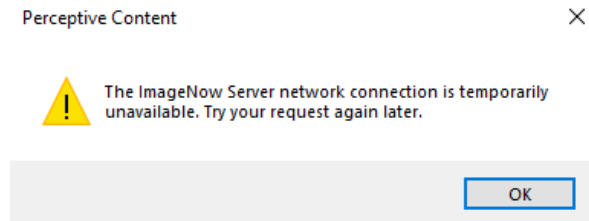


Troubleshooting Perceptive Content Errors

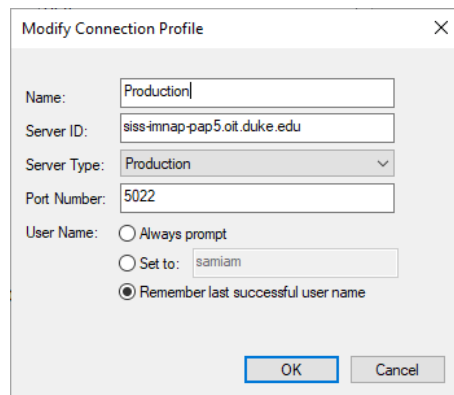
1. **Error: The ImageNow Server network connection is temporarily unavailable. Try your request again later.**



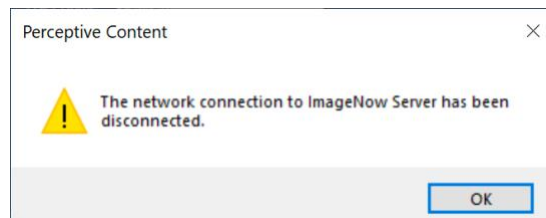
Resolution: Check the Connection Profile of the Perceptive Content client.

Server ID: `sis-immnap-pap5.oit.duke.edu`

Port Number: `5022`

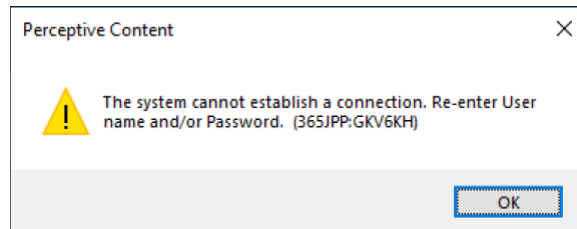


2. **Error: The network connection to ImageNow Server has been disconnected.**



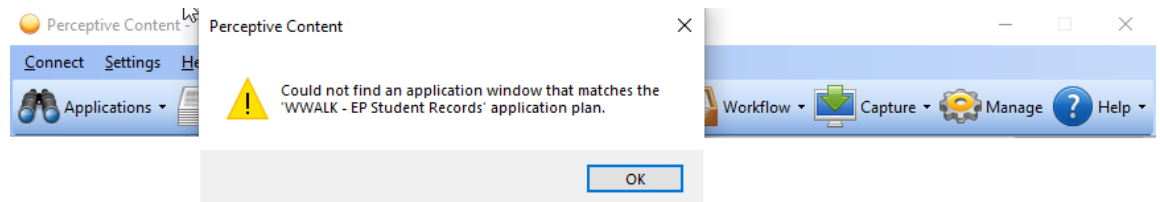
Resolution: You must be connected to the DukeVPN or on the Duke network to access Perceptive Content.

3. Error: The system cannot establish a connection. Re-enter User name and/or Password.



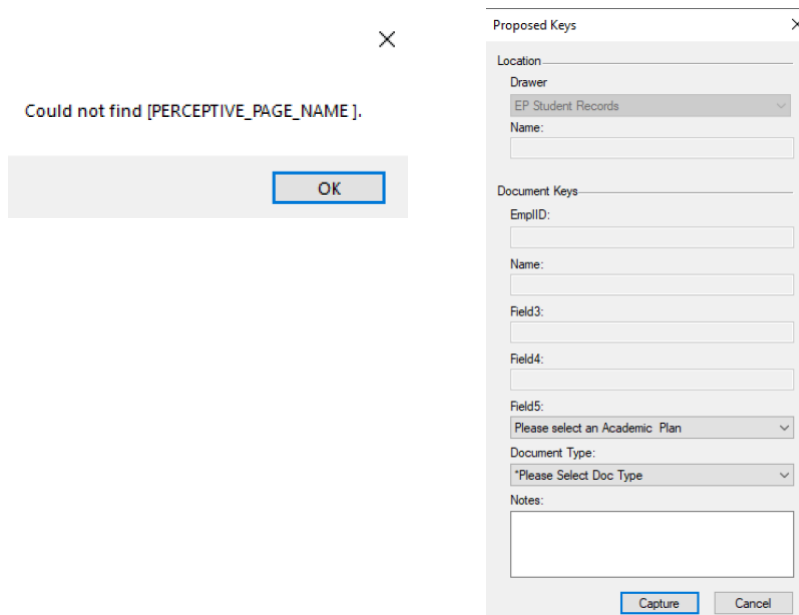
Resolution: User may have entered the wrong user name or password. Or user do not have an account or the account is Inactive in Perceptive Content

