

COMMON ERROR CODES

| Error | What Is It? | Quick Fix |
|--------------|--|--|
| bw5 | Incorrect Credentials The User has mistyped their password or other login credentials. | Make sure the User is entering their correct password – check that there are no typos, extra spaces, or that ‘Caps Lock’ key is on. If you have enabled the “Forgot Password” functionality, the User can always click on that to reset their password. |
| 3yq | Account Not Found The User does not exist in Vitrium, or an invalid username was entered. | Check to see if this User exists in Vitrium or your 3 rd party system if you have Vitrium integrated. If the User does exist, ensure they are using the correct username. If they do not exist, you may need to add them in, either directly to Vitrium or in your other system where you manage users. |
| w29 | No Permission The User does not have permission to the file (or it is not set up correctly in Vitrium or your 3 rd party application). | Check to make sure the User has been assigned permission to access the content. If you manage users in Vitrium, go to the Content tab and check Permissions (in Content Permissions or Folder Permissions, depending on where you set this). If you manage users in your 3 rd party system, then check there to ensure the user has been assigned permissions correctly. You may need to reach out to the developer who did your integration. |
| vc3 | Exceeded Device Limit The User has exceeded the device limit that is set in the associated DRM policy. | This means Vitrium’s DRM is working as it is saying the user has already accessed their content on the number of devices you have allotted to them per the DRM policy that has been assigned to them. However, if the user has recently changed devices and you DO NOT suspect fraud or unauthorized sharing and you wish to clear their usage, you can go to the Users tab in Vitrium, then click the ‘Clear Use’ icon beside the User. |
| qe2 | Access Expired (Expiry Date) The User’s access to the content has expired according to the Expiry Date that was set in the DRM policy. | This means Vitrium’s DRM is working as it is saying the user’s access has expired according to the “Expiry Date” setting in the DRM policy that has been assigned to that User. If this is an error and the User needs an extension or the date is wrong, you can check the “Expiry Date” field in the associated DRM policy. If you Vitrium integrated, you may need to check in your 3 rd party system, or your developer may need to review the code. |
| rqe2 | Access Expired (Expiry After First Unlock) The number of days has passed after the User’s first unlock session according to the DRM policy. | This means Vitrium’s DRM is working as it is saying the user’s access has expired according to the “Expiry After First Unlock” setting in the DRM policy that has been assigned to that User. If this is an error and the User needs an extension or the timeframe is wrong, you can check the “Expiry After First Unlock” field in the association DRM policy. You can extend the # of days but be aware that this will also extend it for all Users or Groups assigned with that DRM policy. |
| dpvc3 | Exceeded Print Limit The User has exceeded the number of times they are allowed to print particular content according to the DRM policy. | This means Vitrium’s DRM is working as it is saying the user has exceeded the number of times that they are allowed to print the content according to the DRM policy assigned. If they claim there was an issue or you are fine to allow them to print again, you may clear their usage by going to the Users tab in Vitrium, then click the ‘Clear Use’ icon beside the User. |
| ipvc3 | IP Address Not Covered The User has exceeded the IP address limit you have set in the DRM policy, or they are accessing the content outside of the allowed IP addresses. | This means Vitrium’s DRM is working as it is saying the user has exceeded the number of IP addresses that they are allowed to access the content from, or that they are trying to access the content from an IP address that is not allowed. In rare cases and when authorized to do so, you may clear their IP address usage by going to the Users tab in Vitrium, then click the ‘Clear Use’ icon beside the User. |

