FUJIFILM

ApeosWare®

ApeosWare Management Suite 2

Features Guide
Flow Management Option Messages

Refer to "Setup Guide" for "About Manuals and Accessory Tools", "Conventions", and trademark.

Overview of Messages

The messages related to Flow Management are classified into the following two types:

Operation messages

System log messages

The operation messages are displayed on the operation screen to provide information regarding the operations of Flow Management.

The system log messages are messages for events that occur during the processing. They contain records such as a fault that occurred during processing or a cause of a job that completed with an error. To view system log messages, you need to go to the [Job Details] page or open a system log file.

To view the [Job Details] page, perform the following steps:

(1)From the ApeosWare Management Suite menu, select [Service Settings] > [Flow Management] > [Jobs].

(2)Click ⊞ (Details) of the job to be confirmed.

👓 Refer

> "Features Guide Flow Management Option" > "Job Operation"

The system log file is automatically created in the following location:

Storage location:
{destination folder}\Data\Logs\FM\awfm-geronimo

File name:
AWFM-system-{year-month-day}.log

💬 Note

> • {destination folder} is specified at installation. The default location is: "c:\FUJIFILM\ApeosWare MS".
> • The maximum length of one operation log message is 4,096 bytes.

Understanding Message Lists

Message lists contain the error messages related to the following features. Depending on the feature, one of both of operaton messages and system log messages are listed.

Category	Feature
Common	Flow Management Environment Settings
	Flow Settings
	Job Operation
	Job Execution
Inbound Channel	Device Folder
	Folder
	Link to Web Applications
	Link to Web Applications (Operation on Device Control Panel)
Processing Method	QR Code Reader
	Image Processing
	Format Conversion
	OCR
	OmniPage(R) OCR
	Attribute Mapping
	Form Analysis
	OmniPage(R) Barcode Reader
	Database Query
	Load Attributes
	Separate CSV Attributes
	Join CSV Attributes
Delivery Destination	Save to Folder
	Send E-mail (SMTP)
	Printer Output
	Link to Application
	Save Form Analysis to File
	Save Attributes to File
Others	Notification E-mail
	Interaction Mode
	Interaction Process
	Document and Attributes Table Output

The elements enclosed in curly brackets ({ }) vary depending on the message displayed.

Example:

An incorrect value has been set for {date/time received, start date/time, or end date/time} in the filter settings. Specify a correct value.

The above message may actually appear as follows:

An incorrect value has been set for 12/08/2020 10:52:43 in the filter settings. Specify a correct value.

Some of the messages are provided with only solutions in the [Solution/Description] column.

In {additional message} added to each message, one of the messages described later in "Additional Message" is displayed. See the relevant message for a solution.

In {error reason} added to each message, one of the massages described later in "Error Reason" is displayed. See the relevant message for a solution.

In {system error code} or {system error message}, an operating system-specific error code or error message is displayed respectively. See the manual or help for the operating system.

When the solution contains the instruction "Restart the Flow Management service", stop and restart the Flow Management service according to "Features Guide Flow Management Option" > "2.4 Configuring the Flow Environment" > "Starting or Stopping the Flow Management Service".

When the solution contains the instruction "Restart the computer", restart the computer on which Flow Management is installed (Flow Management server).

"destination folder" referred to in the solutions is the data folder for Flow Management specified during the installation process. The default location is "c:\FUJIFILM\ApeosWare MS".

1 Message List

Common

This section describes the error messages that appear on the user interface when you configure the Flow Management environment settings, set a flow, or operate a job, together with the solutions.

Flow Management Environment Settings

This section describes the error messages that appear on the user interface when you configure Flow Management environment settings, together with the solutions.

Message	Description / Solution
Unable to save Clear Job History settings. Check the status of the following link and the network connection status, then try again. Host Name {host name}	Setup of job history clear failed. The information on the computer on which the setup failed is also displayed. Solution: Check the network connection status of {host name}.

Flow Settings

This section describes the error messages that appear on the user interface when you set or operate a flow, together with the solutions.

Message	Description / Solution
{feature name} is an unavailable feature. Please ensure that Flow Management or optional software is correctly installed.	Solution: Check to see whether the required software applications are installed. If the required software applications are installed, retry the operation from the detailed settings page for the feature. ⊙⊙ Refer 　　"Features Guide Flow Management Option" > "2.1 Initial Settings"
{flow name} Unable to enable flow. {feature name} is an unavailable feature. Please ensure that Flow Management or optional software is correctly installed.	Solution: Check to see whether the required software applications are installed. f the required software applications are installed, retry the operation from the detailed settings page for the feature ⊙⊙ Refer 　　"Features Guide Flow Management Option" > "2.1 Initial Settings"
Unable to retrieve the selected file.	Solution: Check to see whether you have access permissions for the specified file.

Message	Description / Solution
Unable to complete this operation due to insufficient memory.	Solution: Increase the available memory by stopping other applications or by other means.
Insufficient disk space.	Solution: Increase the disk space by deleting unnecessary files or by other means.
There may be multiple windows or tabs running on the screen.	An operation was performed on another window or tab of the same session. Solution: Do not operate on multiple windows or tabs.

Job Operation

This section describes the error messages that appear on the user interface when you operate a flow job, together with the solutions.

Message	Description / Solution
No job(s) have been selected. Select the job(s) and then try again.	No job is selected. Solution: Select a job and click the desired button for operation.
An incorrect value has been set for {date/time received, start date/time, or end date/time} in the filter settings. Specify a correct value.	The entry format is incorrect. Solution: Enter the values in the correct format, and then click [Filter].
Unable to process as the flow has been disabled.	The flow must be enabled. Solution: Enable the flow as a user with the [Flow Composer] or [Owner] role.
Unable to process as the flow has been disabled. [{Job ID}]	The flow must be enabled. Solution: Enable the flow as a user with the [Flow Composer] or [Owner] role.

Job Execution

This section describes the system log messages that appear during flow job execution, together with the solutions.

Message	Description / Solution
Unable to save file in ApeosWare Management Suite Flow Management database node.	Disk capacity and/or memory is insufficient or an internal error has occurred. Solution: • When disk capacity is insufficient, shorten the retention period of jobs at the [Clear Job History Settings] page or delete unnecessary files to increase the disk capacity. • When memory is insufficient, restart the Flow Management service. • If this error persists, contact our support representative. Refer [Clear Job History Settings] page > "Features Guide Flow Management Option" > "2 Configuring the Flow Environment"

Message	Description / Solution
Unable to retrieve attributes from ApeosWare Management Suite Flow Management database.	Insufficient memory or an internal error has occurred. Solution: Restart the Flow Management service. If this error persists, contact our support representative.
Unable to log out from ApeosWare Management Suite Flow Management database.	Insufficient memory or an internal error has occurred. Solution: Restart the Flow Management service. If this error persists, contact our support representative.
Process definition could not be allocated due to lack of free memory. (Free space: {free space}, Space required: {space required})	A memory shortage occurred during job execution. Solution: • If there are jobs in [Waiting] status in interaction operations, please resume or delete the job. • Please refrain from simultaneously performing flow creation or editing. • Please restart Flow Management service. • If this error occurs again, please contact our representative.

Inbound Channel

This section describes the error messages that appear while the inbound channel-related features (Device Folder, Folder, Link to Web Applications) are configured or executed, together with the solutions.

Device Folder

This section describes the operation messages and the system log messages for the [Device Folder] feature, together with the solutions.

Operation Messages

Message	Description / Solution
Unable to search for device(s).	Solution: This error does not occur in normal situations. If this error persists, contact our support representative.
Unable to add device.	Solution: This error does not occur in normal situations. If this error persists, contact our support representative.
Unable to retrieve the device folder list from {model name} ({IP address/host name}) {additional message}	Solution: See "Additional Messages"(P.8) for the solution.
Device folder {device folder number} of {model name} ({IP address/host name}) is not available. {additional message}	Solution: See "Additional Messages"(P.8) for the solution.
An error occurred while searching for device folders.	Solution: This error does not occur in normal situations. If this error persists, contact our support representative.
An error occurred while adding a device folder.	Solution: This error does not occur in normal situations. If this error persists, contact our support representative.

Message	Description / Solution
The device could not be selected. {additional message}	Solution: See "Additional Messages"(P.8) for the solution.
Unable to retrieve the device UUID or device information from the ApeosWare Management Suite database. Reselect the device. Also, check the connection status with the device and that ApeosWare Management Suite has been installed correctly.	The UUID of the device or the device information could not be retrieved. Or, in the case of isolated configuration, the license on the PC with ApeosWare Management Suite database installed is invalid. Solution: • Correct the settings of [Device] on the [Device Folder - Device Folder Input Settings] page by editing the flow. • Check the connection with the device. • Check that ApeosWare Management Suite has been installed correctly. • For isolated configuration, install a product from ApeosWare Management Suite other than FlowManagement to the PC with ApeosWare Management Suite installed, and enable the license. Refer "Setup Guide"

Additional Messages

Message	Description / Solution
The network scanner cannot be found or its power is off.	The specified scanner does not exist. Solution: • Check to see whether the device is in operation or check the status of the LAN cables or network. • Check to see whether an error has occurred on the device. • Check to see whether the SOAP port of the device is active.
The device folder cannot be found.	The specified device folder does not exist. Solution: • Check to see whether the specified device folder exists on the device. • Check to see whether the device is in operation or check the status of the LAN cables or network. • Check to see whether an error has occurred on the device.
The certificate of the access location cannot be verified, or another HTTPS communication error has occurred.	Solution: • Check to see whether a certificate is correctly set for the device or whether an error has occurred on the network. • Update the device status on the Administrator screen. Refer "Features Guide" > "3 Device Management"
Device Manager Password of the supported device is incorrect, or the device WebDAV port is not activated.	Solution: • Activate the WebDAV port of the device. • Update the device status on the Administrator screen. Refer "Features Guide" > "3 Device Management"
The connection with the device has timed out.	Solution: • Check to see whether the device is in operation or check the status of the LAN cables or network. • Check to see whether an error has occurred on the device.

Message	Description / Solution
The access information of the device folder is incorrect.	Solution: On the detailed settings page for the [Device Folder] feature, correct the passcode or password for the device folder.
An error has occurred for WebDAV access.	Solution: This error does not occur in normal situations. If this error persists, contact our support representative.

The SOAP port is not activated, or the SOAP/HTTP port numbers for the device do not match.	Solution:
	• Check the following:
	  - Whether the SOAP port of the device is active
	  - Whether the same SMTP port number and HTTP port number are set for the device and Flow Management
	    For the SOAP and HTTP ports, check the device's properties on the Device List on the Administrator screen.
	  - Update the device status on Administrator screen
	
	Refer
	   "Features Guide" > "3 Device Management"

System Log Messages

Message	Description / Solution
Imported {input type} of the following document from device folder ({device folder number}) of {model name} ({IP address/host name}). Document Number: {document number} Date/Time Received: {date/time received}, Number of Pages: {number of pages retrieved/total number of pages} Document Name: {document number}, Sender ID: {sender ID} {error reason} Some documents may remain in the device folder. In that case, retrieve the above document(s) again after stopping or starting the operation.	Solution: See "Error Reasons"(P.11) for a solution.
Imported {input type} of the following document from device folder ({device folder number}) of {model name} ({IP address/host name}). Document Number: {document number} Date/Time Received: {date/time received}, Number of Pages: {number of pages retrieved}/{total number of pages}, Document Name: {document number}, Sender ID: {sender ID}, File Data Transfer Method: WebDAV (HTTPS), Used Address ({IP address/host name}) {error reason}	Solution: See "Error Reasons"(P.11) for a solution.
Imported {input type} of the following document from device folder ({device folder number}) of {model name} ({IP address/host name}). Document Number: {document number} Date/Time Received: {date/time received}, Number of Pages: {number of pages retrieved}/{total number of pages}, Document Name: {document name}, Sender ID: {sender ID}, File Data Transfer Method: WebDAV (HTTPS) {error reason}	Solution: See "Error Reasons"(P.11) for a solution.

Message	Description / Solution
Unable to retrieve document list from device folder ({device folder number}) of {model name}({IP address/host name}). Used Address ({IP address/ host name}) {error reason}	Solution: See "Error Reasons"(P.11) for a solution.
Unable to retrieve date/time received of document ({document number}) from device folder ({device folder number}) of {model name}(IP address/host name}). {error reason}	Solution: See "Error Reasons"(P.11) for a solution.
Unable to create {folder path}. {system error message}	Solution: In {system error message}, an operating system-specific error message is displayed. See the manual or help for the operating system.
Unable to delete {folder path}. {system error message}	Solution: In {system error message}, an operating system-specific error message is displayed. See the manual or help for the operating system.
Unable to retrieve document ({document number}) from device folder ({device folder number}) of ({model name}({IP address/host name}). Used Address ({IP address/host name}). {error reason}	Solution: See "Error Reasons"(P.11) for a solution.
Unable to retrieve document ({document number}) from device folder ({device folder number}) of ({model name}({IP address/host name}). {error reason} Some documents may remain in the device folder. In that case, retrieve the above document(s) again after stopping or starting the operation.	Solution: See "Error Reasons"(P.11) for a solution.
Unable to initialize scanner driver. {error reason}	Solution: See "Error Reasons"(P.11) for a solution.
Unable to delete file ({document number}) in device folder ({device folder number}) of {model name}({IP address/host name}). Used Address ({IP address/host name}) {error reason}	Solution: See "Error Reasons"(P.11) for a solution.
Unable to create job from file ({document number}) in device folder ({device folder number}) of {model name}({IP address/host name}).	The job could not be created for the document retrieved from the device folder. Solution: Check the message displayed before this message.
Insufficient disk space.	The disk space available for the destination folder is 10 MB or less. Solution: Increase the disk space available for the destination folder.

Message	Description / Solution
The retrieved date/time received from network scanner is incorrect.	The retrieved date/time received data is corrupted. Solution: • Check to see whether the specified device folder exists on the device. • Check to see whether the target device for polling is in operation or whether the LAN cables are properly connected and the network connection is properly established. • Check to see whether no error has occurred on the target device for polling. • Check to see whether the time on the target device for polling and the time on the computer are correct.
Could not read {file path}. {error code} {system error message}	The required information file is not accessible or its content is not correct. Solution: • Check to see whether the file displayed in {file path} actually exists. • In {system error message}, an operating system-specific error message is displayed. See the manual or help for the operating system.
Parameter is incorrect.	An invalid value is set. Solution: Modify the flow.
The scanner driver is already in use during device folder monitoring.	Solution: This error does not occur in normal situations. If this error persists, contact our support representative

Error Reasons

> 📝 **Note**
>
> Error codes are prefixed with "PWX_" for access via WebDAV.

Error Reason	Message (Error Code)	Description / Solution
0x88008101	Insufficient memory (PWX_ERROR_MEMORY)	Memory is insufficient. Solution: Stop the running applications and services or increase the virtual memory.
0x88008102	Insufficient disk space (PWX_ERROR_FILE)	The disk space available on the disk on which the destination folder exists is below the minimum requirement. Solution: Increase the disk space by checking the disk usage and deleting unnecessary files or by other means.
0x88008103	The network scanner cannot be found or its power is off. (PWX_ERROR_SCANNER)	The specified scanner does not exist. Solution: • Check to see whether the device is in operation or check the status of the LAN cables or network. • Check to see whether an error has occurred on the device. • Check to see whether the SOAP port of the device is active.

Error Reason	Message (Error Code)	Description / Solution
0x88008104	The device folder cannot be found. (PWX_ERROR_FOLDER)	The specified device folder does not exist. Solution: • Check to see whether the specified device folder exists on the device. • Check to see whether the device is in operation or check the status of the LAN cables or network. • Check to see whether an error has occurred on the device.
0x88008105	No files can be found in the device folder. (PWX_ERROR_DOCNO)	The specified document does not exist. Solution: • Check to see whether the specified document exists in the device folder. • Check to see whether the device is in operation or check the status of the LAN cables or network. • Check to see whether an error has occurred on the device.
0x88008107	The network scanner is in use by another. (PWX_ERROR_OPEN)	This error may occur in one of the following situations: • The scanner driver is being used by another host. • For a WebDAV-supporting device, an HTTP 503 error was returned. Or connection could not be established with the WebDAV-supporting device because the number of devices to be concurrently connected exceeded the upper limit. • The device is unable to receive processing requests because it is starting or stopping. Solution: Wait for the device to become available, and retry. Check the status of the selected device. If the "Printer Mode" is offline, set it to online.
0x88008109	The access information of the device folder is incorrect. (PWX_ERROR_PASSWORD)	The passcode or password of the device folder is incorrect. Solution: Check to see whether the passcode or password for the device folder is correct.
0x8800810B	Failed to connect to network scanner. (PWX_ERROR_CONNECT)	The connection with the server failed. Solution: • Check to see whether the device is in operation or check the status of the LAN cables or network. • Check to see whether an error has occurred on the device.