4. Error: Could not find an application window that matches the "Application Plan name" application plan.



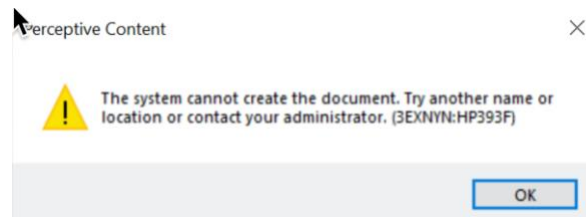
Resolution: DukeHub is not opened in Chrome. The DukeHub linking page must be active in the background.

5. Error: Could not find [PERCEPTIVE_PAGE_NAME] or Document keys are blank.



Resolution: The person is NOT on the correct DukeHub Linking page.

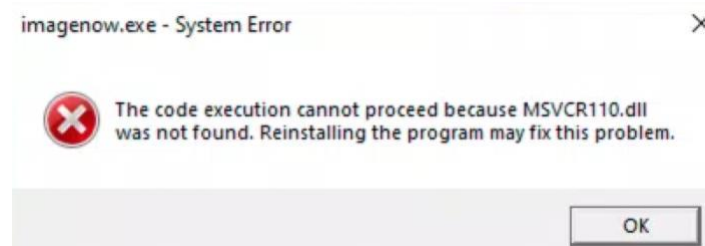
6. **Error: The system cannot create the document.**



The error occurs when more than 40 characters have been inserted into a document key field when linking in this case it was the Name (Field2). Perceptive Content only allows each document key to contain a maximum of 40 characters.

Resolution: Modify the Name field (Field 2) to be 40 character

7. **Issue:** Perceptive Content client will not open on Windows 11/Windows 10 or you receive the error about msvcr110.dll



Resolution: The Visual C++ Redistributable for Visual Studio 2012 Update 4 32bit version needs to be installed. <https://www.microsoft.com/en-us/download/details.aspx?id=30679>

List of DukeHub Linking pages:

Student Records: **Must have the student's record opened in the DukeHub page in Chrome browser.**

EP Student Records link using Student Admin Center:

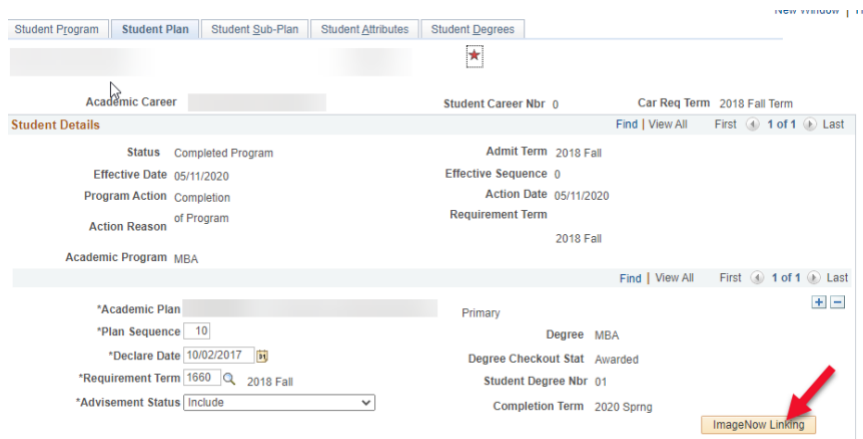
Student Admin Center page– Campus Community > Student Admin Center (Student) – Student Center tab or Academics tab

DIV Student Records link using Student Admin Center:

