</b>	You clicked [Import] to import a new configuration.
<b>Are you sure you want to restore the default configuration?</b>	You clicked [Restore] to change the current configuration to the factory default. Click [OK] to change the configuration, or click [Cancel] to keep the current configuration.
<b>Default configuration data was restored successfully.</b>	You clicked [Restore] to change the configuration back to the factory default, and confirmed the operation.

## 2.1.37 Configuration Management Distribution Screen Error Messages

This section explains the Configuration Management screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Configuration Management Settings,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Error adding device; maximum number of target devices has been reached.</b>	You clicked the [Input Device] tab, and cannot click [Add] because the maximum number of 50 devices has already been reached.	Remove any unused devices from the [Distribute Data to Devices] list box, and try adding the device again.
<b>Error adding device; invalid device address.</b>	You clicked the [Input Device] tab, and the IP address or host name you entered in the Device Address text box is invalid.	Enter a valid IP address or host name in the [Device Address] text box, and try adding the device again.
<b>Error adding device; device already exists.</b>	You clicked the [Input Device] tab, and the device address that you entered in the Device Address text box is already registered.	Enter a different device address in the [Device Address] text box, and try adding the device again.
<b>Error adding device; please try again.</b>	You clicked the [Input Device] tab, and an unexpected error occurred.	Try adding the device again.
<b>Error uploading from file: no Device Address File was uploaded successfully.</b>	You clicked the [Upload From File] tab, and the File to upload text box is empty.	Enter a target import file in the [File to upload] text box, and try uploading the target list file again.
<b>Error uploading from file: error reading data file.</b>	You clicked the [Upload From File] tab, and the file to be uploaded is in an incorrect file format.	Correct the file format based on the following rules, and try uploading the target list file again: <ul style="list-style-type: none"> <li>• The file to be uploaded must be a text file consisting of one or more lines.</li> <li>• On each line, there must be either a target name and target address separated by one space, or just a target address.</li> <li>• Target names cannot contain spaces.</li> </ul>
<b>Error uploading from file: please try again.</b>	You clicked the [Upload From File] tab, and cannot upload a file because an unknown error has occurred.	Try uploading the file again.
<b>Error uploading from file: Invalid upload file type was selected. Supported file types are: .txt, .csv</b>	You clicked the [Upload From File] tab, and the file to be uploaded has an extension other than “.txt” or “.csv”.	Select a file that has a “.txt” or “.csv” file extension, and try uploading the file again.

Message	Cause	Remedy
<b>Error uploading from file: Upload file size is too large. Maximum file size is 200kB.</b>	You clicked the [Upload From File] tab, and cannot upload a file that is larger than 200 KB.	Reduce the file size so that it is less than or equal to 200 KB, and try uploading the file again.
<b>Error: REASON</b>	You clicked [Distribute Selected], and an error occurred due to the REASON listed.	Resolve the reason for the error, and try distributing the configuration data again.
<b>Error: No Distribution Credentials were configured.</b>	The [Use Current Credentials to Authenticate to Target Device] check box is clear, and all of the User Name and Password text boxes are blank.	Perform at least one of the following: <ul style="list-style-type: none"> <li>• Select the [Use Current Credentials to Authenticate to Target Device] check box.</li> <li>• Enter at least one user name in a [User Name] text box.</li> <li>• Enter at least one password in a [Password] text box.</li> </ul>

### 2.1.38 Disclaimer Screen Error Messages

This section explains the Disclaimer screen error messages, along with possible causes and remedies. For more information on the remedies, see “Configuring the Disclaimer,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Disclaimer information cannot be empty.</b>	The [Enable Disclaimer] check box is selected but the [Disclaimer Information] text box is empty.	Enter text in the [Disclaimer Information] text box, or de-select the [Enable Disclaimer] check box..
<b>Disclaimer information is too long. It cannot exceed 5000 characters.</b>	Too much text is entered in the [Disclaimer Information] text box.	Reduce the size of the message set in the [Disclaimer Information] text box.

## 2.1.39 Change Login ID & Password Screen Error Messages

This section explains the Change Login ID and Password screen error messages, along with possible causes and remedies. For more information on the remedies, see “Changing the Login ID and Password,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>New Login ID and Confirm New Login ID do not match.</b>	The value entered for the New Login ID text box does not match the value entered for the Confirm New Login ID text box.	Enter matching values in the [New Login ID] and [Confirm New Login ID] text boxes.
<b>New Password and Confirm New Password do not match.</b>	The value entered for the New Password text box does not match the value entered for the Confirm New Password text box.	Enter matching values in the [New Password] and [Confirm New Password] text boxes.
<b>No data has been entered.</b>	No data has been entered in any of the text boxes.	Enter values into the desired text boxes.

## 2.1.40 Brand Configuration Servlet Screen Error Messages

This section explains the Brand Configuration servlet screen error messages, along with a possible causes and remedies. For more information on the remedy, see “Using the Brand Configuration Tool (Optional),” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>ERROR: x y Color :: Invalid property value.</b>	The value $x y$ , where $x$ is the settings area (Banner, Screen, Button, or Special Button), and $y$ is the value in the Background Color or Foreground Color text box, is not in the correct RGB format.	The RGB format accepts numeric values only. Enter the correct numeric values.
<b>Portal Image Path:: Invalid file type.</b>	The value entered in the Image Path text box on the Portal Service Logo screen is an invalid file type.	The valid file types are ‘.jpg’, ‘.jpeg’, ‘.png’, and ‘.gif’. Enter a valid file type for the portal image path.
<b>Banner Image Path:: Invalid file type.</b>	The value entered in the Image Path text box on the Banner screen is an invalid file type.	The valid file types are ‘.jpg’, ‘.jpeg’, ‘.png’, and ‘.gif’. Enter a valid file type for the banner image path.

## 2.1.41 Authorized Send Configuration Servlet Log On Screen Error Messages

This section explains the Authorized Send Configuration servlet log on screen error messages, along with possible causes and remedies. For more information on the remedies, see “Logging On to Authorized Send,” in the *Authorized Send Version 6.4 Configuration Guide*.

Message	Cause	Remedy
<b>Invalid Login ID and/or Password. Please try again.</b>	The Login ID or Password text box contains an invalid entry.	Enter the correct login ID or password credentials.
<b>The Authorized Send license has expired. Please contact your Canon dealer.</b>	The Authorized Send license has expired.	Update Authorized Send with a valid license by contacting your local authorized Canon dealer.

## 2.2 SIGN IN Screen Notification Messages

The SIGN IN screen notification messages are displayed on the SIGN IN screen in the upper-right hand portion of the MEAP device's UI. You will remain at the SIGN IN screen until they are resolved.