Error Reason	Message (Error Code)	Description / Solution
0x8800810D	Disconnected from network scanner. (PWX_ERROR_INTERRUP) Image data may be corrupt. (PWX_ERROR_INTERRUP)	This error may occur in one of the following situations: • The connection was interrupted during communication with the server. • During communication via WebDAV, image transfer from the device was canceled from the device. Or an image recovered at the device was received. Solution: • Check the status of the LAN cables or network. • Check to see whether an error has occurred on the device folder. • Check the activity report of the device to see whether an error occurred for the document to be retrieved. If any document with an error exists in the device folder, force-eject the document.
0x8800810E	Connection with network scanner timed out. (PWX_ERROR_TIMEOUT)	A timeout occurred during communication with the server. Solution: • Check the status of the LAN cables or network. • Check to see whether an error has occurred on the device.
0x8800810F	An unexpected error has occurred while communicating with network scanner. (PWX_ERROR_OTHER)	An unknown error occurred during the communication with the server. Solution: • Check the status of the LAN cables or network. • Check to see whether an error has occurred on the device. • Restart the computer.
0x88008110	Communication data with network scanner is incorrect. (PWX_ERROR_DATA)	The data communicated with the network scanner is incorrect. Solution: • Check the status of the LAN cables or network. • Check to see whether an error has occurred on the device.
0x88008111	Image data is corrupt or an error has occurred while reading image data. (PWX_ERROR_DECODE)	Invalid image data was retrieved from the device folder. Solution: • Check the status of the LAN cables or network. • Check to see whether an error has occurred on the device.
0x88008112	An error has occurred while writing image data. Check that the disk is working properly. (PWX_ERROR_ENCODE)	An error occurred while the document retrieved from the device folder is saved to the disk. Solution: • Check the status of the LAN cables, network connection of the computer, network driver, etc. • Check to see whether the access permissions for the NETWORK SERVICE account are set on the destination folder. If the access permissions are correct, restart the computer, and then execute Flow Management. If the error persists, reinstall Flow Management.

Error Reason	Message (Error Code)	Description / Solution
0x88008147	Parameters passed to network scanner are incorrect. (PWX_ERROR_INVALID_PARAM)	The parameter cannot be set for the scanner driver. Solution: Restart the computer.
0x88008113	Part of image data is corrupt. (PWX_ERROR_DISKDATA)	The image document stored in the working folder ({destination folder}\Data\FM\service\Data\Work) was manually deleted by the user. Solution: If the deleted file still exists, restore it to the original folder. If the deleted file does not exist, save a document to the device folder, and process it as another job.
0x88008148	The certificate of the WebDAV access location cannot be verified or another HTTPS communication error has occurred. (PWX_ERROR_CERTIFICATE)	An error occurred during encrypted communication with a WebDAV-supporting device. Solution: Check to see whether the certificate on the device is correct.
0x88008149	There is a flow with incorrect device folder access information. (PWX_ERROR_INVALID_AUTH_INFO)	The access information for the device folder set in the flow is not correct. Solution: On the detailed settings page for the [Device Folder] feature, modify the access information for the device folder.
0x8800814a	Could not read {file path}. (PWX_ERROR_SYSTEM_FILE) {system error message}	The required information file is not accessible or its content is not correct. Solution: • Check to see whether the file displayed in {file path} actually exists. • For {system error message}, see the manual or help for the operating system.
0x8800814e	WebDAV port is not activated. (PWX_ERROR_WEBDAV_DISABLED)	The WebDAV port of the device is not active. Solution: Activate the WebDAV port of the device.
0x8800XXXX	An unknown error has occurred at the scanner driver. ({error code})	An error code other than the above was returned from the scanner driver. Solution: This error does not occur in normal situations. If this error persists, contact our support representative.
0x8800XXXX	Error with WebDAV access. ({error code}) ({sub error code})	During an access to a WebDAV-supporting device, an error code other than the above was returned. Solution: This error does not occur in normal situations. If this error persists, contact our support representative.

Folder

This section describes the system log messages related to the [Folder] feature, together with the solutions.

System Log Messages

Message	Description / Solution
A 0 byte size file {file path name} has been retrieved.	The file size of the file retrieved from the inbound channel is 0 byte. Solution: Input a file whose file size is not 0 byte.
The document {file path name} that you have attempted to retrieve cannot be accessed. It may be in use.	The file located in {file path name} cannot be accessed because the input file is being used by another application. Solution: Make sure that the input file is not in use by exiting the application that is using the file or by other means. Note that this message is also displayed when a large-sized file is input. In that case, the processing returns to normal after the copying of the input file completes.
The user name has not been entered.	The user name is not set. Solution: Set a user name.
The settings of specified local folder {path name} are incorrect.	The path of the local folder is not correct. Solution: When setting local folders in the configuration file for registering folders, observe the following rules: • A folder path containing colon (:), slash (/), yen mark (\), asterisk (*), question mark (?), angle brackets (< >), or vertical bar (|) cannot be used. • The string for the folder name must start with a drive letter from A to Z. • Do not use an empty character for a folder name. Refer Configuration file > "Features Guide Flow Management Option" > "2.1 Initial Settings"
The settings of specified shared folder {path name} are incorrect.	The path of the shared folder is not correct. Solution: When setting shared folders in the configuration file for registering folders, observe the following rules: • A folder path containing colon (:), slash (/), yen mark (\), asterisk (*), question mark (?), angle brackets (< >), or vertical bar (|) cannot be used. • The string for the folder name must start with "file://". • Do not use an empty character for a folder name. Refer Configuration file > "Features Guide Flow Management Option" > "2.1 Initial Settings"
Unable to connect to shared folder {path name}.	This error may occur in one of the following situations: • The shard folder was not accessible. • There is a problem in the configuration of SMB signature between the server and the client. Solution: • Check the network environment (by checking connection via My Network Places or by other means). • Check the access permissions for the shared folder. • In the [Local Security Settings] window of the server or client, check the policy combination related to digital signature.

Message	Description / Solution
Invalid user name or password.	The user name or password is not correct. Solution: On the detailed settings page for the [Folder] feature, check and correct the user name and the password.
Specified shared folder {path name} does not exist.	The specified shared folder does not exist. Solution: • On the [Folder - Select Shared Folder] page, select another shared folder. • Create a shared folder on the network computer specified.
Specified folder {path name} does not exist.	The folder specified on the detailed settings page of the [Folder] feature does not exist This error occurs when a file whose file name exceeds 200 bytes was stored in the inbound channel folder (when the copying to the destination folder for Flow Management failed). Solution: • Specify another folder. • Delete the files in the inbound channel folder.
Unable to access folder {path name}.	The folder is not accessible. Solution: • Check to see whether you have access permission (write) to the folder. • Check to see whether there is sufficient disk space available for the folder. • Check to see whether the number of files stored in the folder does not exceed the maximum number of files that can be created in the folder.
Processing cannot continue as there is insufficient memory.	Solution: Exit other applications, or install additional physical memory or increase virtual memory, and restart the computer.
Insufficient disk space.	Solution: Increase the disk space available by deleting unnecessary files or by other means.
You do not have the access permission for file {path name}.	Solution: Check to see whether required access permissions are set for the file. Note that this message is also displayed when a large-sized file is input. In that case, the processing returns to normal after the copying of the input file completes.
A system error has occurred. [SYSERR= {system error code}{system error message}]	Solution: Restart the computer and the Flow Management service, and then retry. If the error persists, reinstall Flow Management. Or see the system error code and the system error message for a solution.
Unable to configure read-only folder {path name}.	Solution: Change the folder.
There are documents with file names that have unsupported characters.	Solution: • From the file name, remove prohibited characters. • From the file name, remove characters added in JIS2000 or JIS2004.

Message	Description / Solution
Unable to delete file {path name}.	The file may be processed twice because the file cannot be deleted. Solution: • Check the network environment. • Check to see whether there is any duplicate process in the system log.

Link to Web Applications

This section describes the operation messages and system log messages related to the [Web Applications] feature, together with the solutions.

Operation Messages

Message	Description / Solution
Unable to retrieve link to web applications settings.	Solution: This error does not occur in normal situations. Contact our support representative.
Unable to save link to web applications settings.	Solution: This error does not occur in normal situations. Contact our support representative.
Unable to retrieve the display language information.	Solution: This error does not occur in normal situations. Contact our support representative.
Unable to retrieve user information.	Solution: This error does not occur in normal situations. Contact our support representative.
An internal system error has occurred.	An unknown error occurred. Solution: Contact our support representative.
An invalid request has been received.	Solution: Confirm that you are accessing the correct URL.
Timeout has occurred because no operation was performed within a certain period of time. Try connecting again.	The session timed out. Solution: Retry connection.

System Log Messages

Log Code	Message	Description / Solution
0034-154007-DFCCA	Unable to retrieve link to web applications settings. (Error Code={error code})	The retrieval of Link to Web Applications-related configuration information from the database failed. Solution: This error does not occur in normal situations. Contact our support representative.
0034-154010-DFCCA	Unable to save link to web applications settings. (Error Code={error code})	Saving of Link to Web Applications-related configuration information to the database failed. Solution: This error does not occur in normal situations. Contact our support representative.
0034-156039-DFCCA	Unable to retrieve the display language information. (Error Code={error code})	The display language information could not be retrieved. Solution: This error does not occur in normal situations. Contact our support representative.
0034-147116-DFCCA	Unable to retrieve user information.	The user information could not be retrieved. Solution: This error does not occur in normal situations. Contact our support representative.

Log Code	Message	Description / Solution
0034-156040-DFCCA	An unknown error has occurred. (Error Code={error code})	An unknown error occurred. Solution: Contact our support representative.
0034-156042-DFCCA	Unable to complete operation due to an unexpected error. (Error Code={error code})	The operation could not be completed due to an unexpected error. Solution: Contact our support representative.
0034-156043-DFCCA	An invalid request has been received. (Error Code={error code}; Target={destination URL})	Solution: Confirm that you are accessing the correct URL.
0034-156044-DFCCA	Session has timed out. (Error Code={error code})	A session timeout occurred. Solution: Retry connection.
0034-156023-DFCCA	Unable to retrieve job information of job flow sheet. (Device Information={device information}; Error Code={error code}; EWBJID={job ID})	Unable to retrieve the necessary information. Solution: Contact our support representative.

Link to Web Applications (Operation on Device Control Panel)

This section describes the operation messages and system log messages related to the scanning operation on the device via the [Link to Web Applications] feature, together with the solutions.

Operation Messages

> **Note**
>
> The numbers appended in parentheses to the messages indicate error codes. The error code varies depending on the message displayed.

Message	Description / Solution
This function is accessible only from a supported device. Please access the function from such a device. (001-001)	You have accessed from an unsupported device. Solution: Check to see whether the device you are using supports the Link to Web Applications feature. **Refer** "Readme"
Unable to retrieve necessary information from the multifunction device. (001-002) (001-003)	This error may occur in one of the following situations: • The authenticated user information could not be retrieved from the device. • The device information could not be retrieved from the device. Solution: On the device control panel, go to [System Settings] > [Web Applications Service Setup], and select [Yes] for [Machine / Authentication Notification].
The user is not authenticated. (002-001)	Information retrieval of the user failed while the device is in login mode. Solution: Check to see whether the user is registered in ApeosWare Management Suite or whether ApeosWare Management Suite is operating properly. To check to see whether the user is registered, go to User Management on Administrator screen.

Message	Description / Solution
Unable to retrieve necessary information from the multifunction device. (001-004)	The information could not be retrieved from the device. Solution: Contact our support representative.
Unable to retrieve system environment information. (002-002) (002-003)	The environment information of Flow Management could not be retrieved. Solution: Contact our support representative.
The screen cannot be displayed. An internal system error has occurred. (003-001) (003-002)	An internal error occurred. Solution: Contact our support representative.
Unable to start scan. (005-001)	The required information could not be retrieved. Solution: Contact our support representative.
Unable to start scan. (001-005)	An internal error occurred. Solution: • If the scan has started, check the job status at the job status screen of the device. If it has completed successfully, the Flow Management job has been processed successfully. • If the scan does not start, contact our support representative.
Unable to start scan. (001-005)	A scan error occurred. The device may need the Scan Extension Kit (optional). Contact the flow composer. Solution: If the Scan Extension Kit (optional) is not set in the device that you are using, scanning is not possible for a flow with OCR specified. Contact the flow composer.
Unable to start scan. An internal system error has occurred. (005-002)	An internal error occurred. Solution: Contact our support representative.
The suspended job to be previewed cannot be found. An internal system error has occurred. (004-001)	An internal error occurred. Solution: Contact our support representative.
Check the job on the multifunction device. (001-006)	The job completed with an error. Solution: Check the reason why the job completed with an error (or stopped) at the job status screen of the device.
Press [Reload] to load the changed settings. (001-007)	It has been detected that the job completed by cancellation. Solution: Check the reason why the job was deleted at the job status screen of the device.
The screen cannot be displayed. An internal system error has occurred. (004-002) (004-003)	An internal error occurred. Solution: Contact our support representative.
The screen cannot be displayed. An internal system error has occurred. (004-004) (004-005) (004-006)	An internal error occurred. Solution: Please wait a little then try processing the [Suspended] job at the preview screen. If the error does not resolve, contact our support representative.

Message	Description / Solution
The user is not authenticated. (006-001)	Authentication of the user failed while the device is in login mode. Solution: Check to see whether the user is registered in ApeosWare Management Suite or whether ApeosWare Management Suite is operating properly. To check to see whether the user is registered, go to User Management on Administrator screen.
Unable to retrieve necessary information from the multifunction device. (001-008)	The display language on the device is not correct. Solution: Change the display language of the device to a language supported by ApeosWare Management Suite (Japanese, English, Korean, Simplified Chinese, Traditional Chinese and Thai).
The screen cannot be displayed. An internal system error has occurred. (999-001) (999-002)	An internal error occurred. Solution: Contact our support representative.
The function has not been called correctly. (999-003)	Solution: Check that you are accessing the correct URL.
A timeout occurred because no operation was performed within a certain period of time. Try connecting again.	A session timeout occurred. Solution: Retry the connection.

System Log Messages

Log Code	Message	Description / Solution
0034-041001-DFCCA	Accessed from an unsupported device. (Device Information={device information}; Error Code={error code})	You have accessed from an unsupported device. Solution: Check to see whether the device you are using supports the Link to Web Applications feature. Refer "Readme"
0034-041002-DFCCA	Unable to retrieve user information from device. (Device Information={device information}; Error Code={error code})	The authenticated user information could not be retrieved from the device. Solution: On the device control panel, go to [System Settings] > [Web Applications Service Setup], and select [Yes] for [Machine / Authentication Notification].
0034-041003-DFCCA	Unable to retrieve device information from device. (Device Information={device information}; Error Code={error code})	The device information could not be retrieved from the device. Solution: On the device control panel, go to [System Settings] > [Web Applications Service Setup], and select [Yes] for [Machine / Authentication Notification].

Log Code	Message	Description / Solution
0034-041005-DFCCA	Unable to query user information. (Error Code={error code})	Information retrieval of the user failed while the device is in the login mode. Solution: Check to see whether the user is registered in ApeosWare Management Suite or whether ApeosWare Management Suite is operating properly. To check to see whether the user is registered, go to User Management on Administrator screen.
0034-041007-DFCCA	Unable to retrieve device capability information. (Device Information={device information}; Error Code={error code})	The information could not be retrieved from the device. Solution: Contact our support representative.
0034-041009-DFCCA	Unable to retrieve system settings. (Error Code={error code})	The required information could not be retrieved from Flow Management. Solution: Contact our support representative.
0034-041011-DFCCA	Unable to retrieve system configuration information. (Error Code={error code})	The required information could not be retrieved from Flow Management. Solution: Contact our support representative.
0034-041013-DFCCA	Unable to retrieve user attribute information. (Error Code={error code})	Retrieval of user information from ApeosWare Management Suite failed. Solution: Check to see whether ApeosWare Management Suite is operating properly.
0034-041015-DFCCA	Unable to retrieve flow list. (Error Code={error code})	An internal error occurred. Solution: Contact our support representative.
0034-041017-DFCCA	Unable to retrieve link to web applications settings. (Error Code={error code}; FlowID={flow ID})	An internal error occurred. Solution: Contact our support representative.
0034-041019-DFCCA	Unable to create job flow sheet on device. (Device Information={device information}; Error Code={error code}; EWBJID={web application job ID}; FlowID={flow ID})	An internal error occurred. Solution: Contact our support representative.
0034-041021-DFCCA	Unable to create job flow sheet on server. (Error Code={error code}; EWBJID={web application job ID}; FlowID={flow ID})	An internal error occurred. Solution: Contact our support representative.
0034-041022-DFCCA	Unable to monitor suspended jobs. (Error Code={error code}; EWBJID={web application job ID})	An internal error occurred. Solution: Contact our support representative.
0034-041023-DFCCA	Unable to retrieve job information of job flow sheet. (Device Information={device information}; Error Code={error code}; EWBJID={web application job ID})	An internal error occurred. Solution: • If the scan has started, check the job status at the job status screen of the device. If it has completed successfully, the Flow Management job has been processed successfully. • If the scan does not start, contact our support representative.

