

Error	What Is It?	Quick Fix
2p3	Inactive Document – the User is trying to unlock a file that has been deactivated in Vitrium. It will show an 'X' beside the File in the Content tab.	If you wish to re-activate this File, go to the Content tab in Vitrium and click the 'X' so a checkmark ✓ appears instead.
3yq	Account Not Found – the User does not exist in Vitrium or an invalid username was entered.	Check in Vitrium to see if this User exists. If they do, ensure they are using the correct Username. If they do not exist, grant access as required.
4ap	Credentials Not Provided – occurs when 'Login' button is hit without a username or password.	Make sure that the User enters a username and password before hitting 'Login'.
4k3	Group not assigned permission to content and User's DRM Policy is not set – You do not have the correct permissions to access this contact.	The user has no permissions; the group has permission; the user is linked to the content; but the group is not linked to the content. You need to assign the Group permission to the document, not the User, if the intent is to allow the Group with the DRM policy to have access to the content.
bw5	Incorrect Credentials – the User has mistyped their password or other login credentials.	Make sure the User is entering the correct password (no typos, or extra spaces are used) and check that 'Caps Lock' key is off.
7rp	Forced Password Reset – "Your password must be changed before you can proceed" is what the user will see. A Vitrium administrator has initiated a forced password change on this user.	The User will need to logout and then will be presented with the password change prompt at the next login. User must change password in order to proceed.
dovc3	Exceeded Open Limit – the User has exceeded the number of times they are allowed to open a particular file as established in the DRM policy.	If you are okay with the person accessing the content again, you can do one of two things: (1) Clear that person's use. Go to the Users tab and click the 'Clear Use' icon beside the User in question, then click Document Use and clear it for the specific file in question. (2) Change the DRM policy but be aware that this will change it for all the Users or Groups to which this DRM policy applies to.
dpvc3	Exceeded Print Limit – the User has exceeded the number of times they are allowed to initiate a print event for a particular file as established in the DRM policy.	If you're okay with the user printing the content again, you have two options: (1) Clear that user's use. Go to the Users tab and click the 'Clear Use' icon beside the User in question, then click Print Use and clear it for the specific file in question. (2) Change the DRM policy but be aware that this will change it for all the Users or Groups to which this DRM policy applies to.
dvc3	Exceeded Content Limit – if the <i>Library or Account Limit</i> in the DRM Policy Setting is not set or is restrictively defined, then this error message will appear.	If you're okay with the user accessing this (and perhaps more content), you have three options: (1) Clear that user's use. Go to the Users tab and click the 'Clear Use' icon beside the User in question, then click Document Use and clear a document other than the specific file in question to allow this one to open. (2) Change the DRM policy but be aware that this will change it for all the Users or Groups to which this DRM policy applies to. (3) Change this single user's DRM policy to grant a larger value or set to unlimited.
g45	User not found – occurs when the User does not exist or has been deleted.	If you want this person to access your account, add them as a new User in the Users section of Vitrium, or in your 3rd party system.
gf4	DocCode in Version\Unique PDF doesn't match the one in the system – occurs when the metadata in the version\unique protected pdf is not aligned with the data in the system.	gf4 can occur when the unique document id is found by ID, but the DocCode in the PDF does not match the one in the system. This PDF is rendered permanently locked and cannot be repaired. Contact Vitrium Support if you require more insight.
gf5	True PDF SSO login for a Version\Unique PDF – occurs when the document ID from the PDF does not exist in the system.	gf5 can occur during version/unique "True PDF SSO" login when the document ID from the PDF does not exist in the system. The most likely reason is the delete version\unique api was exercised. This PDF is rendered permanently locked unless you regenerate the original Version\Unique id with another POST version\unique api call. Contact Vitrium Support if you require more insight.

Error	What Is It?	Quick Fix
ipvc3	IP Address Not Covered – the User has exceeded the IP address limit you have set in the DRM policy, or they’re accessing the file outside of the whitelisted IP addresses.	Instruct User to access the content within the specific IP address you defined. If you’re okay with the user accessing the content from this additional IP address, you can do one of two things: (1) Clear that user’s IP address use. Go to the Users tab and click the ‘Clear Use’ icon beside the User in question, then click IP Address Use and clear it. (2) Change the DRM policy but be aware that this will change it for all the Users or Groups to which this DRM policy applies to.
m47	Inactive Account – the User has been de-activated in Vitrium. It will show an ‘X’ beside this User in the Active column in the Users tab.	If you wish to re-activate this User, go to the Users tab in Vitrium and click the ‘X’ so a checkmark ✓ appears instead.
n4p	No DRM policy has been set for this content	You have not assigned a DRM policy and will need to assign one at either the File level, User level, Group level, or Folder level.
qe2	Access Expired (expiry date) – the date has expired as established in the DRM policy.	Check the “Expiry Date” field in the DRM policy used for that User. You can extend the date but be aware that this will extend it for all Users or Groups assigned with that DRM policy.
qs2	No Access yet – the User will have access to this content in the future based on the Start Date of the DRM policy.	Check to make sure their DRM Policy Start Date is correct. If so, advise the User to wait until the assigned date before attempting to access the content. If a change is required, go to the Settings tab, click on DRM Policy Setting, change the Start Date. Note that the Start Date could also be on the User’s account or a Group.
rc7	Country Blocked – the User is trying to access content from a country that is being block by the DRM setting	About the only thing you could do is associate this user with another DRM policy that isn't blocking the country they are connecting from.
rc9	Unexpected Error – Can occur when a document incurs an error such as a server time out.	Contact Vitrium support or your IT department if your company is hosting the software.
rqe2	Access Expired (expiry after first unlock) – the number of days has passed after the User’s first unlock session as established in the DRM policy.	Check the “Expiry After First Unlock” field in the DRM policy used for that User. You can extend the # of days but be aware that this will extend it for all Users or Groups assigned with that DRM policy.
vc3	Exceeded PDF or Browser Limit – the User has exceeded the limit you have set in the DRM policy.	If you don’t suspect fraud or unauthorized sharing, do one of two things: (1) Clear the user’s use. Go to Users tab and click the ‘Clear Use’ icon beside the User in question. (2) Change the DRM policy but be aware that this will change it for all the Users or Groups to which this DRM policy applies to.
vp3	Exceeded Print Limit – the User has exceeded the print limit you have set in the DRM policy.	If you don’t suspect fraud or unauthorized sharing, do one of two things: (1) Clear the user’s print usage. Go to Users tab and click the ‘Clear Use’ icon beside the User in question and the print element. (2) Change the DRM policy but be aware that this will change it for all the Users or Groups to which this DRM policy applies to. NOTE: The "Download To Print" (legacy) feature counts towards the DRM Policy print limit, and if you have that as "Not Set", or it's set to small value, it is possible to also be affected.
w29	No Permission – the User does not have permission to the file (or it’s not set up correctly in Vitrium or your 3 rd party application).	Check to make sure the User has permission to access the file. Go to the Content tab, click Permissions icon beside the file in question.

If there is an error code that doesn’t appear on this document, please notify the Vitrium team at support@vitrium.com