### 2.2.1 General Authentication Notification Messages

This section explains the general authentication notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>User name and password fields cannot be empty.</b>	The User Name or Password text box is blank.	Enter values for the user name and password, and do not leave them blank.
<b>Please contact administrator to configure this device.</b>	You are attempting to log on to a MEAP device that has not been configured by a System Administrator.	Configure Authorized Send for the environment via the Authorized Send Configuration servlet.
<b>Server connect error, connection timed out (<i>host</i>)</b>	The log on authentication process exceeds the specified value in the Network Socket Timeout (seconds) text box on the Options tab of the Authorized Send Configuration servlet. The default setting is '5' seconds.	<ul style="list-style-type: none"><li>• Check that the configured servers are active.</li><li>• Try to ping the servers from the MEAP device.</li><li>• Increase the network socket timeout in the Authorized Send Configuration servlet.</li></ul>
<b>Check User Name and Password and try again.</b>	<ul style="list-style-type: none"><li>• The User Name or Password text box contains an invalid entry.</li><li>• If you are using an authentication method other than Kerberos, this error message may be displayed even if you entered a correct user name and password. In this case, the error message is due to another problem unrelated to the correct credentials.</li></ul>	Enter the correct user name or password credentials. If this does not work, contact the System Administrator.

## 2.2.2 Kerberos Authentication Notification Messages

This section explains the Kerberos authentication notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Kerberos requires username, password, host and domain.</b>	The entered user name or password is blank, or the Authorized Send Configuration servlet host or domain value is blank.	Verify and reconfigure the authentication server settings for the appropriate authentication server in the Authorized Send Configuration servlet, and try to log on again.
<b>Kerberos bind failed, no connection to (<i>host</i>)</b>	A Kerberos bind is attempted, and an LDAP connection has not been established.	Check your Kerberos configuration.
<b>Kerberos bind failed, ldap ticket to (<i>hostname</i>)</b>	A Kerberos session could not be established.	<ul style="list-style-type: none"> <li>• Check your Kerberos configuration.</li> <li>• Ensure that the configured server's host name is correct.</li> </ul>
<b>Kerberos bind failed to host (<i>host</i>) hostname (<i>hostname</i>)</b>	A Kerberos bind is unsuccessful to the specified host and host name.	Check your Kerberos configuration.
<b>Unable to get LDAP ticket to (<i>hostname</i>)</b>	An LDAP ticket to the host name could not be acquired. Kerberos Error Code: KDC_S_PRINCIPAL_UNKNOWN	<ul style="list-style-type: none"> <li>• Check your Kerberos configuration.</li> <li>• Ensure that the configured server's host name is correct.</li> </ul>
<b>Clock skew exceeds maximum tolerance at host (<i>host</i>)</b>	The MEAP device clock and KDC server clock are not within the server's specified maximum clock skew tolerance. The default setting for the Windows 2000, Windows 2003, and Windows 2008 servers is '5' minutes. Kerberos Error Code: AP_ERR_SKEW	Verify that the MEAP device clock and configured server's clock are in sync within the server's maximum clock skew tolerance. For more information, see "Synchronizing the Device and Server Time," in the <i>Authorized Send Version 6.4 Configuration Guide</i> .
<b>Unable to connect to KDC at host (<i>host</i>)</b>	A connection to the KDC at the specified host cannot be reached. Kerberos Error Code: UNABLE_TO_CONNECT_KDC	<ul style="list-style-type: none"> <li>• Check your Kerberos configuration.</li> <li>• Ensure that the configured server is active.</li> </ul>
<b>Unable to connect to KDC at domain (<i>domain</i>)</b>	Insufficient cross realm privileges are configured for the MEAP device's domain. Kerberos Error Code: KDC_WRONG_REALM	<ul style="list-style-type: none"> <li>• Check your Kerberos configuration.</li> <li>• Verify the Kerberos cross-realm configuration.</li> </ul>
<b>Unknown host (<i>host</i>)</b>	The host cannot be resolved.	<ul style="list-style-type: none"> <li>• Check your Kerberos configuration.</li> <li>• Ensure that the configured server is active.</li> </ul>

Message	Cause	Remedy
<b>An unknown Kerberos error has occurred.</b>	Any other Kerberos error message that has not been defined as caught has occurred.	Check your Kerberos configuration.

### 2.2.3 NTLM Authentication Notification Messages

This section explains the NTLM authentication notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>NTLM requires username, password and domain.</b>	The entered user name, password, or domain is blank.	Verify and reconfigure the authentication server settings for the appropriate authentication server in the Authorized Send Configuration servlet, and try to log on again.
<b>NTLM bind failed, no connection to (<i>host</i>)</b>	A NTLM bind is attempted, and an LDAP connection has not been established.	Check your NTLM configuration.
<b>NTLM bind failed to host (<i>host</i>) domain (<i>domain</i>)</b>	A NTLM bind is unsuccessful to the specified host and host name.	Check your NTLM configuration.
<b>An unknown NTLM error has occurred.</b>	Any other NTLM error message that has not been defined as caught has occurred.	Check your NTLM configuration.

## 2.2.4 Simple Authentication Notification Messages

This section explains the Simple authentication notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Check Public DN and Public Password and try again.</b>	The public DN and public password have been configured in the Authorized Send Configuration servlet; however, they are incorrect.	Verify the public DN and public password.
<b>Anonymous binding not accepted by host (<i>host</i>)</b>	The server does not allow anonymous binding, and the public DN and public password are not configured in the Authorized Send Configuration servlet.	<ul style="list-style-type: none"><li>• Verify that anonymous connections are enabled on the server.</li><li>• If anonymous connections are required to be disabled, configure the public DN and public password credentials.</li></ul>
<b>Confidentiality Required.</b>	The authentication server you are using has a “Require TLS/SSL” option enabled, and Authorized Send is not using SSL for authentication.	<ul style="list-style-type: none"><li>• Disable any “Require TLS/SSL” options on the authentication server.</li><li>• Enable SSL for authentication in Authorized Send. See “Creating an Authentication Server,” in the <i>Authorized Send Version 6.4 Configuration Guide</i>.</li></ul>

## 2.3 MAIN Screen Notification Messages

The MAIN screen notification messages are displayed on the MAIN screen in the upper-right hand portion of the MEAP device's UI. If an error has occurred during the authentication process, it will be displayed here.

### 2.3.1 LDAP Failure Notification Messages

This section explains the LDAP failure notification messages, along with possible causes and remedies.

These errors will not prevent you from authenticating into Authorized Send. However, [Scan to E-Mail] and [Scan to Fax] will be disabled, and you will only be allowed to use the Scan to Folder function.

Message	Cause	Remedy
<b>Your E-mail was not found, admin limit exceeded.</b>	An LDAP server limit set by an admin authority has been exceeded.	Check your LDAP configuration.
<b>Your E-mail was not found, ambiguous response.</b>	An ambiguous response from the server was received by the client.	Check your LDAP configuration.
<b>Your E-mail was not found, authentication not supported.</b>	The client authentication method is not supported by the server.	<ul style="list-style-type: none"><li>• Check your LDAP configuration.</li><li>• Use a different authentication method.</li></ul>
<b>Your E-mail was not found, server busy.</b>	There are too many connections to the server, and the client must wait.	<ul style="list-style-type: none"><li>• Check your LDAP configuration.</li><li>• Increase the amount of connections allowed by the server.</li><li>• Try authenticating later.</li></ul>
<b>Your E-mail was not found, confidentiality required.</b>	The session is not protected by a protocol, such as TLS.	<ul style="list-style-type: none"><li>• Check your LDAP configuration.</li><li>• Configure Authorized Send with SSL.</li></ul>
<b>Your E-mail was not found, inappropriate authentication.</b>	During a bind operation, the client is attempting to use an authentication method that the client cannot use correctly.	Check your LDAP configuration.
<b>Your E-mail was not found, insufficient access rights.</b>	The client does not have sufficient rights to perform the requested operation.	Check your LDAP configuration.
<b>Your E-mail was not found, bad attribute.</b>	A bad LDAP object has been specified.	Check your LDAP configuration.
<b>Your E-mail was not found, invalid credentials.</b>	Invalid credentials have been supplied by the client.	Check your LDAP configuration.