Log Code	Message	Description / Solution
0034-041025-DFCCA	Job of job flow sheet has completed with error. (Device Information={device information}; Error Code={error code}; Target={inbound channel URL}; EWBJID={web application job ID}; DevJID={device job ID})	The job completed with error. Solution: On the job status screen of the device, check the reason that the job completed with error or was suspended.
0034-041026-DFCCA	The job of the job flow sheet has completed with error. (Device Information={device information}; Error Code={error code}; Target={inbound channel URL}; EWBJID={web application job ID}; DevJID={device job ID})	It has been detected that the job completed by cancellation. Solution: On the job status screen of the device, check the reason that the job was deleted.
0034-041028-DFCCA	Unable to retrieve Suspended Job List screen. (Error Code={error code}; Target={service URL})	An internal error occurred. Solution: Contact our support representative.
0034-041030-DFCCA	Unable to retrieve Preview screen. (Error Code={error code}; Target={service URL}; EWBJID={web application job ID}; Job ID={job ID})	An internal error occurred. Solution: Contact our support representative.
0034-041032-DFCCA	Unable to retrieve Resume Suspended Jobs message screen. (Error Code={error code}; Target={service URL}; EWBJID={web application job ID}; Job ID={job ID})	An internal error occurred. Solution: Please wait a little then try processing the [Suspended] job at the preview screen. If the error does not resolve, contact our support representative.
0034-041034-DFCCA	Unable to retrieve Delete Suspended Jobs message screen. (Error Code={error code}; Target={service URL}; EWBJID={web application job ID}; Job ID={job ID})	An internal error occurred. Solution: Please wait a little then try processing the [Suspended] job at the preview screen. If the error does not resolve, contact our support representative.
0034-041036-DFCCA	Unable to rescan suspended jobs. (Error Code={error code}; Target={service URL}; EWBJID={web application job ID}; Job ID={job ID})	An internal error occurred. Solution: Please wait a little then try processing the [Suspended] job at the preview screen. If the error does not resolve, contact our support representative.
0034-041038-DFCCA	Unable to authenticate user. (Error Code={error code})	User authentication failed when the device was in the login mode. Solution: Check to see whether the user is registered in ApeosWare Management Suite or whether ApeosWare Management Suite is operating properly. To check to see whether the user is registered, go to User Management on Administrator screen.
0034-041040-DFCCA	Unable to retrieve display language information. (Device Information={device information}; Error Code={error code})	The display language information could not be retrieved. Solution: This error does not occur in normal situations. Contact our support representative.

Log Code	Message	Description / Solution
0034-041041-DFCCA	An unknown error has occurred. (Error Code={error code})	An unknown error occurred. Solution: Contact our support representative.
0034-041042-DFCCA	Unable to complete operation due to an unexpected error. (Error Code={error code})	The operation could not be completed due to an unexpected error. Solution: Contact our support representative.
0034-041043-DFCCA	An invalid request has been received. (Error Code={error code}; Target={destination URL})	Solution: Confirm that you are accessing the correct URL.
0034-041044-DFCCA	Session has timed out. (Error Code={error code})	A session timeout occurred. Solution: Retry connection.

Processing Method

This section describes the error messages that appear while the processing method-related features (Image Processing, Format Conversion, and OCR) are configured or executed, together with the solutions.

QR Code Reader

Describes the system log messages and the solutions for the [QR Code Reader] feature.

System Log Messages

Message	Description / Solution
Unable to create temporary folder.	The temporary folder cannot be created due to system error. Solution: Check if access permissions (reading or writing) of NETWORK SERVICE account have been set for the "{destination folder}\Data\FM\service\Data\Work" folder.
Unable to create temporary file.	The temporary file cannot be created due to system error. Solution:Solution: Check if access permissions (reading or writing) of NETWORK SERVICE account have been set for the "{User Data Folder}\Data\FM\service\Data\Work" folder.
Unable to delete working folder.	The temporary working folder cannot be deleted due to system error. Solution: Check if access permissions (reading or writing) of NETWORK SERVICE account have been set for the "{User Data Folder}\Data\FM\service\Data\Work" folder.
The working folder cannot be found.	Unable to find working folder. Solution: Restart the computer. If error occurs even after restart, reinstall Flow Management.

Message	Description / Solution
The file cannot be found.	Error has occurred during job processing due to access permissions not being set for the file to be processed. Solution: Check if access permissions (reading or writing) of NETWORK SERVICE account have been set for the following folders. • {destination folder}\Data\FM\service\Data\Inbox • {destination folder}\Data\FM\service\Data\Work
The file is incorrect.	The image file which was input cannot be read. Solution: Check the following concerning the input file. • Input format is supported by the QR code reader. • File contents are correct. The following PDF files cannot be read. • Files which do not consist of only image data. • Files protected with security settings, or encrypted. Check the above, and restart Flow Management service if there is no problem with the input file.
Insufficient memory available.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.
Unable to split output as the maximum number of QR codes has been exceeded.	The QR code quantity has exceeded the maximum limit when splitting by QR code.The number of files created by splitting has exceeded the maximum limit (1,000 files), and splitting cannot be performed. Solution: Reduce the number of pages of the input document. If the document has already been input, split the document with image processing software for example, before processing by the QR code reader.
Unable to process page {page number} of the file as it contains multiple QR codes.	The page cannot be processed due to the presence of multiple QR codes on the {page number} page. Solution: Allow only 1 QR code on the page with any of the following methods. • Summarize the information of the multiple QR codes into 1 QR code. • Split the page containing QR codes. • Delete QR codes which are not required.
Unable to perform page processing (document splitting, page deletion, auto rotation) as there is less than {required size} MB of disk space left.	There is no disk space to execute document splitting, page deletion, or auto rotation. Solution: Delete unnecessary files, and perform other such actions to free up {required size} MB and above of disk space for the disk containing {destination folder}.
Unable to delete page {page number} as the number of pages in the document is 0.	The page cannot be processed as the number of pages of the output document will become 0 if the page is deleted. {Page number} refers to the page where the deletion error occurred. The running page number of all source documents is displayed. When deletion errors occur across multiple pages, the errors will be displayed, and separated by commas (,). Solution: Input a document whose pages output will be 1 or more.
ApeosWare Management Suite Flow Management QR Code Reader cannot be processed as its Trial Edition has expired.	The trial period for QR Code Reader has ended. Solution: Please purchase the QR Code Reader option and enable the license.

Message	Description / Solution
ApeosWare Management Suite Flow Management QR Code Reader cannot be processed as its license is invalid.	The license of QR Code Reader is invalid. Solution: Enable the license of QR Code Reader.
ApeosWare Management Suite Flow Management QR Code Reader cannot be processed as its license cannot be verified.	The license of QR Code Reader is invalid. Solution: Enable the license of QR Code Reader.
Split Document: Skipped as only first page contains QR code.	Document cannot be split as only the first page of the input document contains QR code.
Split Document: Skipped as document format is unsupported.	Document cannot be split as input document is a PDF file. Solution: Before processing by the QR code reader, use an application such as PDF editing application to split the page, and then input the document.
Auto Rotation: Some pages were skipped.	The QR code which is read cannot be auto-rotated as it is tilted (in respect of 0 degree, left 90 degrees, 180 degrees, right 90 degrees, the angle is ±10 degrees or more). Solution: Input the document again after correcting the orientation of the QR code.
Auto Rotation: Skipped as document format is unsupported.	The document cannot be auto-rotated as input document is a PDF file. Solution: Use a conversion application for example, which is able to convert the PDF format to one which is supported by the QR code reader.
Delete Page: Skipped as document format is unsupported.	The page cannot be deleted as input document is a PDF file. Solution: Delete the page by using an application such as one for editing PDF.

{Number of QR code} QR code(s) have been ignored.
Ignored page(s) (Error Code): {Page number} ({Error code})
	Information about the QR code which is not read is displayed.
	When there are multiple QR codes which are not read, they are displayed as "{page number} ({error code})" delimited by commas (,).
	From the {error code}. the cause of QR code not being able to be read can be considered as follows.
	• Error code: 04, 12, 17, 19, 1A, 1B, 1C, 41, or 42
	  The QR code is stained or damaged, or its size is too small.
	• Error Code: C0
	  Encoding other than Shift-JIS is found in the QR code.
	• Error Code: 1D, or 1E
	  The split QR codes cannot be joined.The QR code being stained or damaged, or its size being too small, or encoding other than Shift-JIS is found in the QR code can be considered as the cause.
	• Error Code: 44
	  There are many image patterns which are similar to the QR code.
	
	Solution:
	• Input the document again without any stained or damaged QR code.
	• Input the document again after increasing the size of the QR code.
	• Input the document again with Shift-JIS encoding for the QR code.
	• Do not use image patterns which are similar to the QR code for things, such as backgrounds.
	• Input the document with a high scanning resolution or high fax-sending image quality again.
	
	Refer
	    "Error Code"(P.27)

Error Code

Error Code	Description
04	Unable to allocate memory.
12[*1]	Unable to clip QR code.
17[*1]	Format information of 2 places of the QR clipped symbol is not the same.
19[*1]	Type number of the QR clipped symbol is an invalid number.
1A[*1]	QR code of an unsupported mode is detected.
1B[*1]	Unable to correct error
1C[*1]	Unable to correct error
1D[*1]	Number of QR codes are insufficient when joining split QR codes.
1E[*1]	Error occurred when joining split QR codes.
24[*1]	Encoding information of the QR code is not recognized.
41[*1]	QR clipped symbol is not recognized.
42[*1]	Number of vertical and horizontal cells of the QR code is different.
44[*1]	There are too many patterns that match the clip of the QR code.
46[*1]	Timing pattern of the QR code is not recognized.
C0	Encoding cannot be handled by the character set of Windows code page 932 (Shift-JIS).

*1 When the recognition settings of the QR code is set to [Higher Recognition Rate], the error may be solved.

Image Processing

Describes the system log messages and the solutions for the [Image Processing] feature.

System Log Messages

Message	Description / Solution
Unable to perform skew correction for page {page number} of document {order}. {Additional Message}	An error has occurred for Skew Correction. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to reduce noise for page {page number} of document {order}. {Additional Message}	An error has occurred during noise reduction. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to auto rotate page {page number} of document {order}. {Additional Message}	An error has occurred when auto rotating. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to rotate page {page number} of document {order}. {Additional Message}	An error occurred during rotation. Solution: Follow the solution forsolution for "Additional Messages"(P.29).
Unable to perform edge erase for page {page number} of document {order} (Top/Bottom {top/bottom edge erase} mm, Left/Right {left/right edge erase} mm, Center {center edge erase} mm). {Additional Message}	An error occurred during edge erase. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to convert page {page number} of document {order} to low resolution of {resolution}. {Additional Message}	An error occurred during resolution conversion. Solution: Follow the solution for "Additional Messages"(P.29).

Message	Description / Solution
Unable to convert page {page number} of document {order} to high resolution. {Additional Message}	An error occurred during resolution conversion. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to split blank pages for page {page number} of document {order}. {Additional Message}	An error has occurred in the processing of Skip Before Blank Page. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to skip blank pages for page {page number} of document {order}. {Additional Message}	An error has occurred when skipping blank pages. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to split pages (every {number of pages to split} pages) at page {page number} of document {order}. {Additional Message}	An error has occurred in the processing of Skip By Specified Pages. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to retrieve image information for page {page number} of document {order}. {Additional Message}	Failed to retrieve image information for the document to be processed. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to perform image processing for page {page number} of document {order}. {Additional Message}	An error occurred while processing output. Solution: Follow the solution for "Additional Messages"(P.29).

Unable to adjust size for page {page number} of document {order}. {Additional Message}	Error occurred during Adjust Size processing.
	Solution:
	• If there is no {Additional Message}
	  When [Display Job as Error] is selected is selected in [Processing When Size Does Not Fit] on the [Image Processing - Image Processing Settings] page, the document image will be determined as not fitting to specified standard size, and an error will occur. Check the image size, and settings on the [Image Processing - Image Processing Settings] page.
	• If there is {Additional Message}
	  Follow the solution for "Additional Messages"(P.29).

Unable to perform image processing as there is insufficient memory.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.Thereafter, select the [Completed With Error] job from the [Job List] page, and click [Restart].
Fatal error has occurred. Unable to perform image processing for {path name} as the operation could not be performed for the job.	An internal error has occurred during processing of the job. Solution: Select the [Completed With Error] job from the [Job List] page, and click [Restart].If the error occurs again, after restarting Flow Management service, select the job, and click [Restart].
Fatal error has occurred. Unable to perform image processing as the operation could not be performed for the job.	An internal error has occurred when processing the job, and also the path name cannot be retrieved from the job. Solution: Select the [Completed With Error] job from the [Job List] page, and click [Restart].If the error occurs again, after restarting Flow Management service, select the job, and click [Restart].
Specified parameter {{item name of the feature}} is incorrect.	The feature of the flow is not correctly configured, or the values configured are out of scope. Solution: Delete the feature from the flow, and add the feature again.

Message	Description / Solution
Failed to delete job ({path name}). {system error message}	Failed to delete the folder prepared as the temporary folder. Solution: Select the [Completed With Error] job from the [Job List] page, and click [Restart].If the error occurs again, check if there is any application which is monitoring the destination folder. Also, check if the destination folder can be accessed with an application, such as Explorer.
An error has occurred at the image processing library. {Additional Message}	Error occurred during image processing. Solution: Follow the solution for "Additional Messages"(P.29).
Unable to open {path name}.	The document to be processed cannot be opened due to reasons other than the following. • Insufficient memory. • File does not exist. • No access permission. • Unsupported format. Solution: After restarting the PC, select the [Completed With Error] job from the [Job List] page, and click [Restart].
Failed to create {folder name}. {system error message}	Failed to create temporary folder. Solution: Select the [Completed With Error] job from the [Job List] page, and click [Restart].If the error occurs again, after restarting Flow Management service, select the job, and click [Restart].
Unable to perform image processing as {path name} cannot be accessed.	The document to be processed cannot be opened because there is no access permissions for it. Solution: After restarting the PC, select the [Completed With Error] job from the [Job List] page, and click [Restart].If the error occurs again, after restarting Flow Management service, select the job, and click [Restart].

Additional Messages

Message	Description / Solution
Unable to process {path name} due to insufficient disk space.	The disk where the destination folder exists has less than the minimum disk space. Solution: Check disk space, delete files or take other such actions to free up disk space in the drive where the destination folder exists.
Unable to process {path name} due to insufficient memory for running the process.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.Thereafter, select the [Completed With Error] job from the [Job List] page, and click [Restart].
Target for processing {path name} could not be found.	The path to process could not be found. Solution: If the file or folder has not been deleted, after restarting the PC, select the [Completed With Error] job from the [Job List] page, and click [Restart].