OTHER ERROR CODES

| 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. | This means Vitrium's DRM is working as someone deactivated this content for a reason. However, if that content should be reactivated, then you can reactivate it by going to the Content tab in Vitrium, then clicking the 'X' beside the content in question so that a checkmark ✓ appears instead. |
| 4ap | Credentials Not Provided This occurs when 'Login' button is hit without a username or password. | This is a simple User error. Make sure that the User enters their username and password before hitting the "Login" button. |
| 4k3 | Incorrect Permission This occurs when there is no expiry date set or when a Group has not been assigned permission to the content. | There are two different ways to fix this issue: (1) Check to make sure that at least one of the two Expiry fields has been set in Vitrium (Expiry Date or Expiry After First Unlock). You may need to check with the developer who did the integration. (2) Check to make sure that the User has been correctly assigned to the Group since you have set a DRM policy to the Group, and that the Group has been assigned Permissions to the content in question. Alternatively, you may also assign a DRM policy to the User and add them to the Permissions for that content. Both methods will resolve this error. |
| ps1 | Screen Capture of this content was attempted The user has pressed Print Screen, ALT+ Print Screen or Shift+ Windows + S with Web Viewer open and Prevent screen capture enabled on the content. | This is informative error that user attempted to take a screenshot of the content using the inbuild windows options (Print Screen, ALT+ Print Screen or Shift+ Windows + S). The User is not informed that this is being logged. This field is only for the information of Staff members to see who may be attempting to take a screenshot of the Content in Web Viewer. |
| 7rp | Forced Password Reset A Vitrium administrator has initiated a forced password change so the User will need to change their password before accessing their content. | The User will need to change their password first before they can access their content as a Vitrium administrator has selected the "Force Password Reset" function. |
| 7ud | Account Blocked, Too Many Login Attempts The User has failed to enter the correct password X number of times, according to what is set in the Vitrium Security Settings. | This means Vitrium's password control feature is working and could be a sign of tampering or potential hacking. If you do NOT suspect that this is the case, then you can reactivate the User by going to the Users tab, then clicking the 'X' beside the User in question so that a checkmark ✓ appears instead. You should also click the "Clear Use" icon to clear their usage. |
| dovc3 | Exceeded Open Limit The User has exceeded the number of times they are allowed to open a content as established in the DRM policy. | This means Vitrium's DRM is working as it is saying the User has exceeded the number of times that they are allowed to open a content according to the DRM policy assigned to them. If you DO NOT suspect fraud or unauthorized sharing, you can reset their usage by going to the Users tab, then clicking the "Clear Use" icon beside the User in question. |

| Error | What Is It? | Quick Fix |
|-------------|--|---|
| dvc3 | Exceeded Content Limit The User has exceeded the number of content that they can open according to the <i>Library / Account Limit</i> in the DRM policy. | This means Vitrium's DRM is working as it is saying the User has exceeded the number of content that they are allowed to open according to the DRM policy assigned to them (Library or Account Limit). If you DO NOT suspect fraud or unauthorized sharing, you can reset their usage by going to the Users tab, then clicking the "Clear Use" icon beside the User in question. |
| g45 | User Not Found This occurs when the User does not exist or has been deleted. | If you wish to reinstate this User to access your content, you will need to add them as a new User in the Users section of Vitrium, or in your 3rd party system if you have Vitrium integrated. |
| gf4 | DocCode Does Not Match in System This occurs when the metadata in the Version\Unique Protected PDF does not match the data in the 3rd party system. | This error occurs when the unique document ID is found by ID, but the DocCode in the PDF does not match the one in your 3rd party system. The PDF is permanently locked and cannot be repaired. Contact Vitrium Support if you require assistance. |
| gf5 | DocID Does Not Match in System This occurs when the document ID in the Version\Unique Protected PDF does not exist in the 3rd party system. | This error occurs when the document ID from the Version\Unique API Protected PDF does not exist in the 3rd party system. The most likely reason is the DELETE function for the 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. |
| m47 | Inactive Account The User has been deactivated in Vitrium | This means Vitrium's DRM is working as someone deactivated this User for a reason. However, if that User should be reactivated, then you can reactivate them by going to the Users tab in Vitrium, then clicking the 'X' beside the User in question so that a checkmark ✓ appears instead. |
| n4p | No DRM Policy This occurs when there has been no DRM policy assigned to this User or Group if they are part of a Group. | This means that a DRM policy has not been correctly applied to the User in question in the Permissions, either at the Content level, Folder level, User level, or Group level, depending on where you assign Permissions. If you have Vitrium integrated, you may need to check with the developer who did the integration to check their code. |
| qs2 | No Access Yet The User does not have access to this content yet as the Start Date in the DRM policy is a future date. | This means Vitrium's DRM is working and you should advise the User to wait until the assigned date before attempting to access the content. However, to verify that the Start Date is correct, you can check this in the associated DRM policy. |
| rc7 | Country Blocked The User is trying to access content from a country that is being block by the DRM setting | This means Vitrium's DRM is working and you should advise the User that they are attempting to access the content from a country that has been blocked. If you wish to reinstate access for that country, you can update the appropriate DRM policy in Vitrium or in your code if you have Vitrium integrated with a 3rd party system. |
| rc9 | Unexpected Error This appears when a server time-out occurs. | Contact the Vitrium Support team if you are hosted with Vitrium, or your organization's IT department if your company self-hosts Vitrium software. |

| Error | What Is It? | Quick Fix |
|-------|---|---|
| vp3 | <p>Exceeded Print Limit (for Download to Print) The User has exceeded the print limit that is set in the associated DRM policy.</p> | <p>This means Vitrium's DRM is working as it is saying the user has exceeded the number of times that they are allowed to print the content according to the DRM policy assigned. If they claim there was an issue or you are fine to allow them to print again, you may clear their usage by going to the Users tab in Vitrium, then click the 'Clear Use' icon beside the User.</p> <p>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.</p> |