Message	Cause	Remedy
<b>Your E-mail was not found, invalid DN syntax.</b>	Invalid DN syntax has been supplied by the client (for example, an invalid search root is entered for the authentication server settings in the Authorized Send Configuration servlet).	<ul style="list-style-type: none"> <li>• Check your LDAP configuration.</li> <li>• Ensure that the configured search root in the authentication server settings in the Authorized Send Configuration servlet is correct.</li> </ul>
<b>Your E-mail was not found, LDAP not supported.</b>	LDAP is not a supported protocol on the server.	Check your LDAP configuration.
<b>Your E-mail was not found, searched partial results.</b>	An LDAP referral was received, but was not followed.	Check your LDAP configuration.
<b>Your E-mail was not found, LDAP timed out.</b>	The LDAP server has timed out.	Check your LDAP configuration.
<b>Your E-mail was not found, no results.</b>	No results were returned by the LDAP server.	Check your LDAP configuration.
<b>Your E-mail was not found, bad object class.</b>	The target object cannot be found.	Check your LDAP configuration.
<b>Your E-mail was not found, could not handle referral.</b>	An LDAP referral was received; however, it could not be followed.	Check your LDAP configuration.
<b>Your E-mail was not found, time limit exceeded.</b>	The client has exceeded its operation time limit.	Check your LDAP configuration.
<b>Your E-mail was not found, size limit exceeded.</b>	The client has exceeded its operation size limit.	Check your LDAP configuration.
<b>Your E-mail was not found, unknown error (resultCode).</b>	An unknown LDAP error was received.	Check your LDAP configuration.

## 2.3.2 Configuration Notification Messages

This section explains the configuration notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Please contact administrator to configure E-Mail Service.</b>	There is a bad configuration.	Configure a valid SMTP server for the appropriate address book server in the Authorized Send Configuration servlet.
<b>User logged in to device does not have permission to scan.</b>	An AMS enabled login application is installed and running on the machine, and the login application specifies that scanning is disabled.	Contact the System Administrator to configure the user role to allow for scanning.

### 2.3.3 Warning Notification Message

This section explains the warning notification message, along with a possible cause and remedy.

Message	Cause	Remedy
<b>Usernames over 20 characters may cause issues with AD.</b>	User names that are longer than 20 characters may cause problems with Active Directory.	Make sure the user name does not exceed 20 characters.

## 2.4 SCAN TO E-MAIL Screen Notification Messages

The SCAN TO E-MAIL screen notification messages are displayed on the SCAN TO E-MAIL screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed to notify you of an event.

### 2.4.1 SCAN TO E-MAIL Warning Messages

This section explains the SCAN TO E-MAIL warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending an e-mail message, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

## 2.4.2 SCAN TO E-MAIL Input Request Messages

This section explains the SCAN TO E-MAIL input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Please specify at least one recipient.</b>	You tried to scan a document to e-mail, but you have not specified an e-mail address, and the [E-mail CC to self] check box is not selected.	<ul style="list-style-type: none"> <li>Specify an e-mail address.</li> <li>Select the [E-mail CC to self] check box from the [Scan to E-Mail] tab in the Authorized Send Configuration servlet. See “Configuring the Scan to E-Mail Settings,” in the <i>Authorized Send Version 6.4 Configuration Guide</i>.</li> </ul>
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.
<b>Please input subject. It is required.</b>	The device is ready to scan a document to be e-mailed, you did not specify a subject in the Subject text box, and the Subject text box is configured as required in the Authorized Send Configuration servlet.	You must enter a subject before the device scans and sends your document.
<b>Press the [Scan] button or &lt;Start&gt; key to begin scanning.</b>	The MEAP device is ready to scan, and validation for the Authorized Send SCAN TO E-MAIL screen on the machine is successful.	Press [Scan] or Ⓞ (Start).
<b>Press the [OK] button to save the destination.</b>	The OK button is enabled after all the parameters necessary for scanning have been entered on the SCAN TO MULTI-DESTINATIONS screen on the machine.	Press [OK].
<b>Press &lt;Enter&gt; key to validate.</b>	The USB keyboard is in use, and a text box was changed that requires validation.	Press [ENTER] on the USB keyboard.

## 2.4.3 SCAN TO E-MAIL Notification Messages

This section explains the SCAN TO E-MAIL notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Checking SMTP Connection...</b>	You are attempting to scan and send a document via SMTP.	If the connection is OK, your document is sent to the specified destination.
<b>Checking SMTP Authentication...</b>	You are attempting to scan and send a document via SMTP, and SMTP authentication is enabled.	You must enter the correct user name and password to gain access to the SMTP server.

## 2.4.4 SCAN TO E-MAIL Error Messages

This section explains the SCAN TO E-MAIL error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Cannot connect to the SMTP Server.</b>	<ul style="list-style-type: none"> <li>• Connection to the SMTP server cannot be established.</li> <li>• The connection has timed out from the network socket timeout setting in the Authorized Send Configuration servlet.</li> </ul>	Contact the System Administrator to make sure that the SMTP server is connected to the network properly, and is accepting connections.
<b>Cannot Authenticate to SMTP Server; Invalid Credentials.</b>	SMTP authentication is enabled, and the SMTP authentication credentials used are invalid.	<ul style="list-style-type: none"> <li>• If you are not using public credentials, make sure that you enter the correct SMTP authentication credentials on the SMTP Authentication Password pop-up screen.</li> <li>• If you are using public credentials, contact the System Administrator to verify the public credentials configured in the Authorized Send Configuration servlet. See “Configuring the E-Mail Service Settings,” in the <i>Authorized Send Version 6.4 Configuration Guide</i>.</li> </ul>

## 2.5 SCAN TO FAX Screen Notification Messages

The SCAN TO FAX screen notification messages are displayed on the SCAN TO FAX screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.5.1 SCAN TO FAX Warning Messages

This section explains the SCAN TO FAX warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending a fax, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

### 2.5.2 SCAN TO FAX Input Request Messages

This section explains the SCAN TO FAX input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Please specify at least one fax number.</b>	You tried to scan a fax document, but you have not specified a fax number.	Specify a fax number.
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.
<b>Press the [Scan] button or &lt;Start&gt; key to begin scanning.</b>	The MEAP device is ready to scan, and validation for the Authorized Send SCAN TO FAX screen on the machine is successful.	Press [Scan] or Ⓞ (Start).
<b>Press the [OK] button to save the destination.</b>	The OK button is enabled after all the parameters necessary for scanning have been entered on the SCAN TO MULTI-DESTINATIONS screen on the machine.	Press [OK].
<b>Press &lt;Enter&gt; key to validate.</b>	The USB keyboard is in use, and a text box was changed that requires validation.	Press [ENTER] on the USB keyboard.