Message	Description / Solution
Unable to process the {path name} due to access being denied.	The path name cannot be processed because there is no access permissions, or another application is running. Solution: • Close the application (such as Explorer) which is referencing the file, and check the access permissions.Thereafter, select the [Completed With Error] job from the [Job List] page, and click [Restart]. • Check if access permissions of NETWORK_ SERVICE account and the logon user account are set for the destination folder. If access permissions are correct, restart the PC, and restart Flow Management, If the error occurs again, reinstall Flow Management.
Unable to process the {path name} due to path name being too long.	Unable to process as the path name is too long. Solution: Shorten the name of the input file, or shorten the document name specified with the document name setting.Also, in the case of single-page documents, perform image processing after converting them to multi-page documents.
Initialization failed.Reason: {Error code}	Initialization failed. Solution: After restarting the PC, select the [Completed With Error] job from the [Job List] page, and click [Restart].If the error occurs again, reinstall Flow Management.
Data format of {path name} is incorrect.	Unable to process as data which the required attribute is not set, or incorrect attributes set, is input. Solution: Check if the image data for processing can be displayed in a viewer, such as imaging applications.If it cannot be displayed, the value of the TIFF tag may be incorrect.
Unable to process due to the number of splits of {path name} has reached the limit of 10000 or more.	Unable to process as [Skip Before Blank Page] or [Skip by Specified Pages] is set but the number of splits is 10000 or more. Solution: Input the document after splitting it with another method for example, so that the number of splits is below 10000.
All pages are blank pages for {path name}.	All pages are found to be blank pages. Solution: For a document with all its pages blank, do not select [Split Before Blank Page] or [Skip Blank Pages During Processing].
Error {error code} has occurred during processing of the {path name} with the calling of the {API name}	Unable to process as an unexpected error has occurred. Solution: Stop unnecessary applications or services, or increase virtual memory.Thereafter, select the [Completed With Error] job from the [Job List] page, and click [Restart].
Unable to process {path name} due to the occurrence of unexpected error in {file name}: {error row}.	Unable to process as an error other than the above has occurred. Solution: After restarting the PC, select the [Completed With Error] job from the [Job List] page, and click [Restart].

Format Conversion

This section describes the system log messages related to the [Format Conversion] feature, together with the solutions.

System Log Messages

Message	Description / Solution
The specified DocuWorks document is secured.	A DocuWorks document with security settings was input. Solution: Remove the security settings and input the document again.
The specified DocuWorks document is digitally signed.	For a DocuWorks document with a signature, an attempt was made to attach the original document, set security, add annotations, or set document properties. Solution: Remove the signature from the document, and configure the settings again.
Unable to perform processing as DocuWorks has not been installed.	A DocuWorks document was input to an environment in which DocuWorks is not installed. Solution: Install DocuWorks 9.1 or later.
Unable to perform processing as the DocuWorks version is not supported.	The version of DocuWorks installed is not supported. Solution: Install DocuWorks 9.1 or later.
Unable to process as a setting that cannot be used in DocuWorks that you are using has been set for "Specify Size".	With DocuWorks 7.0.x installed, [Set A3 as Maximum Standard Size] was selected on the details settings page for the [Format Conversion] (DocuWorks document) feature. Solution: Install DocuWorks 9.1 or later.
Unable to convert {path name} to DocuWorks. The data may be invalid.	An error occurred in DocuWorks during the format conversion. Solution: Check the following: • Whether the file you have input is not corrupted. • Whether the format is supported for DocuWorks conversion. • Whether the paper size is available for input. Refer "Features Guide Flow Management Option" > "Appendix" > "A.2 Supported Input or Output Formats" or "A.3 Supported Paper Size"
Unable to convert {path name} to DocuWorks. The data may be invalid. [Error Details: DocuWorks API error code]	An error occurred in DocuWorks during the format conversion. Solution: Check the following: • Whether the file you have input is not corrupted. • Whether the format is supported for DocuWorks conversion. • Whether the paper size is available for input. Refer "Features Guide Flow Management Option" > "Appendix" > "A.2 Supported Input or Output Formats" or "A.3 Supported Paper Size"
Unable to convert {path name} to {format name}. The data may be invalid. {additional message}	An error occurred during the format conversion. Solution: See "Additional Messages"(P.8) for a solution.
Unable to perform format conversion as there is insufficient memory.	Memory is insufficient. Solution: Exit other applications, or increase the virtual memory. Then, on the [Job List] page, select [Completed With Error] jobs and click [Restart].

Message	Description / Solution
Unable to perform format conversion as there is insufficient memory. {additional message}	Memory is insufficient. Solution: • Exit other applications, or increase the virtual memory. Then, on the [Job List] page, select [Completed With Error] jobs and click [Restart]. • See "Additional Messages"(P.8) for a solution.
Unable to perform format conversion as {path name} is an unsupported format.	This error may occur in one of the following situations: • A document in an unsupported format or a corrupted document was input. • A DocuWorks document containing no page was input. Solution: • Convert the document to a format supported by Flow Management using another application, and then input the document again. • Input a DocuWorks document containing a page. Refer "Features Guide Flow Management Option" > "Appendix" > "A.2 Supported Input"
Unable to perform format conversion as {path name} is an unsupported format. {additional message}	A document in an unsupported format or a corrupted document was input. Solution: • Convert the document to a format supported by Flow Management using another application, and then input the document again. • See "Additional Messages"(P.8) for a solution. Refer "Features Guide Flow Management Option" > "Appendix" > "A.2 Supported Input"
Unable to perform format conversion as there is insufficient disk space.	The disk space is insufficient. Solution: Increase the disk space available for the drive on which the destination folder exists.
Unable to perform format conversion as there is insufficient disk space. {additional message}	The disk space is insufficient. Solution: • Increase the disk space available for the drive on which the destination folder exists. • See "Additional Messages"(P.8) for a solution.
{path name} may be in use by another application.	The specified location is being used by another application. Solution: If any file monitoring application might access {path name}, remove this location from the monitor target.
{path name} may be in use by another application. {additional message}	The specified location is being used by another application. Solution: • If any file monitoring application might access {path name}, remove this location from the monitor target, and then restart the [Completed With Error] jobs. • See "Additional Messages"(P.8) for a solution.
A fatal error has occurred. Unable to perform format conversion for {path name} as the operation could not be performed for the job.	A fatal error occurred during the processing of a job. Solution: On the [Job List] page, select [Completed With Error] jobs, and then click [Restart]. If the error persists, restart the Flow Management service, select the job, and then click [Restart].

Message	Description / Solution
A fatal error has occurred. Unable to perform format conversion for {path name} as the operation could not be performed for the job. {additional message}	A fatal error occurred during the processing of a job. Solution: • On the [Job List] page, select [Completed With Error] jobs, and then click [Restart]. If the error persists, restart the Flow Management service, select the job, and then click [Restart]. • See "Additional Messages"(P.8) for a solution.
Unable to create temporary folder.	The temporary folder cannot be created due to a system error. Solution: Check to see whether the access permissions (read and write) for the NETWORK SERVICE account are set on the following folders: • {destination folder}\Data\FM\service\Data\Inbox • {destination folder}\Data\FM\service\Data\Work
Unable to create temporary file.	The temporary file cannot be created due to a system error. Solution: Check to see whether the access permissions (read and write) for the NETWORK SERVICE account are set on the following folders: • {destination folder}\Data\FM\service\Data\Inbox • {destination folder}\Data\FM\service\Data\Work
Unable to create output folder.	The folder cannot be created due to a system error. Solution: Check to see whether the access permissions (read and write) for the NETWORK SERVICE account are set on the following folders: • {user data storage folder}\Data\FM\service\Data\Inbox • {user data storage folder}\Data\FM\service\Data\Work
Unable to create output file.	The document cannot be created due to a problem related to access permissions or disk capacity. Solution: Check to see whether the access permissions (read and write) for the NETWORK SERVICE account are set on the following folders, and there is sufficient disk space available: • {destination folder}\Data\FM\service\Data\Inbox • {destination folder}\Data\FM\service\Data\Work
Unable to retrieve attributes from job.	The attribute retrieval from the job failed. Solution: Check the error message displayed before this message.
There are no pages inside the DocuWorks document.	There are no pages inside the DocuWorks document. Solution: Check to see whether the DocuWorks document contains a page. Input a DocuWorks document containing a page.
A stop request for the format conversion feature has been accepted.	The processing has been canceled because a request has been issued to cancel the processing.
Unable to convert {path name} to {format name}. {Unable to perform processing for DocuWorks document.}	An error occurred in DocuWorks during the format conversion. Solution: • Check to see whether the file you have input is not corrupted. • When the [Convert With High Quality] check box is selected on the detailed settings page for the [Format Conversion] feature, deselect the check box, and then retry. 📝 Note When the document size is B2 and the resolution is 400 dpi, selecting [Convert With High Quality] for TIFF or PDF conversion results in an error.

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Message	Description / Solution
A string exceeding 126 characters has been entered for attribute {document attribute name}. Enter up to 126 characters for the string.	An attempt was made to set a character string of more than 126 characters in [PDF File Information]. Solution: Modify the settings so that the total number of characters among the attributes and entered text does not exceed 126.
A string exceeding 1024 characters has been entered for property {document property name}. Enter up to 1024 characters for the string.	An attempt was made to set a character string exceeding 1024 bytes for [Document Properties] of DocuWorks. Solution: Modify the settings so that the total number of characters among the attributes and entered text does not exceed 1024 bytes.
{document property name} properties were already configured and are therefore skipped.	When the overwrite of document properties is disabled on the detailed settings page for the [Format Conversion] feature, {document property name} was already set for the target DocuWorks document. Solution: Remove the target property from the properties of the DocuWorks document to be input. Or select the [Overwrite Document Properties] check box on the [Format Conversion - DocuWorks Conversion Settings - Select Document Properties -] page.
{document property name} properties have been overwritten.	When the overwrite of document properties is enabled on the detailed settings page for the [Format Conversion] feature, {document property name} was already set for the target DocuWorks document. Solution: Remove the target property from the properties of the DocuWorks document to be input.
Watermark effect settings have been applied on target document.	The input document was a DocuWorks document non-secured and linked with TrustMarkingBasic or a DocuWorks binder. Solution: The processing is continued. No action is required. If the job contains multiple DocuWorks documents non-secured and linked with TrustMarkingBasic, the output is performed only once.

OCR

This section describes the system log messages related to the [OCR] feature, together with the solutions.

System Log Messages

Message	Description / Solution
Unable to invoke flow feature (PPluguinOCR). There are insufficiencies in the system configuration required for this feature.	A document was input to an environment in which DocuWorks is not installed. Solution: Install DocuWorks 9.1 or later.
Unable to perform processing as DocuWorks version ({version}) is not supported.	The version of DocuWorks installed is not supported. Solution: Install DocuWorks 9.1 or later.
Unable to retrieve job.	The retrieval of the job failed Solution: Restart the Flow Management service.

Message	Description / Solution
File does not exist.	The file does not exist. Solution: Display the job properties on the [Jobs] page, and download the original document to check to see whether the document is opened successfully. ⊙—⊙ Refer "Features Guide Flow Management Option" > "4 Job Operation"
Unable to perform OCR processing as target document does not have any pages.	The input document contains no page of data. Solution: Check to see whether the input document contains a page.
Unable to correctly retrieve information of specified pages or zone.	Information could not be retrieved from the specified page or zone. Solution: Check to see whether the input document contains the page or zone specified for OCR.
DocuWorks document cannot be opened.	The DocuWorks document could not be opened. Solution: Check to see whether the target DocuWorks document can be opened. If the document cannot be opened due to a conflict with another application or for other reason, stop the Flow Management service, restart the computer, and then restart the job.
Unable to retrieve overall information for the DocuWorks document.	The general information on the DocuWorks document could not be retrieved. Solution: Open the target DocuWorks document using DocuWorks to check to see whether the properties of the document or of the page can be displayed properly.
Unable to create image file from page.	The image file could not be created from the page. Solution: Check to see whether the target DocuWorks document can be opened properly, and then check to see whether a BMP file can be generated using Image Converter. Or check the disk space available. If no problem is found, restart the Flow Management service.
BMP file cannot be loaded.	The BMP file could not be loaded. Solution: • Check to see whether the file is a normal BMP file. • Suspect a fault on the system. Restart the Flow Management service, and then retry.
BMP file could not be cut out correctly.	The clipping of BMP could not be performed. Solution: • Check to see whether the file is a normal BMP file. • There may be a fault on the system. Restart the Flow Management service, and then retry. • The zone may not be specified appropriately. Check the paper size, start position, and dimension of the target document, and then set appropriate values.

Message	Description / Solution
Unable to write to BMP file.	The BMP file could not be generated. Solution: Check the disk space available. If no problem is found, restart the Flow Management service.
Unable to create page from image file.	The pages could not be generated from the image file. Solution: • Check if the specified format can be OCR processed. • Check if the image file can be converted to a DocuWorks document. • Check the available disk space. If no problem is found, restart the Flow Management service.
Unable to perform OCR processing for page.	The OCR processing of the page could not be performed. Solution: • Check to see whether OCR processing can be performed on the target DocuWorks document. • When using WinReaderPRO, check if WinReaderPRO supported by the Japanese version of DocuWorks is installed and that the access permission is set with the administrative tools. (See "Features Guide Flow Management Option" > "2.1 Initial Settings" > "Installing Required Software Applications".) In addition, check if WinReaderPRO functions on the DocuWorks Desk application using the same settings. • If the WinReaderPRO application is active, exit it. • Stop unnecessary applications and services or increase the virtual memory. Then, on the [Job List] page, select the [Completed With Error] jobs and click [Restart].
Unable to export the text information of DocuWorks document as a text file.	The text information of the DocuWorks document could not be retrieved as a text file. Solution: Check to see whether the DocuWorks document is normal. If it is normal, restart the Flow Management service, and then restart the job.
Unable to save DocuWorks document.	The DocuWorks document could not be saved. Solution: Check the status of the disk. If it is normal, restart the Flow Management service, and then restart the job.
DocuWorks document could not be closed.	The DocuWorks document could not be closed. Solution: Restart the Flow Management service, and then retry.
Unable to configure parameters.	The parameters could not be set. Solution: On the [OCR Settings] page, check to see whether the setting values are correct. If they are correct, restart the Flow Management Service, and then retry.
Unable to create file list.	The file list could not be created. Solution: Display the job properties on the [Jobs] page, and download the original document to check to see whether the document is opened successfully. Refer "Features Guide Flow Management Option" > "4 Job Operation"

Message	Description / Solution
The file is incorrect.	An image that cannot be read was input. Solution: Check to see whether the format of the target document is supported by Flow Management. Refer "Features Guide Flow Management Option" > "Appendix" > "A.2 Supported Input or Output Formats"
The specified DocuWorks document is secured.	A secured DocuWorks document was input. Solution: OCR processing cannot be performed on a document with security settings. Delete the security settings from the DocuWorks document, and then retry.
The specified DocuWorks document is digitally signed.	OCR was performed on a DocuWorks document with a signature. Solution: OCR processing cannot be performed on a DocuWorks document with a signature. Remove the signature from the DocuWorks document, and then retry.
The specified DocuWorks document cannot be processed as it is of a newer version.	A DocuWorks document was input which was created using a version newer than that of DocuWorks installed. Solution: Upgrade DocuWorks.
Insufficient memory available.	The memory is insufficient. Solution: Stop the Flow Management service, and then restart the computer.
Unable to load DocuWorks API.	DocuWorks cannot be used. Solution: Check to see whether DocuWorks can be used.
Initialization of OCR executable module has failed.	The OCR executable module could not be started. Solution: Stop unnecessary applications and services or increase the virtual memory. Then, on the [Job List] page, select the [Completed With Error] jobs and click [Restart].
ApeosWare Management Suite Flow Management OCR for DocuWorks English cannot be processed as its Trial Edition has expired.	When the English version of DocuWorks is installed, the trial period has expired. Solution: Enable the license status for OCR for DocuWorks English Option.
ApeosWare Management Suite Flow Management OCR for DocuWorks English cannot be processed as its license is invalid.	When the English version of DocuWorks is installed, the optional license is invalidated for the following reasons: • Inactivated function stopped (grace period expired) mode • Activated function stopped (server ID inconsistency) mode • Time alteration has been detected Solution: Enable the license status for OCR for DocuWorks English Option.
ApeosWare Management Suite Flow Management OCR for DocuWorks English cannot be processed as its license cannot be verified.	When the English version of DocuWorks is installed, the optional license is invalidated for the following reasons: • Feature not available Solution: Enable the license status for OCR for DocuWorks English Option.

Message	Description / Solution
ApeosWare Management Suite Flow Management OCR for DocuWorks Multi Language cannot be processed as its Trial Edition has expired.	When the Chinese (Simplified/Traditional), Korean or Thai version of DocuWorks is installed, the trial period has expired. Solution: Enable the license status for OCR for DocuWorks Multi Language Option.
ApeosWare Management Suite Flow Management OCR for DocuWorks Multi Language cannot be processed as its license is invalid.	When the Chinese (Simplified/Traditional), Korean or Thai version of DocuWorks is installed, the optional license is invalidated for the following reasons: • Inactivated function stopped (grace period expired) mode • Activated function stopped (server IDs do not match) mode • Time alteration has been detected Solution: Enable the license status for OCR for DocuWorks Multi Language Option.
ApeosWare Management Suite Flow Management OCR for DocuWorks Multi Language cannot be processed as its license cannot be verified.	When the Chinese (Simplified/Traditional), Korean or Thai version of DocuWorks is installed, the optional license is invalidated for the following reasons: • Feature not available Solution: Enable the license status for OCR for DocuWorks Multi Language Option.

