

Custom Error Page Configuration Manual

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www.vitrium.com

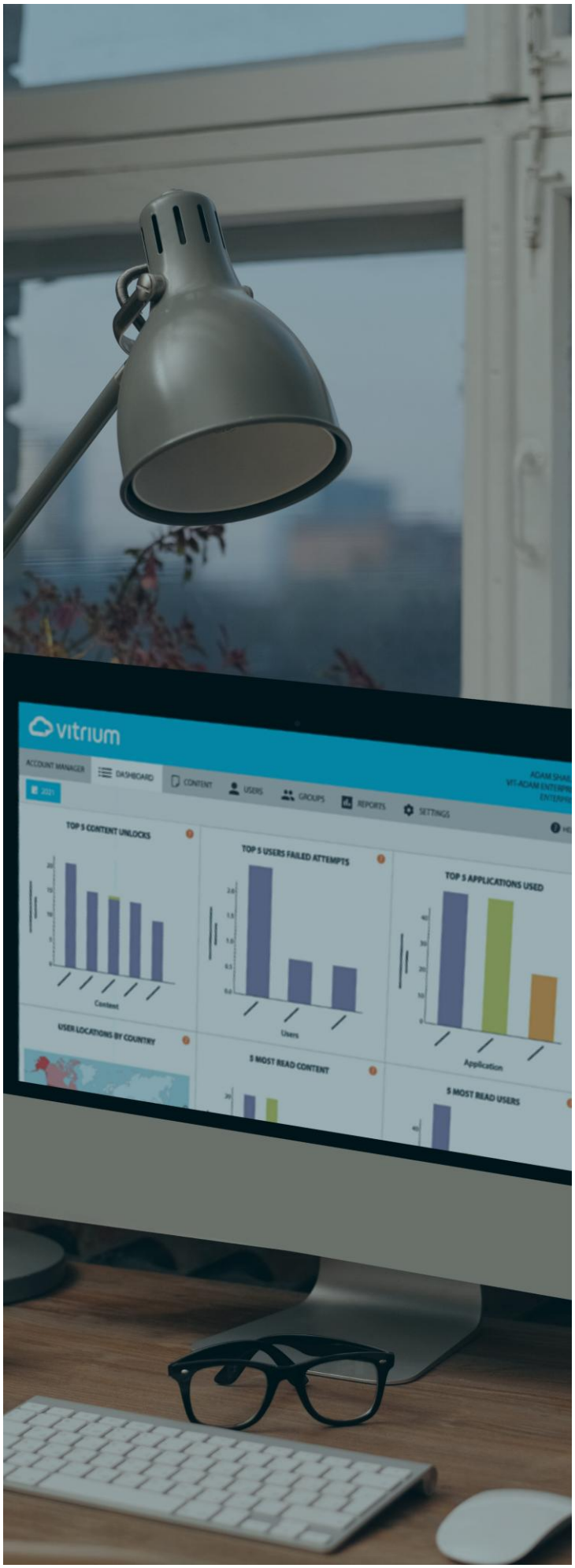


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INTRODUCTION & LINK TO SAMPLE CODE

Vitrium Security displays a variety of different error messages when a user exceeds a limit you have set in the DRM Policy. An example of one such common error is this: “You have exceeded your device limit (vc3)” which also shows up as the “vc3” error code in the User Activity Log report.

The sample project code provided here allows you to implement a customized DRM Error Page for DRM specific errors only, such as "vc3" (device limits) or “qe2” (access has expired).

You can choose to keep the default messages as they are quite self-explanatory, but there may be times where you want to overwrite the default messages. Here are a few reasons why:

- You want to elaborate why the error has occurred
- You want to include your own support information on the error page
- You want to provide links back to your site to upsell additional services or subscription level

Here is a link to the sample project code in Zip format:
https://www.vitrium.com/wp-content/uploads/2026/09/CustomErrorPage.zip

The sample provided will demonstrate the following:

- **Two error codes:** vc3 and 2p3
- **Four languages:** en (default), fr, zh_cn, zh_tw

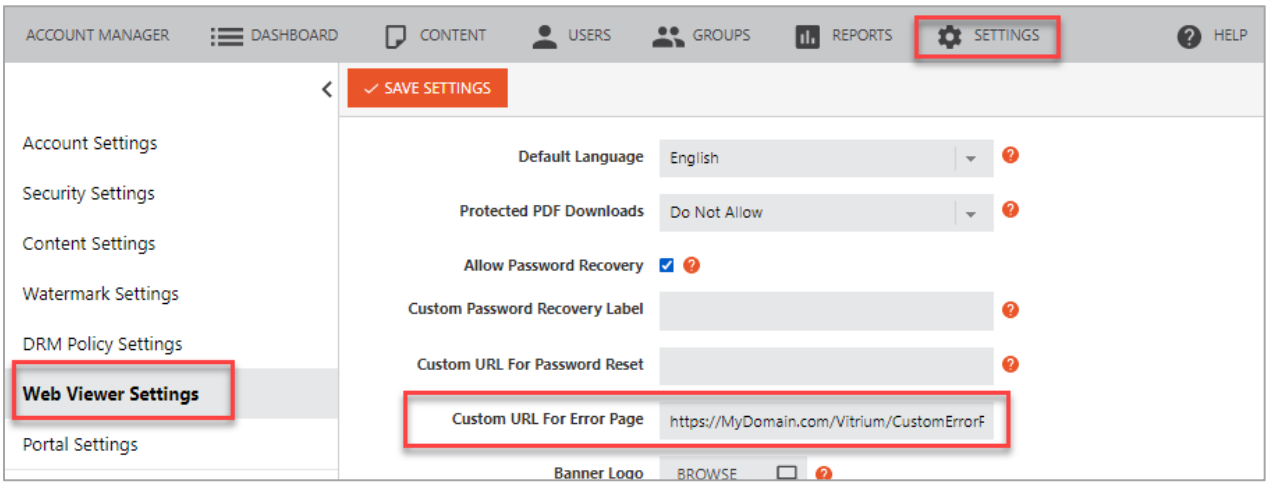
Refer to Vitrium's User Activity Error Code Guide to get a better understanding of all the possible DRM errors that could occur: ***http://www.vitrium.com/error-guide***

INSTALLING THE SAMPLE FILES

The sample code is written in JavaScript, HTML, and CSS. Extract all files in the zip and make sure to keep all the files in their respective subfolders. Place the entire set of files and folders on your own website and customize it as required. Refer to the next section on how to customize the error pages.