### 2.5.3 SCAN TO FAX Error Messages

This section explains the SCAN TO FAX error messages, along with possible causes and remedies.

<b>Message</b>	<b>Cause</b>	<b>Remedy</b>
<b>Failed to access user box</b>	Authorized Send could not access the configured user box.	Contact your System Administrator to check the error log.
<b>Incorrect PIN supplied</b>	Authorized Send could not access the configured user box with the configured PIN.	Contact your System Administrator to check the error log.

## 2.6 SCAN TO I-FAX Screen Notification Messages

The SCAN TO I-FAX screen notification messages are displayed on the SCAN TO I-FAX screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.6.1 SCAN TO I-FAX Warning Messages

This section explains the SCAN TO I-FAX warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending a fax, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

### 2.6.2 SCAN TO I-FAX Input Request Messages

This section explains the SCAN TO I-FAX input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Please specify at least one fax number.</b>	You tried to scan a fax document, but you have not specified a fax number.	Specify a fax number.
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.
<b>Press the [Scan] button or &lt;Start&gt; key to begin scanning.</b>	The MEAP device is ready to scan, and validation for the Authorized Send SCAN TO I-FAX screen on the machine is successful.	Press [Scan] or Ⓞ (Start).
<b>Press the [OK] button to save the destination.</b>	The OK button is enabled after all the parameters necessary for scanning have been entered on the SCAN TO MULTI-DESTINATIONS screen on the machine.	Press [OK].
<b>Press &lt;Enter&gt; key to validate.</b>	The USB keyboard is in use, and a text box was changed that requires validation.	Press [ENTER] on the USB keyboard.

## 2.6.3 SCAN TO I-FAX Notification Messages

This section explains the SCAN TO I-FAX notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Checking SMTP Connection...</b>	You are attempting to scan and send a document via SMTP.	If the connection is OK, your document is sent to the specified destination.
<b>Checking SMTP Authentication...</b>	You are attempting to scan and send a document via SMTP, and SMTP authentication is enabled.	You must enter the correct user name and password to gain access to the SMTP server.

## 2.6.4 SCAN TO I-FAX Error Messages

This section explains the SCAN TO I-FAX error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Cannot connect to the SMTP Server.</b>	<ul style="list-style-type: none"><li>• Connection to the SMTP server cannot be established.</li><li>• The connection has timed out from the network socket timeout setting in the Authorized Send Configuration servlet.</li></ul>	Contact the System Administrator to make sure that the SMTP server is connected to the network properly, and is accepting connections.
<b>Cannot Authenticate to SMTP Server; Invalid Credentials.</b>	SMTP authentication is enabled, and the SMTP authentication credentials used are invalid.	<ul style="list-style-type: none"><li>• If you are not using public credentials, make sure that you enter the correct SMTP authentication credentials on the SMTP Authentication Password pop-up screen.</li><li>• If you are using public credentials, contact the System Administrator to verify the public credentials configured in the Authorized Send Configuration servlet. See “Configuring the Scan to I-Fax Settings,” in the <i>Authorized Send Version 6.4 Configuration Guide</i>.</li></ul>

## 2.7 SCAN TO RIGHTFAX Screen Notification Messages

The SCAN TO RIGHTFAX screen notification messages are displayed on the SCAN TO RIGHTFAX screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.7.1 SCAN TO RIGHTFAX Warning Messages

This section explains the SCAN TO RIGHTFAX warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending a document to a shared folder, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

### 2.7.2 SCAN TO RIGHTFAX Input Request Messages

This section explains the SCAN TO RIGHTFAX input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Please specify at least one recipient.</b>	You have pressed [Start] or attempted to send a document, but you have not specified any recipients and no defaults have been set.	Enter a recipient for the document.
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.

### 2.7.3 SCAN TO RIGHTFAX Notification Messages

This section explains the SCAN TO RIGHTFAX notification messages, along with possible causes and remedies.

Message	Cause	Remedy
Receiving contacts...	The MEAP device is attempting to retrieve contacts from the RightFax server.	Not applicable.

### 2.7.4 SCAN TO RIGHTFAX Error Messages

This section explains the SCAN TO RIGHTFAX error messages, along with possible causes and remedies.

Message	Cause	Remedy
Error sending documents to RightFax server.	The MEAP device cannot send a document to the RightFax server. The RightFax server may be down.	Verify that the RightFax server is operating and it is possible to connect to it.

## 2.8 SCAN TO FAX2MAIL Screen Notification Messages

The SCAN TO FAX2MAIL screen notification messages are displayed on the SCAN TO FAX2MAIL screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.8.1 SCAN TO FAX2MAIL Warning Messages

This section explains the SCAN TO FAX2MAIL warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending a document to a shared folder, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

### 2.8.2 SCAN TO FAX2MAIL Input Request Messages

This section explains the SCAN TO FAX2MAIL input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Please specify at least one recipient.</b>	You have pressed [Start] or attempted to send a document, but you have not specified any recipients and no defaults have been set.	Enter a recipient for the document.
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.

### 2.8.3 SCAN TO FAX2MAIL Notification Messages

This section explains the SCAN TO FAX2MAIL notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Receiving lists...</b>	The MEAP device is attempting to retrieve lists from the Fax2Mail server.	Not applicable.

## 2.9 SCAN TO FOLDER Screen Notification Messages

The SCAN TO FOLDER screen notification messages are displayed on the SCAN TO FOLDER screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.9.1 SCAN TO FOLDER Warning Messages

This section explains the SCAN TO FOLDER warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending a document to a shared folder, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

### 2.9.2 SCAN TO FOLDER Input Request Messages

This section explains the SCAN TO FOLDER input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Select a Preset Share or enter a File Server and File Path.</b>	You have a document in the automatic document feeder or on the platen glass, and you have not selected a preset share or entered a file server and file path.	Select a preset share, or enter a file server and file path.
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.
<b>Press the [Scan] button or &lt;Start&gt; key to begin scanning.</b>	The MEAP device is ready to scan the document to the share, and validation for the Authorized Send SCAN TO FOLDER screen on the machine is successful.	Press [Scan] or Ⓞ (Start).

Message	Cause	Remedy
<b>Press the [OK] button to save the destination.</b>	The OK button is enabled after all the parameters necessary for scanning have been entered on the SCAN TO MULTI-DESTINATIONS screen on the machine.	Press [OK].
<b>Press &lt;Enter&gt; key to validate.</b>	The USB keyboard is in use, and a text box was changed that requires validation.	Press [ENTER] on the USB keyboard.

### 2.9.3 SCAN TO FOLDER Notification Messages

This section explains the SCAN TO FOLDER notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Checking access to [share] share...</b>	The MEAP device is attempting to acquire sufficient read privileges.	Not applicable.
<b>Validating File Server and File Path...</b>	The MEAP device is validating correct formatting of the file server and file path.	Not applicable.