OmniPage(R) OCR

This section describes the operating and system log messages related to the "OmniPage(R) OCR" feature, together with the solutions.

Operating Messages

Message	Description / Solution
ApeosWare Management Suite Flow Management OmniPage OCR cannot be selected as its license cannot be verified.	The OmniPage(R) OCR Option License is not registered. Solution: Please validate the License.
ApeosWare Management Suite Flow Management OmniPage OCR cannot be selected as its license is invalid.	The OmniPage(R) OCR Option License is invalid. Solution: Please validate the License.
The Trial Edition of ApeosWare Management Suite Flow Management OmniPage OCR has expired.	The OmniPage(R) OCR Option License trial version has expired and is disabled. Solution: Please validate the License.

Action Log Message

Message	Description / Solution
Job object is disabled.	Solution: Restart Flow Management service, and execute the job again.
The working folder is disabled.	Solution: Restart Flow Management service, and execute the job again.
Job document could not be acquired.	Solution: Restart Flow Management service, and execute the job again.

Message	Description / Solution
{Document Path Name} job could not be acquired.	The document in the job does not exist, or cannot be accessed. Solution: Open the job properties on the [List of Jobs] page, download the original document, and confirm whether you can open the document properly. Refer "4 Job Operation" of "Features Guide Flow Management Option"
Failed to acquire all files from the {Folder Name} folder. [SYSERR={Error Code}{Error Message}]	Solution: Please refer to the error message and act accordingly.
Cannot delete {Folder Name} working folder. [SYSERR={Error Code}{Error Message}] [SYSERR={Error Code}{Error Message}]	Solution: Please refer to the error message and act accordingly.
Cannot delete {Folder Name} working folder. [SYSERR={Error Code}{Error Message}]	Solution: Please refer to the error message and act accordingly.
Cannot create {Folder Name} working folder. [SYSERR={Error Code}{Error Message}]	Solution: Please refer to the error message and act accordingly.
The file is incorrect. [%s] [%s] will display one of the following. FF_AWD, FF_SIM, FF_PDA, FF_BMP_RLE8, FF_BMP_RLE4, FF_TIFLZW, FF_GIF, FF_UNKNOWN	An unsupported document format has been input. Solution: Please confirm whether the document to be processed is of a format supported by Flow Management. Refer "Features Guide Flow Management Option", "Appendix", "A.2 Supported Input or Output Formats" Note The TIFF file format that was created in Windows Paint will become FF_TIFLZW.
ApeosWare Management Suite Flow Management OmniPage OCR cannot be processed as its Trial Edition has expired.	The OmniPage(R) OCR Option trial version has expired and is disabled. Solution: Please validate the License.
ApeosWare Management Suite Flow Management OmniPage OCR cannot be processed as its license is invalid.	The OmniPage(R) OCR Option is disabled. Solution: Please validate the License.
ApeosWare Management Suite Flow Management OmniPage OCR cannot be processed as its license cannot be verified.	The OmniPage(R) OCR Option is not registered. Solution: Please validate the License.

Attribute Mapping

Describes the messages and the solitions for the [Attribute Mapping] feature. This message is common to the operation and system log messages.

Message	Description / Solution
Failed to set attributes.	Solution: Error which does not occur normally. Contact our service center.

Message	Description / Solution
Unable to run.	Solution: Error which does not occur normally. Contact our service center.
Unable to check if mix-in node type ({mix-in name}) can be added to node ({UUID}).	Solution: Error which does not occur normally. Contact our service center.
Mix-in node type ({mix-in name}) cannot be added to node ({UUID}).	Solution: Error which does not occur normally. Contact our service center.
Unable to retrieve property ({property name}) of node ({UUID}).	Solution: Error which does not occur normally. Contact our service center.
Unable to set property ({property name}) of node ({UUID}) in "{value}".	Solution: Error which does not occur normally. Contact our service center.
Unable to map input value to output value.	Solution: Error which does not occur normally. Contact our service center.
Unable to read the file ({file name}).	Solution: • Check if the specified file exists. • Check if there are access permissions for the specified file. • Check if the specified file is in CSV format. • Check if the encoding of the specified file and the encoding specified on the screen are the same.
Error occurred while importing the file [{file name}].	Solution: Correct the errors at the places indicated by the detailed message which follows this message. Check if the encoding of the specified file and the encoding specified on the screen are the same if there is no error at the places indicated by the detailed message.

Form Analysis

This section describes the operation and system log messages of the [Form Analysis] feature, as well as the solutions.

Operation Messages

Message	Description / Solution
Failed to retrieve the attribute list. Contact your system administrator.	Solution: Contact your system administrator. Note to administrator: Please confirm the following. • The Form Management Groups have been correctly configured • Form Templates are registered to the Form Management Group.
The Trial Edition of ApeosWare Management Suite Flow Management Paper Form Option has expired. Contact your system administrator.	The Trial Edition of the option license of the Paper Form Option has expired, and is invalid. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Paper Form Option cannot be selected as its license is invalid. Contact your system administrator.	The option license of the Paper Form Option is invalid. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Paper Form Option cannot be selected as its license cannot be verified. Contact your system administrator.	The option license of the Paper Form Option is not registered. Solution: Please enable the license.

System Log Messages

Message	Description / Solution
System Error {system error message}.	A file access error or other such errors have occurred. Solution: If the error occurs for file operations, check file access permission, the amount of free space, etc to handle the cause of error.
A form from a different form management group ({Form Management Group name of the input Form}) was entered to the target form management group ({Form Management Group name set at the flow}).	A Form from a Form Management Group, different from the Form Management Group set at the flow as the processing target, was entered. Solution: • Enter the Form that was included in the Form Management Group set at the flow. • Configure in the flow, the Form Management Group of the form to be used.
Form recognition failed {error message of image analysis module}.	Unable to recognize form.There may be a problem with the data input method or route. Solution: Check the data input method or route. Input the image data of the format and resolution, which can be processed by Flow Management,
ApeosWare Management Suite Flow Management Paper Form Option cannot be processed as its Trial Edition has expired.	The Trial Edition of the option license of the Paper Form Option has expired, and is invalid. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Paper Form Option cannot be processed as its license is invalid.	The option license of the Paper Form Option is invalid. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Paper Form Option cannot be processed as its license cannot be verified.	The option license of the Paper Form Option is not registered. Solution: Please enable the license.
There are non-replaceable characters {character string after conversion}.	There are irreplaceable characters for resource (attributes recorded to the Form, Form Management Group name, Form Template ID, Form name of multi-form) conversion due to a difference in the locale. Solution: Re-enter with applicable characters, characters of the locale of the environment in which form analysis operates, or ASCII code characters.
Failed to extract a rectangle of the control.	The form image of check box control cannot be analyzed.The image quality of the form image is poor, or there may be a problem with the input method of check mark. Solution: Redo input of the form. Alternatively, scan or fax the form and document again.
Failed to recognize the strings described in the control.	The form image of numeric entry control cannot be analyzed.The image quality of the form image is poor, or there may be a problem with the numeric input method. Solution: Redo input of the form. Alternatively, scan or fax the form and document again.

Message	Description / Solution
Failed to analyze a control in the form image.	Failed to analyze the control in the form, such as the failure to analyze the QR code, Solution: Redo input of the form.Alternatively, scan or fax the form and document again.
The required item of the control is blank.	Control where null value handling is set to [Display as Error] is not entered. Solution: Redo the input of the form correctly, and scan or fax again.
Multiple entry has been made to the control that specifies multiple entries as an error.	Multiple values are entered for the control where multiple value handling is set to [Display as Error]. Solution: Redo the input of the form correctly, and scan or fax again.
Though the use of a separator is specified, the separator is not specified.	Use of separators is set for multiple value handling but the separator string is not set. Solution: Change the form template so that separators will not be used, or set the separator string.
Though the use of the default value is specified, the default value is not specified.	Use of default value is set, but the default value is not set. Solution: Change the form template so that default values will not be used, or set the default value.
Error occurred while analyzing DataScope {datascope name} and DataSet {dataset name}.	Error occurred when analyzing datascope and dataset. Solution: The place where error has occurred is displayed through the combination with other messages. Refer to the respective message for the action to be taken.

OmniPage(R) Barcode Reader

This section describes the operation and system log messages of the [OmniPage(R) Barcode Reader] feature, as well as the sloutions

Operation Messages

Message	Description / Solution
The license of ApeosWare Management Suite Flow Management OmniPage Barcode Reader cannot be verified. Contact your system administrator.	Option license is not registered. Solution: Please register the license.
The license of ApeosWare Management Suite Flow Management OmniPage Barcode Reader is invalid. Contact your system administrator.	Option license is in invalid state. Solution: Please enable the license.
The Trial Edition of ApeosWare Management Suite Flow Management OmniPage Barcode Reader has expired. Contact your system administrator.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
Processing has failed.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.

Message	Description / Solution
Failed to retrieve settings.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
Failed to save contents of settings.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
An invalid request has been received.	Solution: Check if the URL accessed is correct.
Unable to connect to System Data Manager of ApeosWare Management Suite Flow Management.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
Unable to retrieve attributes from System Data Manager of ApeosWare Management Suite Flow Management.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
File for zone specification has not been registered.	Solution: Register the zone file path to Flow Management in [Function Settings]. Refer "Features Guide Flow Management Option" > "2.1 Initial Settings"
Failed to create directory for storing temporary file.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.

System Messages

Log Code	Message	Description / Solution
0034-223001-DFCCA / 0034-222001-DFCCA	The license of ApeosWare Management Suite Flow Management OmniPage Barcode Reader cannot be verified.	Option license is not registered. Solution: Please register the license.
0034-223002-DFCCA / 0034-222002-DFCCA	The license of ApeosWare Management Suite Flow Management OmniPage Barcode Reader is invalid.	Option license is in invalid state. Solution: Please enable the license.
0034-223003-DFCCA / 0034-222003-DFCCA	The Trial Edition of ApeosWare Management Suite Flow Management OmniPage Barcode Reader has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0034-223004-DFCCA	Processing has failed.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0034-223005-DFCCA	Failed to retrieve settings.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0034-223006-DFCCA	Failed to save contents of settings.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.

Log Code	Message	Description / Solution
0034-223007-DFCCA	An invalid redirect URL has been entered.	Solution: Check if the URL accessed is correct.
0034-223008-DFCCA	Unable to retrieve redirect URL.	Solution: Check if the URL accessed is correct.
0034-223009-DFCCA	An invalid UI display mode has been set.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0034-223010-DFCCA	No UI display mode has been set.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0034-223011-DFCCA	Unable to connect to System Data Manager of ApeosWare Management Suite Flow Management.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0034-223012-DFCCA	Unable to retrieve attributes from System Data Manager of ApeosWare Management Suite Flow Management.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0034-223013-DFCCA	File for zone specification has not been registered.	Solution: Register the file path to Flow Management in [Function Settings]. Refer Settings file >"Features Guide Flow Management Option" > "2.1 Initial Settings"
0034-223014-DFCCA	Failed to create directory for storing temporary file.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0034-222004-DFCCA	An unknown error has occurred.	Solution: Please try again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0034-222006-DFCCA	There are no strings corresponding to plugin name ({feature name}) in the resource file.	Solution: Contact our service center.

Error Number	Message	Description / Solution
0x88008401	The job object is invalid.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008403	Invalide ConfirmStopRequest function.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.

Error Number	Message	Description / Solution
0x88008402	Failed to get the parameter's value.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008404	No documents in the job.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800842c	Failed to initialize the BAR ENGine.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008405	Failed to get document from the job.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800842b	Failed to call BAR RECAPI.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800842d	Required BAR module does not exist.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008406	Invalid document from the job.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008434	Failed to export attribute.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800842f	Image format not supported.	Document in unsupported format was entered. Solution: Convert document into a format supported by [OmniPage(R) Barcode Reader], then try again. Refer "Features Guide Flow Management Option" > "Appendix" > "A.2 Supported Input or Output Formats"

Error Number	Message	Description / Solution
0x8800842e	Image file has too many pages.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008409	Failed to create work directory.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008430	BAR Recognition - Failed to load image file.	Invalid document may have been entered. Solution: Try to execute the job again. If the error occurs even after restarting, please contact our service center.
0x8800843b	Invalid barcode type.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008432	BAR Recognition - Failed to recognize image.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008433	BAR Recognition - Failed to convert to RDF output file.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008440	Failed to create directory ({folder path}). {error information}	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008441	Unable to open '{document path}'.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008442	An error has occurred at the image processing library. {error information}	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008443	Unable to obtain the image data of page {error page} in document number {document number}. {error information}	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.

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Error Number	Message	Description / Solution
0x88008444	Unable to process the image of page {error page} in document number {document number}. {error information}	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008446	Unable to process images due to insufficient memory.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.
0x88008447	A fatal error has occurred. Unable to process the image of '{document path}' due to a job processing error.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008448	Failed to move document ({document name}). {error information}	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x88008449	Failed to create document ({document name}). {error information}	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800844a	Failed to delete directory ({folder path}). {error information}	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800844c	Image format is not supported for document splitting.	A document with format not in JPEG or TIFF was entered when configuring [Document Splitting]. Solution: Enter a JPEG or TIFF document when setting [Document Splitting].
0x8800844d	Unable to split document number {document number}. All pages of '{document path}' have barcode.	A document that would have all pages split when [Remove Splitter Page] is set for [Document Splitting] has been entered. Solution: Create at least 1 page that will not become a splitting target when [Remove Splitter Page] is set for [Document Splitting].
0x88008450	ApeosWare Management Suite Flow Management OmniPage Barcode Reader cannot be processed as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
0x88008451	ApeosWare Management Suite Flow Management OmniPage Barcode Reader cannot be processed as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.

Error Number	Message	Description / Solution
0x88008452	ApeosWare Management Suite Flow Management OmniPage Barcode Reader cannot be processed as its Trial Edition has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0x88008453	A BAR recognition processing error has occurred. Processing for BAR Recognition has been forced to end.	Solution: • The maximum length for the value that can be recognized by the ITF barcode is 128 bytes.Set the barcode value for processing by the [OmniPage(R) Barcode Reader] feature to be 128 bytes or below. • If this error occurs even if the barcode value is below 128 bytes, please contact our service center.
0x88008454	An error has occurred while verifying the license. ({License status})	Solution: Check the license status. If the license is valid and this error occurs, please contact our service center.
0x88008455	Unable to process job as the document count exceeds {maximum number of documents}.	Exceeded the limit for the number of documents that can be processed. Solution: Set the number of documents for processing by the [OmniPage(R) Barcode Reader] feature so that it does not exceed the maximum number (1000 items).
0x88008456	Unable to process job as the number of document pages exceeds {maximum number of documents}.	Exceeded the limit for the number of pages that can be processed. Solution: Set the number of pages for processing by the [OmniPage(R) Barcode Reader] feature so that it does not exceed the maximum number of pages (1000 pages).

Database Query

This section describes the operation and system log messages of the [Database Query] feature, as well as the solutions.

Operation Messages

Message	Description / Solution
An internal system error has occurred. Contact your system administrator.	Solution: Contact our service center.
An invalid request has been received.	Solution: Check if the URL accessed is correct.
The Trial Edition for ApeosWare Management Suite Flow Management Database Query Option has expired. Contact your system administrator.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Database Query Option cannot be selected as its license is invalid. Contact your system administrator.	Option license is in invalid state. Solution: Please enable the license.

Message	Description / Solution
ApeosWare Management Suite Flow Management Database Query Option cannot be selected as its license cannot be verified. Contact your system administrator.	Option license is not registered. Solution: Please register the license.
Unable to set key attribute.	Solution: Contact our service center.

