CONVERSION ERROR CODE GUIDE

Error	Message	Suggested Action
-1	**Exception occurred**	**Contact the Vitrium team for assistance.**
-3	**Can't protect an empty document.**	**No action required.** There was no actual file associated with the upload.
-4	**The document is already encrypted**	**Upload the 'unprotected' version.** If the document was already protected with Acrobat Password Security, you will need to remove this.
-5	**An unexpected system error occurred during your document processing.**	**Try uploading the content again.** There may have been a temporary server issue precisely at the moment you were uploading. This is often corrected with a re-upload.
-6	**Invalid format of your document.**	**Remove any password-protection, then upload the content again.** If the content has been protected with Adobe Acrobat's Password Security, you need to remove that and then upload again. If it is truly corrupted, then it may not work, and you will need to reach out to Vitrium for additional support. There is no guarantee that Vitrium will be able to resolve this, but our team can try.
-7	**There is a missing login form in your document.**	**Contact the Vitrium team for assistance.**
-8	**There is a missing login form field in your document.**	**Contact the Vitrium team for assistance.**
-9	**InvalidPageRangeException**	**Recheck the 'Pages to Leave Unprotected' field.** When uploading content, you defined a range of "Pages to leave unprotected" that exceeds the number of pages in the uploaded content.

Error	Message	Suggested Action
-11	Could not unprotect your document.	Contact the Vitrium team for assistance.
-12	There is an error during document protection.	Contact the Vitrium team for assistance.
-13	An error occurred during your document processing. - general	Try uploading the content again. If the issue persists, contact Vitrium team.
-100	An unexpected exception has occurred, please contact support.	Contact the Vitrium team for assistance.
-500	There is an error during document conversion.	Contact the Vitrium team for assistance.
-501	We were unable to verify your license key. Please contact technical support.	Contact the Vitrium team for assistance.
-666	An error occurred after the uploaded file was protected but before it was assigned to the content record in the database.	Contact the Vitrium team for assistance.
-1000	PublishToWebViewer: An error occurred when attempting to create the Web Viewer file.	Check the original file for any encryption or password security and reupload the content. If the issue persists, contact Vitrium team.

If you encounter any other code that is not listed here, please contact the Vitrium team for assistance.