### 2.9.4 SCAN TO FOLDER Error Messages

This section explains the SCAN TO FOLDER error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Specified share is inaccessible. Please enter or select another.</b>	The MEAP device cannot acquire sufficient read privileges to the specified file path on the specified file server.	Verify that the share exists and that sufficient privileges have been configured.
<b>Home Directory is not configured. Contact administrator.</b>	The [Scan to Home Directory/Preselected Share only] check box is selected in the Authorized Send Configuration servlet, and the user has no Home Directory configured in Active Directory.	<ul style="list-style-type: none"> <li>• Verify that the user has a Home Directory configured in Active Directory, or</li> <li>• Clear the check mark from the [Scan to Home Directory/Preselected Share only] check box.</li> </ul>
<b>No share is pre-selected. Contact administrator.</b>	The [Scan to Home Directory/Preselected Share only] check box is selected in the Authorized Send Configuration servlet, and no preselected share is selected from the Preselected Share drop-down list.	<ul style="list-style-type: none"> <li>• Select or configure a preselected share in the Authorized Send Configuration servlet, or</li> <li>• Clear the check mark from the [Scan to Home Directory/Preselected Share only] check box.</li> </ul>

Message	Cause	Remedy
<p><b>No share can be selected. Contact administrator.</b></p>	<p>The [File Server/Path] and [Browse] check boxes in the &lt;Disabled&gt; column are selected in the Authorized Send Configuration servlet, and no preset shares have been created.</p>	<ul style="list-style-type: none"> <li>• Create a preset share in the Authorized Send Configuration servlet, or</li> <li>• Clear the check marks from the [File Server/Path] and [Browse] check boxes in the &lt;Disabled&gt; column. See “Configuring the Scan to Folder Settings,” in the <i>Authorized Send Version 6.4 Configuration Guide</i>.</li> </ul>
<p><b>Kerberos user ticket expired; re-login to get a new ticket.</b></p>	<p>The Kerberos ticket has expired while the user is logged on to Authorized Send, and the user has tried to scan to a folder using that expired Kerberos ticket to authenticate.</p>	<p>Log off Authorized Send, log back on to Authorized Send to get a new Kerberos ticket, and try to scan to the folder again.</p>
<p><b>The authentication protocol is not supported by the server.</b></p>	<p>The user tried to access a server that does not support the authentication protocol.</p>	<ul style="list-style-type: none"> <li>• Configure the server to support the proper authentication mechanism, or</li> <li>• Change the authentication mechanism of the authentication server to one supported by the file server, or</li> <li>• Use a different file server that supports the authentication protocol.</li> </ul>

## 2.10 SCAN TO FTP Screen Notification Messages

The SCAN TO FTP screen notification messages are displayed on the SCAN TO FTP screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.10.1 SCAN TO FTP Warning Messages

This section explains the SCAN TO FTP warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending to an FTP server, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

### 2.10.2 SCAN TO FTP Input Request Messages

This section explains the SCAN TO FTP input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.
<b>Press the [Scan] button or &lt;Start&gt; key to begin scanning.</b>	The MEAP device is ready to scan the document to the FTP server, and validation for the Authorized Send SCAN TO FTP screen on the machine is successful.	Press [Scan] or Ⓞ (Start).
<b>Press the [OK] button to save the destination.</b>	The OK button is enabled after all the parameters necessary for scanning have been entered on the SCAN TO MULTI-DESTINATIONS screen on the machine.	Press [OK].
<b>Press &lt;Enter&gt; key to validate.</b>	The USB keyboard is in use, and a text box was changed that requires validation.	Press [ENTER] on the USB keyboard.

## 2.10.3 SCAN TO FTP Notification Message

This section explains the SCAN TO FTP notification message, along with a possible cause and remedy.

Message	Cause	Remedy
Checking FTP Server...	You are attempting to scan a document via an FTP server.	Not applicable.

## 2.10.4 SCAN TO FTP Error Messages

This section explains the SCAN TO FTP error messages, along with possible causes and remedies.

Message	Cause	Remedy
Cannot connect to the FTP Server.	<ul style="list-style-type: none"> <li>• Connection to the FTP server cannot be established.</li> <li>• The connection has timed out from the network socket timeout setting in the Authorized Send Configuration servlet.</li> </ul>	Contact the System Administrator to make sure that the FTP server is connected to the network properly, and is accepting connections.
Folder path ‘...’ does not exist or is not accessible.	The value entered for the Folder Path on the SCAN TO FTP screen on the machine is invalid.	Contact the System Administrator to make sure that the FTP server is connected to the network properly, and is accepting connections.
Authenticate to FTP server failed.	FTP authentication is enabled, and the FTP authentication credentials used are invalid.	<ul style="list-style-type: none"> <li>• If you are not using public credentials, make sure that you enter the correct FTP authentication credentials on the Enter FTP Server Credential pop-up screen.</li> <li>• If you are using public credentials, contact the System Administrator to verify the public credentials configured in the Authorized Send Configuration servlet. See “Configuring the Scan to FTP Settings,” in the <i>Authorized Send Version 6.4 Configuration Guide</i>.</li> </ul>
534 Policy requires SSL.	The user attempted to access an FTP server that is configured to run over SSL (an FTPS server).	Contact the System Administrator as the FTPS protocol is not currently supported by Authorized Send.

<b>Message</b>	<b>Cause</b>	<b>Remedy</b>
<b>Unknown error. Please contact Administrator.</b>	An FTP error occurred that does not correspond to any of the other errors above.	Contact the System Administrator to check the log.

## 2.11 SCAN TO SHAREPOINT Screen Notification Messages

The SCAN TO SHAREPOINT screen notification messages are displayed on the SCAN TO SHAREPOINT screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.11.1 SCAN TO SHAREPOINT Warning Messages

This section explains the SCAN TO SHAREPOINT warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending to a SharePoint server, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

### 2.11.2 SCAN TO SHAREPOINT Input Request Messages

This section explains the SCAN TO SHAREPOINT input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Select a Preset URL or enter a SharePoint Server and Site Path.</b>	The MEAP device is ready to scan a document to a SharePoint server, and the user has not specified a Preset URL, or Server URL and Site Path.	Specify a Preset URL, or Server URL and Site Path on the SCAN TO SHAREPOINT screen on the machine.
<b>Library is missing.</b>	The Library text box is blank.	Enter a library into the [Library] text box.
<b>Mandatory properties not set.</b>	There are mandatory properties that have not been set.	Set the requested mandatory properties.
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.

Message	Cause	Remedy
<b>Press the [Scan] button or &lt;Start&gt; key to begin scanning.</b>	The MEAP device is ready to scan the document to a SharePoint server, and validation for the Authorized Send SCAN TO SHAREPOINT screen on the machine is successful.	Press [Scan] or Ⓞ (Start).
<b>Press the [OK] button to save the destination.</b>	The OK button is enabled after all the parameters necessary for scanning have been entered on the SCAN TO MULTI-DESTINATIONS screen on the machine.	Press [OK].
<b>Press &lt;Enter&gt; key to validate.</b>	The USB keyboard is in use, and a text box was changed that requires validation.	Press [ENTER] on the USB keyboard.

### 2.11.3 SCAN TO SHAREPOINT Notification Message

This section explains the SCAN TO SHAREPOINT notification message, along with a possible cause and remedy.

Message	Cause	Remedy
<b>Initializing SharePoint connection...</b>	You are attempting to scan a document via a SharePoint server.	Not applicable.