System Messages

Log Code	Message	Description / Solution
0034-221013-DFCCA	An unknown error has occurred.	Solution: Contact our service center.
0034-221014-DFCCA	An invalid request has been received.	Solution: Check if the URL accessed is correct.
0034-221015-DFCCA	The Trial Edition for ApeosWare Management Suite Flow Management Database Query Option has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0034-221016-DFCCA	ApeosWare Management Suite Flow Management Database Query Option cannot be selected as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.
0034-221017-DFCCA	ApeosWare Management Suite Flow Management Database Query Option cannot be selected as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
0034-221026-DFCCA	An error has occurred while verifying the license.	Solution: Contact our service center.
0034-221027-DFCCA	Unable to set key attribute.	Solution: Contact our service center.
0034-221028-DFCCA	Failed to encrypt parameter ({item name}).	Solution: Contact our service center.
0034-221029-DFCCA	Failed to decrypt parameter ({item name}).	Solution: Contact our service center.
0034-221030-DFCCA	The value for parameter ({item name}) is invalid.	Solution: Contact our service center.
0034-221031-DFCCA	Error occurred while retrieving previous attribute.	Solution: Contact our service center.

Error Number	Message	Description / Solution
0x880004CB	Failed to copy document number n.	Solution: Contact our service center.
0x880004CC	Failed to connect to the database. {Error Message}	Solution: Refer to the displayed {error message} for the action to be taken.
0x880004CE	SELECT clause has not been set for the SQL statement.	Solution: Specify an SQL sentence that begins with "Select" on the [Database Query - Settings] page.

Error Number	Message	Description / Solution
0x880004CF	SQL statement has not been set.	Solution: Set the value for the SQL sentence on the [Database Query - Settings] page.
0x880004D1	Key attribute has not been set.	Solution: When "$KEYVALUE$" is specified in the SQL sentence, ensure that [Key Attribute] is set.
0x880004D2	Provider name has not been set.	Solution: Set the [Provider Name] on the [Database Query - Settings] page.
0x880004D3	Connection string has not been set.	Solution: Set the [Connection String] on the [Database Query - Settings] page.
0x880004D4	Unable to process as the value set for the attribute exceeds ({maximum length}) bytes.	Value set for the attribute exceeds the maximum value. Solution: Reconfigure the flow so that the attribute to be output from processed document will be within {maximum length in bytes}.
0x880004D5	Failed to decrypt parameter ({item name}).The specified parameter is invalid.	Solution: Contact our service center.
0x880004D6	ApeosWare Management Suite Flow Management Database Query Option cannot be processed as its Trial Edition has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0x880004D7	ApeosWare Management Suite Flow Management Database Query Option cannot be processed as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.
0x880004D8	ApeosWare Management Suite Flow Management Database Query Option cannot be processed as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
{Error code}	Unable to retrieve attribute value specified for the key attribute.	Solution: Contact our service center.
0x880004DB	Unable to retrieve parameter ({attribute name}) from the ApeosWare Management Suite Flow Management database.	Solution: Contact our service center.
0x880004DC	Unable to retrieve the value for parameter ({item name}).	Solution: Contact our service center.

Load Attributes

This section describes the operation and system log messages of the [Load Attributes] feature, as well as the solutions.

Operation Messages

Message	Description / Solution
An internal system error has occurred. Contact your system administrator.	Solution: Contact our service center.
An invalid request has been received.	Solution: Check if the URL accessed is correct.
The Trial Edition of ApeosWare Management Suite Flow Management Attribute Processing Option has expired. Contact your system administrator.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license is invalid. Contact your system administrator.	Option license is in invalid state. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license cannot be verified. Contact your system administrator.	Option license is not registered. Solution: Please register the license.
Unable to read ApeosWare Management Suite Flow Management database. Contact your system administrator.	Solution: Contact our service center.
The folder has not been registered. Contact your system administrator.	Solution: Register the file path to Flow Management in [Function Settings]. Refer: "Features Guide Flow Management Option" > "2.1 Initial Settings"

System Messages

Log Code	Message	Description / Solution
0034-217030-DFCCA	An unknown error has occurred.	Solution: Contact our service center.
0034-217031-DFCCA	An invalid request has been received.	Solution: Check if the URL accessed is correct.
0034-217034-DFCCA	The Trial Edition of ApeosWare Management Suite Flow Management Attribute Processing Option has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0034-217035-DFCCA	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.

Log Code	Message	Description / Solution
0034-217036-DFCCA	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
0034-217043-DFCCA	Unable to read ApeosWare Management Suite Flow Management database.	Solution: Contact our service center.
0034-217044-DFCCA	The folder has not been registered.	Solution: Register the file path to Flow Management in [Function Settings]. Refer "Features Guide Flow Management Option" > "2.1 Initial Settings"
0034-217049-DFCCA	An error has occurred while verifying the license.	Solution: Contact our service center.
0034-217050-DFCCA	Failed to encrypt parameter ({item name}).	Solution: Contact our service center.
0034-217051-DFCCA	Failed to decrypt parameter ({item name}).	Solution: Contact our service center.
0034-217052-DFCCA	The value for parameter ({item name}) is invalid.	Solution: Contact our service center.

Error Number	Message	Description / Solution
{Error code}	The specified parameter ({item name}) is invalid.	Solution: Contact our service center.
0x88004F01	File does not exist.File path: <<<{path name}>>>	Attribute file to be read does not exist. Solution: Check if corresponding file exists in specified folder.
0x88004F02	Failed to read the attribute file.File path: <<<{path name}>>>	Failed to read attribute file. Solution: • Check access permissions for target file. • Refer to the system error code for the action to be taken.
0x88004F03	A fatal error has occurred during job processing for document number {document list number}.	Solution: Contact our service center.
0x88004F04	Failed to copy document number {document list number}.	Solution: Contact our service center.
0x88004F05	Folder does not exist.Folder path: <<<{path name}>>>	Folder specified on the [Load Attributes - Settings] page does not exist. Solution: • Set another folder on the [Load Attributes - Settings] page again. • Please recreate the specified folder. • Refer to the system error code and system error message for the action to be taken.

Error Number	Message	Description / Solution
0x88004F06	Invalid user name or password.Folder path: <<<{path name}>>>	The user name or password is incorrect. Solution: • Set the user name and password on the [Load Attributes - Settings] page again. • Refer to the system error code for the action to be taken.
0x88004F07	Unable to access the folder.Folder path: <<<{path name}>>>	Unable to access the folder. Solution: • Check if the folder exists. • Check if access permissions (reading or writing) have been set for the configured user.
0x88004F08	Failed to delete file.File path: <<<{path name}>>>	Failed to delete attribute file. Solution: • Check access permissions of file. • Refer to the system error code for the action to be taken.
0x88004F09	Unable to process as the value set for the attribute exceeds ({maximum length}) bytes.	The value read from attribute file exceeds the maximum limit. Solution: Recreate the attribute file so that the attribute value is within {maximum length in bytes}.
0x88004F0A	Failed to decrypt parameter ({item name}).The specified parameter is invalid.	Solution: Contact our service center.
{Error code}	Unable to retrieve parameter ({attribute name}) from the ApeosWare Management Suite Flow Management database.	Solution: Contact our service center.
0x88004F0C	Failed to retrieve attribute value of the original document.	Unable to retrieve attribute value of original document as the document was imported with a feature other than [Folder]. Solution: Use the [Folder] feature to input the document.
0x88004F0D	Unable to complete this operation due to insufficient memory.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.
0x88004F0E	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its Trial Edition has expired.	Solution: The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0x88004F0F	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its license is invalid.	Solution: Option license is in invalid state. Solution: Please enable the license.
0x88004F10	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its license cannot be verified.	Solution: Option license is not registered. Solution: Please register the license.
{Error code}	Exception occurred	Solution: Contact our service center.

Separate CSV Attributes

This section describes the operation and system log messages of the [Separate CSV Attributes] feature, as well as the solutions.

Operation Messages

Message	Description / Solution
An internal system error has occurred. Contact your system administrator.	Solution: Contact our service center.
An invalid request has been received.	Solution: Check if the URL accessed is correct.
An invalid request has been received.	Solution: Contact our service center.
The Trial Edition of ApeosWare Management Suite Flow Management Attribute Processing Option has expired. Contact your system administrator.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license is invalid. Contact your system administrator.	Option license is in invalid state. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license cannot be verified. Contact your system administrator.	Option license is not registered. Solution: Please register the license.
Failed to retrieve settings. Contact your system administrator.	Solution: Contact our service center.
Failed to save settings. Contact your system administrator.	Solution: Contact our service center.
Unable to set the retrieved attribute.	Solution: Contact our service center.
Unable to read ApeosWare Management Suite Flow Management database. Contact your system administrator.	Solution: Contact our service center.

System Messages

Log Code	Message	Description / Solution
0034-215020-DFCCA	An unknown error has occurred.	Solution: Contact our service center.
0034-215021-DFCCA	An invalid request has been received.	Solution: Check if the URL accessed is correct.
0034-215022-DFCCA	Failed to retrieve display mode.	Solution: Contact our service center.
0034-215023-DFCCA	An invalid display mode was received.	Solution: Contact our service center.
0034-215024-DFCCA	Unable to retrieve redirect URL.	Solution: Contact our service center.

Log Code	Message	Description / Solution
0034-215025-DFCCA	The Trial Edition of ApeosWare Management Suite Flow Management Attribute Processing Option has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0034-215026-DFCCA	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.
0034-215027-DFCCA	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
0034-215028-DFCCA	Failed to retrieve settings.	Solution: Contact our service center.
0034-215029-DFCCA	Failed to save settings.	Solution: Contact our service center.
0034-215030-DFCCA	An error has occurred while verifying the license.	Solution: Contact our service center.
0034-215031-DFCCA	Unable to set the retrieved attribute.	Solution: Contact our service center.
0034-215032-DFCCA	Error occurred while retrieving the previous attribute.	Solution: Contact our service center.
0034-215033-DFCCA	Unable to read ApeosWare Management Suite Flow Management database.	Solution: Contact our service center.

Error Number	Message	Description / Solution
0x04D6	The Trial Edition of ApeosWare Management Suite Flow Management Attribute Processing Option has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0x04D7	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.
0x04D8	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
0x0501	The Retrieved Attribute value is invalid.	Solution: Set [Retrieved Attribute] again on the [Separate CSV Attributes - Settings] page.
0x0502	The Column(s) to Retrieve value is invalid.	Solution: Set [Column(s) to Retrieve] again on the [Separate CSV Attributes - Attribute Settings] page.
0x0503	The Attribute Display Name value is invalid.	Solution: Set [Attribute Display Name] again on the [Separate CSV Attributes - Attribute Settings] page.

Error Number	Message	Description / Solution
0x0504	The Value When Data Cannot be Acquired is invalid.	Solution: Set [Value When Data Cannot be Acquired] again on the [Separate CSV Attributes - Attribute Settings] page.
0x0505	A fatal error has occurred during job processing for document number N.	Solution: Contact our service center.
0x0506	Unable to process as the number of elements set for attribute settings is over the maximum number of elements for attribute settings. Please edit the flow.(Maximum number of elements for attribute settings: {maximum number of elements})	Solution: Change the attribute settings on the [Separate CSV Attributes - Settings] page, so that the number of elements is within {maximum number of elements}.
0x0507	Failed to process attribute CSV data settings for document number N. Unable to retrieve attribute {attribute display name}.	Solution: Contact our service center.
0x0508	Failed to process attribute CSV data settings for document number N.The type of attribute value is incorrect.	Solution: Contact our service center.
0x0509	Failed to process attribute CSV data settings for document number N. The CSV data format of attribute value {attribute display name} is incorrect.	Solution: Contact our service center.
-	Failed to process attribute CSV data settings for document number N.Failed to set value to attribute ({attribute display name}).	Solution: Contact our service center.
-	Unable to retrieve parameter ({attribute display name}) from the ApeosWare Management Suite Flow Management database.	Solution: Contact our service center.
-	Unable to retrieve Retrieved Attribute.	Failed to retrieve [Retrieved Attribute]. Solution: Check if [Retrieved Attribute] has been set correctly on the [Separate CSV Attributes - Settings] page.

Join CSV Attributes

This section describes the operation and system log messages of the [Join CSV Attributes] feature, as well as the solutions.

System Messages

Log Code	Message	Description / Solution
0034-213004-DFCCA	An unknown error has occurred.	Solution: Contact our service center.
0034-213005-DFCCA	An invalid request has been received.	Solution: Check if the URL accessed is correct.

Log Code	Message	Description / Solution
0034-213006-DFCCA	The Trial Edition of ApeosWare Management Suite Flow Management Attribute Processing Option has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0034-213007-DFCCA	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.
0034-213008-DFCCA	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
0034-213009-DFCCA	Failed to retrieve settings.	Solution: Contact our service center.
0034-213010-DFCCA	Failed to save settings.	Solution: Contact our service center.
0034-213011-DFCCA	Unable to read ApeosWare Management Suite Flow Management database.	Solution: Contact our service center.

Error Number	Message	Description / Solution
0x8800A000	An error has occurred while processing Join CSV Attributes.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800000E	Unable to perform Join CSV Attributes as there is insufficient memory.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.
0x8800A001	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its Trial Edition has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0x8800A001	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.
0x8800A001	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
0x8800A001	An error has occurred while verifying the license. ({License status})	Solution: Check the license status. If the license is valid and this error occurs, please contact our service center.

Error Number	Message	Description / Solution
0x8800A002	Unable to process as the size of the document attribute to output is over the limit. (Maximum size: {maximum size} bytes)	Solution: • Use the [Document and Attributes Table Output] feature to check if contents of attributes output from processed document are correct. • Set the flow so that thes size of attributes output from processed document is within {maximum size}.
0x8800A003	Unable to process type ({attribute type}) for attribute [{attribute name}] of document number {document list number}.	Solution: Contact our service center.
0x8800A004	Unable to process as the number of elements set for CSV data is over the maximum number of elements for CSV data. Please edit the flow. (Maximum number of elements for CSV data: {maximum number of elements})	Solution: Set [CSV Data Elements] on the [Join CSV Attributes - Settings] page, so that the number of elements is within {maximum number of elements}.
0x8800FFFF	An unexpected error has occurred while processing Join CSV Attributes.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800FFFF	An unexpected error has occurred while processing Join CSV Attributes.({Message})	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
{Error code}	An error has occurred while processing Join CSV Attributes.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
{Error code}	A retrieval error has occurred for attribute [{attribute name}] of document number {document list number}.	Solution: Try executing the job again after restarting Flow Management. If the error occurs even after restarting, please contact our service center.
0x8800A005	Unable to read ApeosWare Management Suite Flow Management database. ({item name})	Solution: Contact our service center.

Delivery Destination

This section describes the error messages that display during the setting or processing of each of the Delivery Destination features (Save to Folder, Send E-mail, Printer Output, Link to Application, Save Form Analysis to File), as well as the solutions.

Save to Folder

Describes the system log messages and the solutions for the [Save to Folder] feature.