Student Admin Center page– Campus Community > Student Admin Center (Student) – Student Center tab or Academics tab

Most Student Records offices (OURS, University Deans, DGSA, etc) link using Student Program\Plan page > Student Plan Tab (Must click the ImageNow Linking button – it will gray-out then you can link):

Records and Enrollment > Career and Program Information > Student Program/Plan



Registrar's (OUR) only:

Course Catalog: Curriculum Management > Course Catalog > Course Catalog -> Du Catalog Imaging tab (Custom page)

Schedule Class Meetings: Curriculum Management > Schedule of Classes > Schedule Class Meetings: DU Class Imaging tab (Custom Page)

Athletic Participation: Campus Community > Personal Information (Student) > Participation Data (Student) > Athletic Participation DU Sport Imaging tab (Custom Page)

Bursar's Office\Cashiering:

- **View Customer Account:** Student Financials > View Customer Accounts
- **Post Student Payments:** Student Financials > Cashiering > Post Student Payments
- **Post Student Transaction:** Student Financials > Charges and Payments> Post Student Transaction
- **Review Student Payments:** Student Financials > Cashiering > Review Student Payments
- **Collect Department Receipts:** Student Financials > Cashiering > Collect Department Receipts
- **Review Department Receipts:** Student Financials > Cashiering > Review Departmental Receipts
- **Duke Cash Out:** Student Financials > Cashiering > Cash Management > Duke Cash Out
- **Review Duke Cash Out:** Student Financials > Cashiering > Cash Management > Interim Deposit Detail
- **Refund With Extra Amount:** Student Financials > Refund > Refund With Extra Amount
- **Review Tender by Cashier:** Student Financials > Cashiering > Balance by Business Day > Review Tender By Cashier
- **Student Admin Center page:** Campus Community > Student Admin Center (Student)

Financial Aid:

FA Imaging: - Financial Aid > FA Imaging Page

Student Health:

Immunizations and Health: Campus Community > Personal Information > Health Information > Immunizations and Health

List of Learnmode WWALK Application Plans for the Capture profiles in Perceptive Content

WWALK - BO Collect Dept Receipts	WWALK - SH Immunizations Health Sciences
WWALK - BO Duke Cash Out	WWALK - SL Student
WWALK - BO Post Student Payments	WWALK - SM Course Catalog
WWALK - BO Post Student Transaction	WWALK - SM Financial Aid
WWALK - BO Refund with Extra	WWALK - SM Student Records
WWALK - BO Review Dept Receipts	WWALK - SM Transcript Capture
WWALK - BO Review Duke Cash Out	WWALK - SM3 3rd Year Student Records
WWALK - BO Review Student Payments	WWALK - SM3 Student Admin Academics
WWALK - BO Student Admin Center	WWALK - SON Financial Aid
WWALK - BO Student Receipts	WWALK - SONR Matriculated
WWALK - BO Tender By Cashier	WWALK - UAUD Matriculants
WWALK - BO View Customer Accounts	WWALK - UD Health Professions
WWALK - DIV Field Education	WWALK - UD Student Record
WWALK - DIV Financial Aid	WWALK - UFA Student
WWALK - DIV Stdnt Admin Ctr Academics	WWALK - UR Athletic Eligibility
WWALK - DIV Student Records	WWALK - UR Course Catalog
WWALK - EP Student Records	WWALK - UR Grade Rosters
WWALK - FQ Financial Aid	WWALK - UR Schedule
WWALK - FQR Cross Enrollment	WWALK - UR Student Records
WWALK - FQR Program Managers	WWALK - UR Veteran Cert Chap31
WWALK - FQR Student Records	WWALK - WATTS FA
WWALK - GA Matriculated	WWALK - WT Post Student Payment
WWALK - GA Matriculated Restricted	WWALK - WT Quick Post
WWALK - GE Student Records	WWALK - WT Refund with Extra Amount
WWALK - GS Committee Form DGSA	WWALK - WT Student Records
WWALK - GS CONF TRAV Form	WWALK - WT Tender By Cashier
WWALK - GS SRF Form	WWALK - WT View Customer Accounts
WWALK - KGRD Matriculated	
WWALK - LAW Student Records	
WWALK - NSOE Financial Aid	
WWALK - NSOE Student Records	
WWALK - PPS Student Records	
WWALK - PTD Student Records	
WWALK - SH Immunizations	