Once you have it installed on your website, follow these steps:

1. Log in to the Vitrium admin app
2. Go to Settings, then Web Viewer Settings
3. In the field labelled “Custom URL for Error Page”, enter the URL that points to your CustomErrorPage.html file
    - Example URL: ***https://MyDomain.com/Vitrium/CustomErrorPage.html***



CUSTOMIZING THE ERROR PAGE

Open "/CustomErrorPage/js/errorhandle.js" in a text editor and review the various area of interest. Below, we will explain key areas where you will need to make changes to suit your intended workflow.

Setting Default Values

The following variables contain default strings/messages that will be used. Update **them** as required:

```
titleMessage =     "We are sorry.";
detailedMessage =  "Message Not Available"; // default message when undefined
redirectLink =     "https://google.com"; // default link when undefined
redirectLabel =    "Go back"; // default label when undefined'
moreInfoBtnLabel = "Click to display more information";
suggestedMessage = "Instruction Not Available";
moreInfoTitle =    "More Information";
labelUsername =    "Username";
labelUserId =      "User Id";
labelURL =         "URL";
labelErrorCode =   "Error Code";
labelLang =        "Lang";
redirectLabel =    "none";
```

Define DRM Error Code Overrides

The following code sample will demonstrate how to override the default messages for error codes vc3 and cp3. The *switch* statement can be used to define custom messages for many DRM error codes. Add/remove more/less *case* statements as required.

```
switch (errorCode) {

    case 'vc3':
        message  =          "Exceeded Device Limit"; // user defined custom message
                            for vc3
        detailedMessage =   "The user has exceeded the device limit that is set in
                            the associated DRM policy.";
        suggestedMessage =  "*Please purchase more devices to access this content"
        redirectLink =      "https://store.google.com";
        redirectLabel =     "Visit Google Store";
        break;

    case '2p3':
        message  =          "Inactive Document"; // user defined custom message for
                            2p3
        detailedMessage =   "The user is trying to unlock a file that has been
                            deactivated in Vitrium.";
        suggestedMessage =  "*Please check if your access to this link is valid"
        redirectLink =      "https://www.vitrium.com";
        redirectLabel =     "Visit Vitrium Security";
        break;
}
```

Define Additional Language Overrides

The sample project uses English (en) as the default language. Vitrium is planning on supporting additional languages, but as of this writing, only these four (4) languages codes are supported, and the logic can be implemented per the following sample code:

English (en) / French (fr) / Chinese - Simplified (zh_cn) / Chinese - Traditional (zh_tw)

```
if(value === "fr"){

    titleMessage = "Nous sommes désolés";
    moreInfoBtnLabel = "Cliquez pour afficher plus d'informations";
    moreInfoTitle = "Plus dinformation";
    labelUsername = "nom d'utilisateur";
    labelUserId = "ID de l'utilisateur";
    labelURL = "URL";
    labelErrorCode = "Code d'erreur";
    labelLang = "Langue";
    detailedMessage = "Message non disponible"
    suggestedMessage = "Instructions non disponibles"

    switch (errorCode) {
        case 'vc3':
          message = "Limite d'appareils dépassée"; // user defined custom message
                    for vc3
          detailedMessage = "L'utilisateur a dépassé la limite d'appareils définie
                    dans la stratégie DRM associée.";
          suggestedMessage = "*Veuillez acheter plus d'appareils pour accéder à ce
                    contenu"
          redirectLabel = "Visiter le magasin";
          break;

        case '2p3':
          message = "Document inactif"; // user defined custom message for 2p3
          detailedMessage = "L'utilisateur essaie de déverrouiller un fichier qui a
                    été désactivé dans Vitrium.";
          suggestedMessage = "*Veuillez vérifier si votre accès à ce lien est
                    valide"
          redirectLabel = "Retourner";
          break;
    }

}
```

Define Brower Tab/Title

Lastly, you will want to set an appropriate HTML title for the browser tab/page. One suggestion is to display the "message" when the page is in focus and a different message when the user clicked out of the page. (blur) as follows:

```
let docTitle = document.title;

window.addEventListener("blur", () => document.title  = "We are sorry");
window.addEventListener("focus", () => document.title = message);
```

TESTING & EXAMPLE ERROR PAGE

A sample URL to test the custom error page is:

https://MyDomain.com/Vitrium/CustomErrorPage.html?username=username@gmail.com&userid=2654750a-94aa-47d1-80ee-07a42a986fdd&url=https%3a%2f%2fview.protectedpdf.com%2fForbidden%2fgghmRV&message=This+content+has+been+deactivated+in+the+system+(2p3).&lang=en

Note that you can also change other features such as the logo, colours, and styles. The provided Cascading Style Sheets (CSS) files are not documented in this guide, but the options should be self-explanatory.

If you need additional information or assistance with this material, please reach out to Vitrium Support.

The next page displays the provided sample in a browser.

Example of Custom Error Page