System Log Messages

Message	Description / Solution
The output folder name has not been entered.	The folder name at the output destination has not been set. Solution: Set the output destination folder again on the [Save to Folder - Folder Save Settings] page.
IP address is incorrect. Specify a value within the range of [1..223]. [0..255]. [0..255]. [0..255].	A value out of IPv4 format range has been set for the IP address. Solution: After setting an integer from 1 to 255 in the settings file for folder registration, select the folder on the advanced settings page of the [Save to Folder] feature. Refer Settings file > "Features Guide Flow Management Option" > "2.1 Initial Settings"
The IP address or host name of the FTP server has not been entered.	[IP Address or Host Name] has not been set. Solution: After setting the IP address of host namely correctly in the settings file for folder registration, select the virtual directory on the advanced settings page of the [Save to Folder] feature. Refer Settings file > "Features Guide Flow Management Option" > "2.1 Initial Settings"
The user name has not been entered.	The account name has not been set. Solution: Reconfigure [User Name] again on the [Save to Folder - Folder Save Settings] page.
An invalid character has been entered for the delimiter. Do not use the following characters. \ / : , ; * ? " <> |	There is some error in the delimiter string. Solution: Set the delimiter string again on the [Save to Folder - Folder Save Settings] page. The following characters cannot be used for the delimiter string. Yen (\\), slash (/), colon (:), comma (,), semi-colon (;), asterisk (*), question mark (?), double quotation ("), arrow bracket (< >), and vertical bar (|)
The local folder name is incorrect.	The settings for the local folder name is incorrect. Solution: Set the local folder name in the settings file for folder registration, taking note of the following points. • Colon (:), slash (/), yen mark (\\), asterisk (*), question mark (?), angle bracket (< >), and vertical bar (|) cannot be used. • Begin with a character from drive A to Z for the text of the folder name. • Do not use space characters for the folder name. Refer Settings file > "Features Guide Flow Management Option" > "2.1 Initial Settings"

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Message	Description / Solution
The shared folder name is incorrect.	The shared folder name format is incorrect. Solution: Set the shared folder name in the settings file for folder registration, taking note of the following points. • Colon (:), slash (/), yen mark (\\), asterisk (*), question mark (?), angle bracket (< >), and vertical bar (|) cannot be used. • Start with "file://" for the text string of the folder name. • Do not use space characters for the folder name. ◯◯ Refer Settings file > "Features Guide Flow Management Option" > "2.1 Initial Settings"
The virtual directory name is incorrect.	The FTP folder name format is incorrect. Solution: Set the FTP folder name in the settings file for folder registration, taking note of the following points. • Colon (:), slash (/), yen mark (\\), asterisk (*), question mark (?), angle bracket (< >), and vertical bar (|) cannot be used. • Start with slash (/) for the text string of the folder name. • Do not use space characters for the folder name. ◯◯ Refer Settings file > "Features Guide Flow Management Option" > "2.1 Initial Settings"
An invalid character has been entered for the user name. Do not use the following characters. + , / : ; < =>} ? [ ] |	The account name settings are incorrect. Solution: Set the account name again on the [Save to Folder - Folder Save Settings] page. The following characters cannot be used for the account name. Plus (+), comma (,), slash (/), double quotation ("), colon (:), semi-colon (;), asterisk (*), question mark (?), equal (=), arrow bracket (< >), square bracket ([ ]), and vertical bar (|)
An invalid character has been entered for the subfolder name when attribute retrieval failed. Do not use the following characters. \ / : , ; * ? " <> |	The [Subfolder Name When Attribute Retrieval Failed] value is incorrect. Solution: Set [Subfolder Name When Attribute Retrieval Failed] again on the [Save to Folder - Folder Save Settings] page. The following characters cannot be used for the folder name. Yen (\\), slash (/), colon (:), comma (,), semi-colon (;), asterisk (*), question mark (?), double quotation ("), arrow bracket (< >), and vertical bar (|)
The specified parameter [{item name}] is invalid. Specify again.	The value of the set item is incorrect. Solution: Reconfigure the {item name} in the [Save to Folder - Folder Save Settings] page.
Unable to initialize FTP Internet function. {system error code} {system error message}	THe FTP Internet function could not be initialized. Solution: • Restart Flow Management service, or restart the PC. • Refer to the system error code and system error message for the action to be taken.

Message	Description / Solution
Unable to connect to the FTP server. {system error code} {system error message}	Could not connect to the FTP server. Solution: • Check if the LAN cable is connected and perform other such actions to confirm the network status. • Check if the FTP server is running. • Use other tools to check if you can connect to the FTP server. • Check the access permissions (user name, password, etc) on the FTP server. • Refer to the system error code and system error message for the action to be taken. • Check if the valid FTP server port number matches the port number that has been set.
Unable to connect to the shared folder. {system error code} {system error message}	This is due to the following reasons. • Could not access the shared folder. • The SMB signature configuration between server and client has a problem. Solution: • Check the network environment by connecting to My Network and performing other such actions. • Check access permissions of the shared folder. • Refer to the system error code and system error message for the action to be taken. • Check the combinition of digital signatures for the local security policy of the server and client.
The currently specified network folder is assigned with a different user name and password. {system error code} {system error message}	Specified shared folder is in use by other users. Solution: • Specify another shared folder. • When using the configured user and password for access, first disconnect all currently assigned network shares.Alternatively, try connecting again a while later. • Refer to the system error code and system error message for the action to be taken.
Unable to disconnect from the FTP server. {system error code} {system error message}	Could not disconnect from FTP server. Solution: • Restart Flow Management service, or, restart the PC. • Refer to the system error code and system error message for the action to be taken. • Check if specified port number is available.
No access permission. {system error code} {system error message}	This is due to the following reasons. • Unable to output to the folder. • Unable to access the folder. • Folder access permissions lost due to a change in users. Solution: • Check if folder access permissions (reading or writing) have been set, and change as needed. • Refer to the system error code and system error message for the action to be taken.
Invalid user name or password. {system error code} {system error message}	The user name or password is incorrect. Solution: • Set the user name and password again on the [Save to Folder - Folder Save Settings] page. • Refer to the system error code and system error message for the action to be taken.

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Message	Description / Solution
Unable to log on. {system error code} {system error message}	Could not log in with specified user name and password. Solution: • Set the user name and password again on the [Save to Folder - Folder Save Settings] page. • Refer to the system error code and system error message for the action to be taken.
There is a folder or file with the same name as the delivery destination.	There is a folder or file with the same name in the delivery destination. Solution: On the [Save to Folder - Folder Save Settings] page, select the [Append System Generated Unique ID to Name] check box.
Unable to access the folder with the specified user name and password. {system error code} {system error message}	Could not access folder with specified user name and password. Solution: • Check if entered user name and password are correct. • Check if access permissions have been set for the user to access the folder. • Refer to the system error code and system error message for the action to be taken.
Specified folder is write-protected.	Access permissions (write) have not been set for the folder. Solution: On the [Save to Folder - Folder Save Settings] page, reconfigure a user with "write" permissions and the password.
Specified shared folder does not exist.	The specified shared folder does not exist. Solution: • Set another shared folder on the [Save to Folder - Folder Save Settings] page. • Create a shared folder on specified network computer.
Unable to retrieve new name.	This is due to the following reasons. • Too many files in output folder, and the maximum limit for the sequential number is exceeded. • Unable to check files already stored in output folder due to access restrictions placed by the firewall.Therefore, name of file to be saved cannot be specified to the output folder. Solution: • Specify another folder. • Delete the files in the output folder. • Set the firewall so that access is not restricted.
Failed to copy file. {system error code} {system error message}	Write failed during file output. Solution: • Check if access permissions (write) have been set for the folder. • Check if there is enough available disk pace for the output destination folder. • Check if the number of files existing in output folder have exceeded the maximum number of files that can be created in the folder. • Refer to the system error code and system error message for the action to be taken. • Check if there is an existing folder with the same name as the folder to be written.

Message	Description / Solution
Failed to retrieve file to output. {system error code} {system error message}	Unknown error occurred. Solution: • Refer to the system error code and system error message for the action to be taken. • Please restart ApeosWare Management Suite Flow Management service.
Unable to create folder. {system error code} {system error message}	Could not create the folder. Solution: • Check if access permissions (write) for the configured user have been set for the folder. • Refer to the system error code and system error message for the action to be taken.
Folder does not exist. {system error code} {system error message}	This is due to the following reasons. • Specified folder does not exist in the [Save to Folder - Folder Save Settings] page • Unable to access folder Solution: • Reconfigure another folder on the [Save to Folder - Folder Save Settings] page. • Please recreate the specified folder. • Check folder access permissions (reading or writing), and change as needed. • Refer to the system error code and system error message for the action to be taken.
Unable to access the folder. {system error code} {system error message}	Unable to access the folder. Solution: • Check if the folder exists. • Check if folder access permissions (reading or writing) have been set for the configured user.
Unable to retrieve job.	Unable to retrieve job from Flow Management service. Solution: Restart Flow Management service, or restart the PC.
Unable to complete this operation due to insufficient memory.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.

Send E-mail (SMTP)

This section describes the operation and system log messages of the [Send E-mail] feature, as well as the solutions.

Operation Messages

Message	Description / Solution
Enter the recipient.	Recipient address has not been entered. Solution: Enter the recipient address.

Common to Operation Messages and System Log Messages

Message	Description / Solution
An orphaned attribute has been specified.	Attribute used by Recipient, Cc, Bcc, title, or body does not exist.The feature related to the attribute had been deleted. Solution: Reconfigure the feature containing the attribute specified in [Specify Attribute].
The sender e-mail address has not been set. Specify the sender e-mail address in the system network settings.	The sender e-mail address has not been set. Solution: Specify the sender e-mail address in [System Settings] > [Network Settings].
The SMTP server name has not been set. Specify the SMTP server name in the system network settings.	The SMTP server name has not been set. Solution: Specify the SMTP server name in [System Settings] > [Network Settings].
The account for accessing the SMTP server using [SMTP AUTH] for SMTP outgoing authentication has not been set. Specify the account in the system network settings.	Unable to retrieve the account. Solution: Enter the account information of the SMTP server correctly in the network settings.
Timeout occurred while communicating with the SMTP server.	SMTP server receiving has timed out. Solution: • Check if SMTP server is working properly. • Check if specified SMTP server's host name, IP address, and port number are correct.
The specified SMTP server does not support [SMTP AUTH] for SMTP outgoing authentication.	The SMTP server does not support [SMTP AUTH] authentication (does not support EHLO command). Solution: Change the method for SMTP outgoing authentication in [System Settings] > [Network Settings].
Unable to use the authentication method supported by the SMTP server.	The SMTP server supports [SMTP AUTH] authentication (supports EHLO command), but does not support FlowManagement. Solution: Change the method for SMTP outgoing authentication in [System Settings] > [Network Settings].
Unable to connect to the SMTP server.	Unable to connect to the SMTP server. Solution: • Check if TCP/IP protocol has been installed. • Check the network status. • Check if configured SMTP server is working properly. • Restart the PC.
The POP3 server name using [POP before SMTP] for SMTP outgoing authentication has not been set. Specify the POP3 server name in the system network settings.	Unable to retrieve the POP3 server name. Solution: Check the POP3 server name settings in [System Settings] > [Network Settings].
The account for accessing the POP3 server using [POP before SMTP] for SMTP outgoing authentication has not been set. Specify the account in the system network settings.	Unable to retrieve the account. Solution: Check the POP3 server account settings in [System Settings] > [Network Settings].

Message	Description / Solution
The password for accessing the POP3 server using [POP before SMTP] for SMTP outgoing authentication has not been set. Specify the password in the system network settings.	Unable to retrieve the password. Solution: Specify the POP3 server password settings in [System Settings] > [Network Settings].
Timeout occurred while communicating with the POP3 server.	POP3 server receiving has timed out. Solution: • Check if POP3 server is working properly. • Check if specified POP3 server's host name, IP address, and port number are correct.
Unable to connect to the POP3 server.	Unable to connect to the POP3 server. Solution: • Check if TCP/IP protocol has been installed. • Check the network status. • Check if specified POP3 server is working properly. • Restart the PC.
[SMTP AUTH] for SMTP outgoing authentication has failed.	SMTP AUTH authentication failed. Solution: Check that the account and password for SMTP server access has been correctly set in [System Settings] > [Network Settings].
An unknown error has occurred.	Solution: Contact our service center.
An invalid request has been received.	Solution: Check if an invalid URL was used for access.

System Log Messages

Message	Description / Solution
Failed to check connection. {system error message}	Connection checking failed. Solution: Refer to the system error message.
Unable to send e-mail. {system error message}	Unable to send e-mail. Solution: Refer to the system error message.
Unable to send e-mail. The email address specified in sender (From) for the email you sent may be different from the "SMTP - Sender Email Address" specified when using Modern Authentication.	If "Modern authentication" is specified in the e-mail settings of ApeosWare Management Suite, depending on your provider, e-mails may not be able to be sent if the [Sender] e-mail address does not match the e-mail address specified in modern authentication. In that case, stop using "Modern authentication", or set [Sender] to match the e-mail address specified in modern authentication.
Failed to retrieve system settings.	Failed to retrieve system settings. Solution: Use Windows Management Tools and check if the following service is running. • ApeosWare Management Suite Core Service
Failed to retrieve flow settings.	Failed to retrieve flow settings. Solution: Please restart ApeosWare Management Suite Flow Management service.

Message	Description / Solution
Failed to create e-mail. {system error message}	Failed to create e-mail. Solution: Refer to the system error message.
Failed to prepare for creating e-mail. {system error message}	Failed to prepare for creating e-mail. Solution: Refer to the system error message.
Address has not been specified.	Address has not been specified. Solution: • Directly specify the address. • Specify the (common) attribute that has the address set to it.
Failed to deliver e-mail. {system error message}	Unable to process the delivery. Solution: Refer to the system error message.
Failed to set attributes. {system error message}	Failed to set attributes to document. (E-mail delivery process successful, delivery success/failure unknown) Solution: Refer to the system error message.
Failed to add signature. {system error message}	Failed to attach signature to body of e-mail. Solution: Refer to the system error message.
Failed to split e-mail. {system error message}	Failed to process during e-mail splitting. Solution: Refer to the system error message.

Printer Output

This section describes the operation and system log messages of the [Printer Output] feature, as well as the solutions.

Operation Messages

Message	Description / Solution
Unable to retrieve the URL of ApeosWare Management Suite from the ApeosWare Management Suite database. Check that ApeosWare Management Suite has been installed correctly.	Unable to retrieve ApeosWare Management Suite URL. Solution: Check that ApeosWare Management Suite has been installed correctly.
The Select Device screen could not be displayed. Check that ApeosWare Management Suite is running.	Unable to display the device selection page. Solution: Check that ApeosWare Management Suite is running.

Message	Description / Solution
Unable to retrieve the device UUID or device information from the ApeosWare Management Suite database. Reselect the device. Also, check the connection status with the device and that ApeosWare Management Suite has been installed correctly.	Unable to retrieve the UUID or information of the device. Or, in the case of isolated configuration, the license on the PC with ApeosWare Management Suite database installed is invalid. Solution: • Edit the flow and reconfigure the [Output Device] on the [Print/Fax Settings] page. • Check the connection with the device. • Check that ApeosWare Management Suite has been installed correctly. • For isolated configuration, install a product from ApeosWare Management Suite other than FlowManagement to the PC with ApeosWare Management Suite installed, and enable the license. Refer "Setup Guide"
Unable to retrieve the device information from the ApeosWare Management Suite database. Check the connection status with the device and that ApeosWare Management Suite has been installed correctly.	Unable to retrieve the device information (device name, model name, host name). Solution: • Check the connection with the device. • Check that ApeosWare Management Suite has been installed correctly. Refer "Setup Guide"
Logical printer [{printer name}] could not be registered.	This is due to the following reasons. • Failed to connect to the printer spooler. • Failed to register and enable the logical printer. Solution: Please restart ApeosWare Management Suite Flow Management service.
Physical printer [{printer name}] could not be registered.	This is due to the following reasons. • Failed to connect to the printer spooler. • Failed to register and enable the physical printer. Solution: Please restart ApeosWare Management Suite Flow Management service.
An invalid request has been received.	Solution: Check if the URL accessed is correct.
Unable to search for device(s).	Solution: Check the connection with the device.
Unable to add device.	Solution: Please add the device again.
The specified output device does not exist. Specify the output device again from [Select Device].	Solution: Edit the flow and reconfigure [Output Device] on the [Print/Fax Output Settings] page.

System Log Messages

Message	Description / Solution
Failed to load settings [{file name}].Its installation may have failed.	Failed to load DLL required for printing. Solution: • Reinstall DocuWorks if failure is caused by DocuWorks document. • Reinstall the printer driver for other cases.
Unable to retrieve the format of file [{file name}].The file format may be unsupported or there is insufficient memory.	An attempt was made to print a document that has an unsupported format. Solution: Check the format of entered document. Refer "Features Guide Flow Management Option" > "Appendix" > "A.2 Supported Input or Output Formats"
Input file [{file name}] cannot be printed as it has been protected.	Printed a security protected DocuWorks document. Solution: Unsecure the security protected document.
Input file [{file name}] cannot be printed as it has been created with a version of DocuWorks that is newer than the installed DocuWorks.	The document was created with a new version of DocuWorks. Solution: • Check the format of the document. • Try to print again after updating the DocuWorks version.
Input file [{file name}] cannot be printed as it is a DocuWorks document applied with watermark effect settings.	Printed a DocuWorks document linked to TrustMarkingBasic. Solution: • Check the format of the document. • Create a DocuWorks document that has the watermark removed from the original, and create the job again.
Printer driver [{printer driver name}] cannot be found.	Specified printer does not exist in the printer folder of Windows. Solution: Check if printer exists in Windows printer folder.
Printer driver [{printer driver name}] does not have print permissions.	Could not print as printer driver does not have access permissions. Solution: Check the access permissions (printing permissions) that the printer uses.
Processing cannot continue as there is insufficient memory.	Insufficient memory. Solution: Close other programs and take other such actions to increase available memory space.
Insufficient disk space.	Insufficient disk space. Solution: Check the disk space of the drive for message output.
The job of file [{file name}] has completed with the [System Aborted] status.Job ID [{job name}] Job Status Reason [{job status reason}]	For {job status reason}, one of the following is displayed. • AbortedBySystem (system stopped the process) • AbortedOnDevice (aborted on output device) • AbortedOnDeviceAccountLimitExceeded (aborted (exceeded account log limit)) Solution: • Please restart ApeosWare Management Suite Flow Management service. • Check device log history when {job status reason} is AbortedOnDevice or AbortedOnDeviceAccountLimitExceeded.