### 2.11.4 SCAN TO SharePoint Error Messages

This section explains the SCAN TO SHAREPOINT error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>SharePoint server is invalid.</b>	A connection to the SharePoint server URL cannot be established due to an incorrect entry in the Server URL text box.	Contact the System Administrator to make sure that the SharePoint server URL is correct, and is accepting connections.
<b>SharePoint site path is invalid.</b>	A connection to the SharePoint server site path cannot be established due to an incorrect entry in the Server Site Path text box.	Contact the System Administrator to make sure that the SharePoint server site path is correct, and is accepting connections.
<b>SharePoint library is invalid.</b>	A connection to the SharePoint server library cannot be established due to an incorrect entry in the Library text box.	Contact the System Administrator to make sure that the SharePoint server library is correct, and is accepting connections.

Message	Cause	Remedy
<b>SharePoint folder path is invalid.</b>	A connection to the SharePoint server folder path cannot be established due to an incorrect entry in the Folder Path text box.	Contact the System Administrator to make sure that the SharePoint server folder path is correct, and is accepting connections.
<b>You might not have permission to upload a file to this SharePoint site.</b>	The login credentials do not have the privilege to upload to the SharePoint site.	Contact the System Administrator to verify that the credentials are valid, and have the appropriate privilege to upload to the SharePoint site.
<b>SharePoint port is invalid.</b>	A connection to the SharePoint server cannot be established due to an incorrect port value in the Port text box from the Authorized Send Configuration servlet.	Contact the System Administrator to make sure that the SharePoint server port is correct, and is accepting connections.
<b>Cannot connect to SharePoint server.</b>	A connection to the SharePoint server cannot be established due to network or other errors.	Contact the System Administrator to make sure that the SharePoint server is online, and is accepting connections.
<b>Unknown library access error.</b>	Access to the SharePoint server library cannot be established due to an unknown reason.	Contact the System Administrator to make sure that the SharePoint server library is accessible.
<b>Kerberos authentication needs public proxy credentials.</b>	A connection to the SharePoint server cannot be established because the public proxy credentials provided are incorrect or missing.	Contact the System Administrator to make sure that the public proxy credentials are correct.
<b>Proxy port setting is invalid.</b>	A connection to the SharePoint server cannot be established due to an incorrect proxy port value.	Contact the System Administrator to make sure that the proxy port is correct, and is accepting connections.
<b>Unknown error.</b>	A connection to the SharePoint server failed due to an unknown error.	Contact the System Administrator, and report the error.
<b>Proxy connection problem. Please see Admin.</b>	A connection to the SharePoint server failed due to a proxy server connection problem.	Contact the System Administrator, and report the problem.

Message	Cause	Remedy
<p><b>SharePoint server authentication failed.</b></p>	<p>The SharePoint credentials used are invalid.</p>	<ul style="list-style-type: none"> <li>• Enter the correct SharePoint authentication credentials on the Enter SharePoint Server Login Information pop-up screen.</li> <li>• If you are using public credentials, contact the System Administrator to verify the public credentials configured in the Authorized Send Configuration servlet. See “Configuring the Scan to SharePoint Settings,” in the <i>Authorized Send Version 6.4 Configuration Guide</i>.</li> </ul>
<p><b>Proxy server authentication failed.</b></p>	<p>The proxy server credentials used are invalid.</p>	<p>Contact the System Administrator, and report the problem.</p>

## 2.12 SCAN TO BOX Screen Notification Messages

The SCAN TO BOX screen notification messages are displayed on the SCAN TO BOX screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.12.1 SCAN TO BOX Warning Messages

This section explains the SCAN TO BOX warning messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>User not registered with Box.</b>	The MEAP device does not have a token for the current user.	Press the [Back] button, and press [Scan to Box] to re-start the workflow and receive a valid token from the Box server.

### 2.12.2 SCAN TO BOX Error Messages

This section explains the SCAN TO BOX error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>File Path is invalid.</b>	The value entered in the [Box Path] text box is not valid.	Enter a valid Box path.
<b>The access token provided is invalid.</b>	The MEAP device has a Box token for the current user, but the Box server considers the token to be invalid.	Contact the System Administrator to purge all tokens. Log in to Authorized Save again and press [Scan to Box] to re-start the workflow and receive a valid token.

## 2.13 SCAN TO GOOGLE DRIVE Screen Notification Messages

The SCAN TO GOOGLE DRIVE screen notification messages are displayed on the SCAN TO GOOGLE DRIVE screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.13.1 SCAN TO GOOGLE DRIVE Warning Messages

This section explains the SCAN TO GOOGLE DRIVE warning messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>User not registered with Google Drive.</b>	The MEAP device does not have a token for the current user.	Press the [Back] button, and press [Scan to Google Drive] to re-start the workflow and receive a valid token from the Google Drive server.

### 2.13.2 SCAN TO GOOGLE DRIVE Error Messages

This section explains the SCAN TO GOOGLE DRIVE error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>File Path is invalid.</b>	The value entered in the [Google Drive Path] text box is not valid.	Enter a valid Google Drive path.
<b>The access token provided is invalid.</b>	The MEAP device has a Google Drive token for the current user, but the Google Drive server considers the token to be invalid.	Contact the System Administrator to purge all tokens. Log in to Authorized Save again and press [Scan to Google Drive] to re-start the workflow and receive a valid token.

## 2.14 SCAN TO MULTI-DESTINATIONS Screen Notification Messages

The SCAN TO MULTI-DESTINATIONS screen notification messages are displayed on the SCAN TO MULTI-DESTINATIONS screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.14.1 SCAN TO MULTI-DESTINATIONS Warning Messages

This section explains the SCAN TO MULTI-DESTINATIONS warning message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending to a destination, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

## 2.14.2 SCAN TO MULTI-DESTINATIONS Input Request Messages

This section explains the SCAN TO MULTI-DESTINATIONS input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Define one or more destinations.</b>	You have not selected a destination type from the New Destinations drop-down list on the Authorized Send SCAN TO MULTI-DESTINATIONS screen on the machine.	Select a destination from the New Destinations drop-down list on the Authorized Send SCAN TO MULTI-DESTINATIONS screen on the machine.
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.
<b>Press the [Scan] button or &lt;Start&gt; key to begin scanning.</b>	The MEAP device is ready to scan, and validation for the Authorized Send SCAN TO FAX screen on the machine is successful.	Press [Scan] or Ⓞ (Start).
<b>Press &lt;Enter&gt; key to validate.</b>	The USB keyboard is in use, and a text box was changed that requires validation.	Press [ENTER] on the USB keyboard.

## 2.14.3 SCAN TO MULTI-DESTINATIONS Notification Message

This section explains the SCAN TO MULTI-DESTINATIONS notification messages, along with a possible cause and remedy.

Message	Cause	Remedy
<b>Press [Customized Index] button to set customized index values.</b>	You have selected a destination type that is configured with customized index values.	Not applicable.