Message	Description / Solution
The job of file [{file name}] has completed with the [Resend Limit Exceeded] status.Job ID [{job ID}] Job Status Reason [{job status reason}]	For {job status reason}, the following is displayed. • MaxJobRetryCountExceeded (reached retry count limit) Solution: • Please restart ApeosWare Management Suite Flow Management service. • If the error occurs during the printing process, check the settings for LPR communication with the device (including device LPD settings).
The job monitoring of file [{file name}] has completed.Job ID [{job ID}] Job Status Reason [{job status reason}]	For {job status reason}, one of the following is displayed. • ValidationFailedfailed validation • FrontPipelineAborted (Front-Pipeline aborted) • RearPipelineAborted (Rear-Pipeline aborted) • SubmissionAborted (Submission aborted) • StatusQueryAborted (Printing aborted (job status query aborted for output device)) • LastPipelineAborted (Last-Pipeline aborted) • CloseTimerExpired (aborted by Close timer) • CancelTimerExpired (aborted by Cancel timer) Solution: An error that does not normally occur. Please restart ApeosWare Management Suite Flow Management service.
The job monitoring of file [{file name}] has timed out.Check the job status on the device communication report or in the job history.Job ID [{job ID}] Job Status Reason [{job status reason}]	Solution: Check the job status on the device communication report or in the job history.There may be cases of the printing or fax completing normally. If this problem keeps on occurring, the following flow setting may help to improve the situation. • Enable [Retain Job Order] for flow settings. • On the [Print/Fax Output Settings] page, increase the timeout period for [Monitor Job].

Link to Application

Describes the system log messages and the solutions for the [Link to Application] feature.

System Log Messages

Message	Description / Solution
Unable to complete this operation due to insufficient memory.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.
Unable to launch application.[SYSERR={system error code} {system error message}]	Unable to launch application. Solution: • Start the application directly, and check if it runs normally. • Refer to the system error code and system error message for the action to be taken.

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Message	Description / Solution
Undefined macro.	Found undefined macro when expanding the macros. Solution: Check if the macro has been defined correctly. 👓 Refer How to define macro > "Features Guide Flow Management Option" > "3.3 Setting the Details of the Function"
{working folder} Unable to configure working directory.[SYSERR={system error code} {system error message}]	Specified working folder was not configured. Solution: • Check if the working folder specified on the [Link to Application - Link to Application Settings] page exists. • Please restart ApeosWare Management Suite Flow Management service. • Refer to the system error code and system error message for the action to be taken.
Unable to retrieve status of executed application.[SYSERR={system error code} {system error message}]	Unable to retrieve status of executed application. Solution: • Restart the PC. • Refer to the system error code and system error message for the action to be taken.
The process is assumed to have ended with error as the application did not return 0.	On the [Link to Application - Link to Application Settings] page ([Processing Method/Final Result] tab), when [Assume error occurred and terminate application when return value is not 0] was selected, executing application returned a value other than 0. Solution: If an application completes normally even if the value is other than 0, please deselect the [Assume error occurred and terminate application when return value is not 0] check box. Also, check if there is a problem with the executing application.

Save Form Analysis to File

Describes the system log messages and the solutions for the [Save Form Analysis to File] feature.

System Log Messages

Message	Description / Solution
The specified folder name is too long. Folder path: {folder path}	The text string for the path of the folder for results output is too long. Solution: Check the following strings, and reconfigure so that the string of the output folder path becomes shorter. • output path set with the "csv-output" attribute of the Form • The Form Template ID of the Form in use, if the [Create a folder for each Form Template] check box is selected, in Save Form Analysis to File settings. • Subfolder name prefixes such for those set to the "subdir-prefix" attribute of the Form.
Unable to create the specified folder. Folder path: {folder path} Reason: {system error message}	Solution: OS error messages will show in {system error message}. Refer to the Manual or Help of each OS.
Failed to create CSV file. File path: {file path} Reason: {system error message}	Solution: OS error messages will show in {system error message}. Refer to the Manual or Help of each OS.

Message	Description / Solution
Unable to copy file to the specified output destination. The default folder is used as the output destination. Specified output destination: {folder path} Reason: {system error message}	Solution: OS error messages will show in {system error message}. Refer to the Manual or Help of each OS.
Unable to get Form Analysis results.	The document file entered does not contain any Form Analysis results The document may have been entered without attaching a Form, or Form recognition may have failed. Solution: • Check if the Form was scanned when entering the document. • Check if there is a problem with the print quality of the Form. • Check if the scanning surface of the scanner is dirty.
Failed to copy document. File path: {file path} Reason: {system error message}	Solution: OS error messages will show in {system error message}. Refer to the Manual or Help of each OS.
Failed to find document file. File path: {file path} Reason: {system error message}	Solution: OS error messages will show in {system error message}. Refer to the Manual or Help of each OS.
Unable to connect to the shared folder. ({Additional Message}).	This is due to the following reasons. • When the SMB signature configuration between the server and the client has a problem • The user name or password is incorrect • The specified shared folder does not exist • Unable to access folder Solution: Follow the solutions for "Additional Messages"(P.71).

Additional Messages

Message	Description / Solution
Invalid user name or password.	Solution: Enter the correct user name and password.
The specified shared folder does not exist.	Solution: Specify an existing shared folder, or create a shared folder to the specified path.
The currently specified network folder is assigned with a different user name and password.	Solution: Check the access permission for the specified shared folder.
Unable to connect to the shared folder.	Solution: Check the combinition of digital signatures for the local security policy of the server and client.

Save Attributes to File

This section describes the operation and system log messages of the [Save Attributes to File] feature, as well as the solutions.

Operation Messages

Message	Description / Solution
An internal system error has occurred. Contact your system administrator.	Solution: Contact our service center.
An invalid request has been received.	Solution: Check if the URL accessed is correct.
The Trial Edition of ApeosWare Management Suite Flow Management Attribute Processing Option has expired. Contact your system administrator.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license is invalid. Contact your system administrator.	Option license is in invalid state. Solution: Please enable the license.
ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license cannot be verified. Contact your system administrator.	Option license is not registered. Solution: Please register the license.
Unable to read ApeosWare Management Suite Flow Management database. Contact your system administrator.	Solution: Contact our service center.
The folder has not been registered. Contact your system administrator.	Solution: Register the file path to Flow Management in [Function Settings]. 👓 Refer "Features Guide Flow Management Option" > "2.1 Initial Settings"

System Messages

Log Code	Message	Description / Solution
0034-219035-DFCCA	An unknown error has occurred.	Solution: Contact our service center.
0034-219036-DFCCA	An invalid request has been received.	Solution: Check if the URL accessed is correct.
0034-219039-DFCCA	The Trial Edition of ApeosWare Management Suite Flow Management Attribute Processing Option has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0034-219040-DFCCA	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.
0034-219041-DFCCA	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be selected as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
0034-219048-DFCCA	Unable to read ApeosWare Management Suite Flow Management database.	Solution: Contact our service center.

Log Code	Message	Description / Solution
0034-219049-DFCCA	The folder has not been registered.	Solution: Please register the folder path of Flow Management in [Environment Settings] > [Default Settings] > [Flow Management Environment Settings] > [Function Settings]. 🕶 Refer "Features Guide Flow Management Option" > "2.1 Initial Settings"
0034-219054-DFCCA	An error has occurred while verifying the license.	Solution: Contact our service center.
0034-219055-DFCCA	Failed to encrypt parameter ({item name}).	Solution: Contact our service center.
0034-219056-DFCCA	Failed to decrypt parameter ({item name}).	Solution: Contact our service center.
0034-219057-DFCCA	The value for parameter ({item name}) is invalid.	Solution: Contact our service center.

Error Number	Message	Description / Solution
{Error code}	The specified parameter ({item name}) is invalid.	The value of the set item is incorrect. Solution: Reconfigure the {item name} in the [Save Attributes to File - Settings] page.
0x88004E01	Failed to copy file.File path: <<<{path name}>>>	Failed to copy file during output. Solution: • Please check if there are copying permissions for the file. • Check if there is enough available disk pace for the output destination folder. • Check if the number of files existing in output folder have exceeded the maximum number of files that can be created in the folder. • Refer to the system error code for the action to be taken. • Check if there is an existing folder with the same name as the folder to be written. • When using as a local user, check if user access permissions have been set for the following folder. "{destination folder}\Data\FM\service\Data\Work" • Check if the file path length exceeds Windows limits.
0x88004E02	A fatal error has occurred during job processing for document number {document list number}.	Solution: Contact our service center.
0x88004E03	Failed to copy document number {document list number}.	Solution: Contact our service center.

Error Number	Message	Description / Solution
0x88004E04	Folder does not exist.Folder path: <<<{path name}>>>	Folder specified on the [Save Attributes to File - Settings] page does not exist. Solution: • Reconfigure another folder on the [Save Attributes to File - Settings] page. • Please recreate the specified folder. • Refer to the system error code and system error message for the action to be taken.
0x88004E05	Invalid user name or password.Folder path: <<<{path name}>>>	The user name or password is incorrect. Solution: • Reconfigure user name and password on the [Save Attributes to File - Settings] page. • Refer to the system error code for the action to be taken.
0x88004E06	Unable to access the folder.Folder path: <<<{path name}>>>	Unable to access the folder. Solution: • Check if the folder exists. • Check if folder access permissions (reading or writing) have been set for the configured user.
0x88004E07	Failed to decrypt parameter ({item name}).The specified parameter is invalid.	Solution: Contact our service center.
0x88004E08	Failed to retrieve attribute ({attribute name}) specified as the output target.	Unable to retrieve attribute specified in [Output Target Attribute] on the [Save Attributes to File - Settings] page. Solution: • Check the flow to see if the attribute that cannot be retrieved has be specified. For example, if [Folder] and [Link to Web Applications] are set to the flow and the attribute in [Link to Web Applications] is specified for [Output Target Attribute], document entry from folder will cause retrieval to fail for specified attribute and this message to be displayed. • Check the aforesaid and if this message displays despite having no problem, please contact our service center.
0x88004E09	Unable to retrieve new name.	This is due to the following reasons. • Too many files in output folder, and the maximum limit for the sequential number is exceeded. • Unable to check files already stored in output folder due to access restrictions placed by the firewall.Therefore, name of file to be saved cannot be specified to the output folder. Solution: • Specify another folder. • Delete the files in the output folder. • Set the firewall so that access is not restricted.

Error Number	Message	Description / Solution
0x88004E0A	Unable to complete this operation due to insufficient memory.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.
0x88004E0B	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its Trial Edition has expired.	The trial edition of the license has expired, and the license has become invalid. Solution: Please enable the license.
0x88004E0C	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its license is invalid.	Option license is in invalid state. Solution: Please enable the license.
0x88004E0D	ApeosWare Management Suite Flow Management Attribute Processing Option cannot be processed as its license cannot be verified.	Option license is not registered. Solution: Please register the license.
{Error code}	Exception occurred	Solution: Contact our service center.
0x88004E10	Unable to specify with the document name as it has been reserved by the system.	Solution: Check if the character string in [Document Name Format] on the [Save Attributes to File - Settings] page corresponds with Windows reserved names.

Others

This section describes the error messages that display during processing or configuring Interaction Process or the Document and Attributes Table Output feature, as well as the solutions.

Notification E-mail

Refer to "Send E-mail (SMTP)"(P.63) for the operation and system log messages of the [Notification E-mail] feature.

Interaction Mode

Describes operation messages displayed during Interaction Mode, as well as the solutions.

Operation Messages

Message	Description / Solution
Unable to retrieve system configuration information. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
Unable to retrieve suspended job list. Please try again. Contact your system administrator if unsuccessful even after trying again.	An internal error has occurred. Solution: Contact our service center.

Message	Description / Solution
No suspended jobs.They may already be deleted or restarted (Job status can be checked in [Job] > [Flow Jobs] > [Job List] in ApeosWare Management Suite).	The [Suspended] jobs to be referenced or operated may have been deleted or resumed. Check if the suspended jobs to be referenced or operated have been deleted or resumed. Solution: Check if the [Suspended] jobs to be referenced or operated have been deleted or resumed.
No access permission for suspended job.Contact your system administrator.	Current logged in user does not have job operation permissions. Solution: Check permissions for logged in user and target flow, and log in with the user registered in [User (Job Registration and Operation)] in the flow permissions settings. Refer "Features Guide Flow Management Option" > "1.3 Roles of Flow Management"
Unable to lock suspended job operation.An internal system error has occurred. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
Unable to unlock suspended job operation.An internal system error has occurred. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
The screen cannot be displayed.An internal system error has occurred. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
Unable to delete suspended job. Please wait a while and try again.	Attempted to delete or resume [Suspended] job, but was rejected. Solution: Check if the job to operated is being operated from another place. Please wait a while and try again.
Unable to restart suspended job. Please wait a while and try again.	Attempted to delete or resume [Suspended] job, but was rejected. Solution: Check if the job to operated is being operated from another place. Please wait a while and try again.
Unable to apply document attribute changes.An internal system error has occurred. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
Unable to cancel document attribute changes.An internal system error has occurred. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
Unable to reconfigure document attribute.An internal system error has occurred. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
The screen cannot be displayed. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.

Message	Description / Solution
An invalid request has been received.	An internal error has occurred. Solution: Contact our service center.
Timeout has occurred because no operation was performed within certain period of time. Try connecting again.	Timeout has occurred for the session. Solution: Try connecting again.

Interaction Process

Describes the operation messages for the [Interaction Process] feature, as well as the solutions.

Operation Messages

Message	Description / Solution
Unable to retrieve interaction mode settings. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
Unable to save interaction mode settings. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
Unable to retrieve user information. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
An internal system error has occurred. Contact your system administrator.	An internal error has occurred. Solution: Contact our service center.
An invalid request has been received.	An internal error has occurred. Solution: Contact our service center.

Document and Attributes Table Output

Describes the system log messages and the solutions for the [Document and Attributes Table Output] feature.

System Log Messages

Message	Description / Solution
No access permission. {system error code} {system error message}	This is due to the following reasons. • Unable to output to the folder • Unable to access folder as you do not have folder access permissions (reading, writing). • Folder access permissions lost due to a change in users. Solution: • Check if folder access permissions (reading or writing) have been set, and change as needed. • Refer to the system error code and system error message for the action to be taken.

Message	Description / Solution
Unable to log on. {system error code} {system error message}	Cannot log in even after using user name and password. Solution: • Reconfigure user name and password on the [Document and Attributes Table Output - Table Output Settings] page. • Specify another shared folder. • To use the configured user and password for access, first disconnect all currently assigned network shares, or wait a while and try again. • Refer to the system error code and system error message for the action to be taken.
The specified shared folder does not exist.	The specified shared folder does not exist. Solution: • Set another shared folder on the [Document and Attributes Table Output - Table Output Settings] page. • Create a shared folder on specified network computer.
Unable to change the file name.	Failed to change output file name. Solution: • Specify another output folder on the [Document and Attributes Table Output - Table Output Settings] page. • Delete the files in the output folder. • Check if other users are using the file. • Please restart Flow Management service, or the PC.
Failed to copy file. {system error code} {system error message}	Failed to copy file during output. Solution: • Specify another output folder on the [Document and Attributes Table Output - Table Output Settings] page. • Check if the folder exists. • Please check if there are copying permissions for the file. • Check if there is enough available disk pace for the output destination folder. • Check if the number of files existing in output folder have exceeded the maximum number of files that can be created in the folder. • Refer to the system error code and system error message for the action to be taken.
Unable to retrieve job.	Unable to retrieve job from Flow Management service. Solution: Restart Flow Management service, or, restart the PC.
Insufficient memory.	Insufficient memory. Solution: Stop unnecessary applications or services, or increase virtual memory.
Unable to change the file attribute. {system error code} {system error message}	Unable to release read only attribute of output file. Solution: • Checked if configured user has attribute change permissions. • Refer to the system error code and system error message for the action to be taken.
File cannot be closed. {system error code} {system error message}	Unable to close output file. Solution: Refer to the system error code and system error message for the action to be taken.

Message	Description / Solution
Failed to seek file.	An error occurred during file pointer movement in output file. Solution: Use a spreadsheet application or other such programs to check if the file opens normally.
Failed to import file. {system error code} {system error message}	Unable to read output file. Solution: • Please check if there are reading permissions for the file. • Refer to the system error code and system error message for the action to be taken.