## 2.14.4 SCAN TO MULTI-DESTINATIONS Error Messages

This section explains the SCAN TO MULTI-DESTINATIONS error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Permission denied for [destination_type]</b>	You do not have the right to perform scanning for the destination type you have selected.	Contact the System Administrator to set up the proper rights for you.
<b>Your account does not have an e-mail address.</b>	You have selected Scan to I-Fax or Scan to E-Mail as a destination type, and you do not have an e-mail address.	Contact the System Administrator to set up an e-mail address for the user.
<b>Please contact administrator to configure Scan to I-Fax.</b>	You have selected Scan to I-Fax as a destination type, and the System Administrator has not properly configured for Scan to I-Fax.	Contact the System Administrator to configure for Scan to I-Fax.
<b>Please configure SMTP server for Scan to E-Mail.</b>	You have selected Scan to E-Mail as a destination type, and the System Administrator has not properly configured an SMTP server for Scan to E-Mail.	Contact the System Administrator to configure for Scan to E-Mail.
<b>Please configure SMTP server for Scan to I-Fax.</b>	You have selected Scan to I-Fax as a destination type, and the System Administrator has not properly configured an SMTP server for Scan to I-Fax.	Contact the System Administrator to configure for Scan to I-Fax.

## 2.15 SCAN TO ONE-TOUCH BUTTONS Screen Notification Messages

The SCAN TO ONE-TOUCH BUTTONS screen notification messages are displayed on the SCAN TO ONE-TOUCH BUTTONS screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.15.1 SCAN TO ONE-TOUCH BUTTONS Warning Messages

This section explains the SCAN TO ONE-TOUCH BUTTONS warning messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning is disabled because another job may be in progress.</b>	The MEAP device is still in the process of a scanning job initiated by a different application.	Wait until the MEAP device has completed the operation in progress.
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending to a destination, and you are attempting to start another scan.	<ul style="list-style-type: none"> <li>• Wait until the MEAP device has completed the operation in progress.</li> <li>• Restart the MEAP device.</li> </ul>

### 2.15.2 SCAN TO ONE-TOUCH BUTTONS Input Request Messages

This section explains the SCAN TO ONE-TOUCH BUTTONS input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Press [Advanced] button to set mandatory file name field(s)</b>	There are mandatory customized field types defined for the File Name variable.	Press [Advanced], and enter or select the necessary information.
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.
<b>Press the [Scan] button or &lt;Start&gt; key to begin scanning.</b>	The MEAP device is ready to scan, and validation for the Authorized Send SCAN TO FAX screen on the machine is successful.	Press [Scan] or Ⓞ (Start).
<b>Press &lt;Enter&gt; key to validate.</b>	The USB keyboard is in use, and a text box was changed that requires validation.	Press [ENTER] on the USB keyboard.

## 2.15.3 SCAN TO ONE-TOUCH BUTTONS Notification Message

This section explains the SCAN TO ONE-TOUCH BUTTONS notification message, along with a possible cause and remedy.

Message	Cause	Remedy
Checking destinations...	Authorized Send needs to check the destinations defined for the button that the user selected.	Not applicable.

## 2.15.4 SCAN TO ONE-TOUCH BUTTONS Error Messages

This section explains the SCAN TO ONE-TOUCH BUTTONS error messages, along with possible causes and remedies.

Message	Cause	Remedy
No destination is valid.	All the destinations defined for the selected button are invalid.	Contact the System Administrator to modify the destinations, or ensure that the failed destinations are running.
Destination [destination_name] is not valid: [msg from destination]	A destination cannot be contacted.	Contact the System Administrator to modify the destinations, or ensure that the failed destinations are running.
Cannot Authenticate to the SMTP Server; Invalid Credentials.	The user's login credentials are not accepted by the SMTP server, or if public credentials are being used, they are invalid.	<ul style="list-style-type: none"> <li>• If user login credentials are being used, verify that they are entered correctly. If this still fails, contact the System Administrator to verify the user's account on the SMTP server.</li> <li>• If public credentials are being used, contact the System Administrator to verify them.</li> </ul>
Cannot connect to the SMTP Server.	You cannot connect to the SMTP server that is defined for a destination.	Contact the System Administrator to ensure that the SMTP server is up and running, or is defined correctly.
Permission denied for [destination_type]	You do not have the right to perform scanning for the destination type you have selected.	Contact the System Administrator to set up the proper rights for you.

Message	Cause	Remedy
<b>Your account does not have an e-mail address.</b>	You have selected Scan to I-Fax or Scan to E-Mail as a destination type, and you do not have an e-mail address.	Contact the System Administrator to set up an e-mail address for the user.
<b>Scan to I-Fax is not configured.</b>	You have selected Scan to I-Fax as a destination type, and the System Administrator has not properly configured for Scan to I-Fax.	Contact the System Administrator to configure for Scan to I-Fax.
<b>SMTP server is not configured for Scan to E-Mail.</b>	You have selected Scan to E-Mail as a destination type, and the System Administrator has not properly configured an SMTP server for Scan to E-Mail.	Contact the System Administrator to configure for Scan to E-Mail.
<b>SMTP server is not configured for Scan to I-Fax.</b>	You have selected Scan to I-Fax as a destination type, and the System Administrator has not properly configured an SMTP server for Scan to I-Fax.	Contact the System Administrator to configure for Scan to I-Fax.

## 2.15.5 SCAN TO ONE-TOUCH BUTTONS [Personal Buttons] Error Messages

This section explains the SCAN TO ONE-TOUCH BUTTONS error messages related to creating and modifying Personal Buttons, along with possible causes and remedies.

Message	Cause	Remedy
<b>Button name is empty. Please specify it.</b>	You defined all parameters for a new personal button except for the button name.	Press [Change Button Name] and enter a name.
<b>Button name is reserved. Please specify another one.</b>	You attempted to give a button a name which is not allowed.	Press [Change Button Name] and enter a different name.
<b>Button name is used. Please specify another one.</b>	You attempted to give a button a name which is already in use.	Press [Change Button Name] and enter a different name.

## 2.15.6 SCAN TO ONE-TOUCH BUTTONS [Personal Buttons] Input Request Messages

This section explains the SCAN TO ONE-TOUCH BUTTONS input request message, along with a possible cause and remedy.

Message	Cause	Remedy
<b>Are you sure you want to delete the selected button?</b>	You selected a personal button from the delete pull-down list and pressed the [Delete] button.	Press [OK] to delete the button, or press [Cancel] to keep the button.

## 2.16 ADDRESS BOOK Screen Notification Message

The ADDRESS BOOK screen notification message is displayed on the ADDRESS BOOK screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.16.1 ADDRESS BOOK Error Message

This section explains the ADDRESS BOOK error message, along with a possible cause and remedy.

Message	Cause	Remedy
<b>Error: Unable to perform address book search.</b>	Authorized Send cannot contact the address book server successfully.	Check the address book server settings and try again.

## 2.17 CUSTOMIZED INDEX Screen Notification Messages

The CUSTOMIZED INDEX screen notification message is displayed on the CUSTOMIZED INDEX screen in the upper-right hand portion of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.17.1 CUSTOMIZED INDEX Input Request Message

This section explains the CUSTOMIZED INDEX input request message, along with a possible cause and remedy.

Message	Cause	Remedy
<b>Please input or select index value(s).</b>	The screen contains fields that have requested input for index values.	Enter or select the requested values.

### 2.17.2 CUSTOMIZED INDEX Error Messages

This section explains the CUSTOMIZED INDEX error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>No value is selected for Field 'some_list'</b>	The screen contains at least one mandatory list box with no selected value, after you have pressed [OK].	Select the requested value in the mandatory list box before you press [OK].
<b>Field 'some_text_box' is mandatory.</b>	The screen contains at least one mandatory text box that has been left blank, after you have pressed [OK].	Enter the requested value in the mandatory text box before you press [OK].

## 2.18 SCAN STATUS Screen Notification Messages

The SCAN STATUS screen notification message is displayed on the SCAN STATUS screen of the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.18.1 SCAN STATUS Warning Message

This section explains the SCAN STATUS warning message, along with a possible cause and remedy.

Message	Cause	Remedy
<b>Scanning is disabled because the device is not ready.</b>	The MEAP device is still in the process of sending to a destination, and you are attempting to start another scan.	<ul style="list-style-type: none"><li>• Wait until the MEAP device has completed the operation in progress.</li><li>• Restart the MEAP device.</li></ul>

### 2.18.2 SCAN STATUS Input Request Messages

This section explains the SCAN STATUS input request message, along with possible causes and remedies.

Message	Cause	Remedy
<b>Press the [Next Scan] button or &lt;Start&gt; key to scan.</b>	You pressed the [Job Build & Preview] key, and the first scan has been successfully performed.	Press [Next Scan] or Ⓞ (Start).
<b>Place a document in the ADF or on the Platen then close the lid.</b>	You have not placed a document in the automatic document feeder or on the platen glass.	Place your document in the automatic document feeder or on the platen glass.

## 2.18.3 SCAN STATUS Notification Messages

This section explains the SCAN TO ONE-TOUCH BUTTONS notification messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Sending fax complete, see results below:</b>	The sending process has been completed in a Scan to Fax session.	Not applicable.
<b>Pages Scanned: x</b>	x is the number of pages scanned.	Not applicable.
<b>Please wait ... Sending Fax: x/y completed...</b>	x is the number of pages sent, and y is the number of pages that should be sent.	Not applicable.
<b>Scanning cancelled.</b>	The user selected [Cancel] during the scanning of a page, or between pages if [Job Build & Preview] was enabled.	Not applicable.
<b>Sending cancelled.</b>	The user selected [Cancel] while Authorized Send is in the process of sending out finished scans to its destinations.	Not applicable.
<b>Filename: x</b>	x is the name of the file to be sent after scanning is completed.	Not applicable.
<b>The document has been delivered successfully.</b>	The scans have been sent to the destinations successfully	Not applicable.
<b>Sent x out y page</b>	x is the number of pages sent, and y is the number of pages scanned.	Not applicable.
<b>The document has been delivered successfully to the email addresses.</b>	If Copy to Sent Folder was enabled during a Scan to E-Mail session, and the scans have just been delivered to the target E-Mail server, and are about to be delivered to the Sent Folder.	Not applicable.
<b>Please wait ... Sending x document to the Sent Folder</b>	x is the document type in a Scan to E-Mail session, after the scans have been delivered to their target E-Mail server, and are about to be delivered to the Sent Folder.	Not applicable.
<b>After scanning all documents, press the [Send] button to send all documents</b>	The [Job Build & Preview] key was enabled, and the first scan has been successfully performed.	Not applicable.

## 2.18.4 SCAN STATUS Error Messages

This section explains the SCAN STATUS error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Scanning cancelled. Original removed from feeder.</b>	The pages in the feeder were removed before they were scanned, and scanning is canceled.	Place your document in the feeder, and try scanning again.
<b>Scanning cancelled. Pages in feeder are jammed.</b>	The pages in the feeder are jammed, and scanning is canceled.	Remove the paper jam from the feeder, and try scanning again.
<b>Scanning cancelled. Mailbox memory is full.</b>	Since the Mail Box is full and cannot hold anymore documents, scanning is canceled.	Delete unnecessary documents from the Mail Box, and try scanning again.
<b>Scanning cancelled. Unknown reason.</b>	For an unknown reason, scanning has canceled.	Restart the MEAP device, and try scanning again.
<b>Sending to the destination terminated: x.</b>	A sending session is prematurely stopped for the Scan to Multi-Destinations or One-Touch Buttons functions, and the reason for the termination is represented by x.	<ul style="list-style-type: none"> <li>• Resolve the reason for the termination message by checking the log file.</li> <li>• Restart the MEAP device, if necessary, and try scanning again.</li> </ul>
<b>Sending to [x] failed.</b>	The fax number you are sending to, represented by x, is invalid.	Make sure the fax number you are sending to is valid, and try again.
<b>Sending terminated: x.</b>	A sending session is prematurely stopped for functions other than Scan to Multi-Destinations or One-Touch Buttons, and the reason for termination is represented by x.	<ul style="list-style-type: none"> <li>• Follow the suggestions displayed on the screen.</li> <li>• Check the log file.</li> </ul>
<b>Sending terminated: Unable to send: 550 5.7.1 Client does not have permissions to send as this sender.</b>	During a Scan to E-Mail session, the SMTP server is an Office 365 address configured with a public user name that does not match the e-mail address of the sender.	<ul style="list-style-type: none"> <li>• If you are using the Anonymous authentication server, make sure that the [User E-Mail] text box input is configured to match the [SMTP Public Username] text box input in the E-Mail Service function.</li> <li>• If you are using any authentication server other than Anonymous, make sure that the signed-in user is configured with an e-mail address that has Office 365 access privileges.</li> </ul>

Message	Cause	Remedy
<b>Confirmation Email not sent: SMTP host access failure.</b>	Confirmation e-mail is enabled in a Scan to Folder session, but the e-mail messages have failed to be sent due to an E-Mail server access error.	Contact your System Administrator to check if the E-Mail server has been configured correctly for the MEAP device.
<b>IMAP: Unable to send: x. Copy to Sent Folder failed.</b>	The Copy to Send Folder is enabled, and the scan fails to be sent due to the reason represented by x.	Contact your System Administrator to check if the IMAP server has been configured correctly and running properly.
<b>Data size cannot exceed 100MB.</b>	The RightFax, Fax2Mail, or Google Drive scan job exceeds 100MB in size. 100MB is the size limit for these scan functions.	Split the scan job into multiple smaller jobs.

## 2.19 Batch Dialog Box Notification Messages

The Batch Dialog Box notification messages are displayed on the MEAP device's UI. As you interact with the application, different types of messages are displayed notifying you of an event.

### 2.19.1 Batch List Dialog Box Input Request Messages

This section explains the Batch List Dialog Box input request messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Are you sure you want to delete the selected batch?</b>	You selected a batch to delete at the BATCH LIST SCREEN. Authorized Send is confirming your intent to delete.	Not applicable.

### 2.19.2 Batch Editor Dialog Box Error Messages

This section explains the Batch Editor Dialog Box error messages, along with possible causes and remedies.

Message	Cause	Remedy
<b>Please verify your page number inputs.</b>	You entered a number in the [Start Page] or [End Page] text boxes at the BATCH EDITOR screen which is outside of the initial recommended values.	Change the page value to one which is within the initial recommended values.