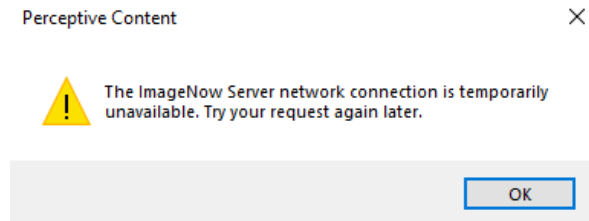


Troubleshooting Perceptive Content Errors

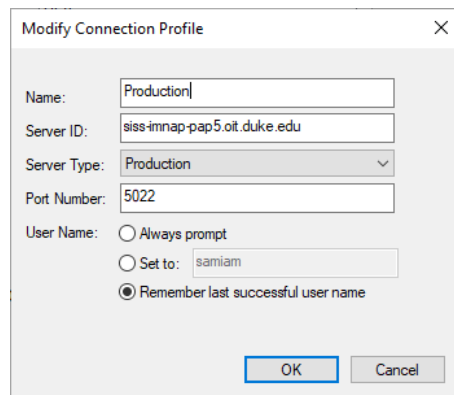
1. **Error: The ImageNow Server network connection is temporarily unavailable. Try your request again later.**



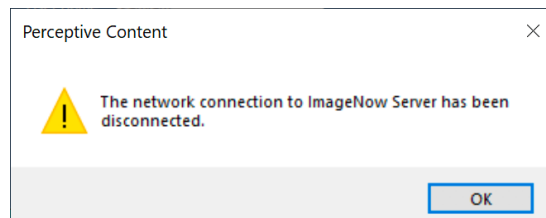
Resolution: Check the Connection Profile of the Perceptive Content client.

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

Port Number: `5022`

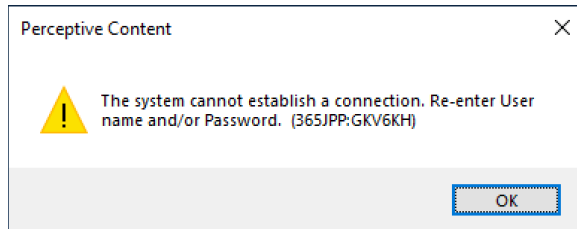


2. **Error: The network connection to ImageNow Server has been disconnected.**



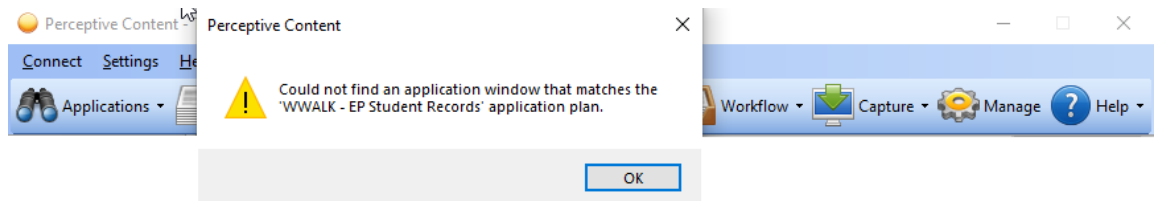
Resolution: You must be connected to the DukeVPN or on the Duke network to access Perceptive Content.

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



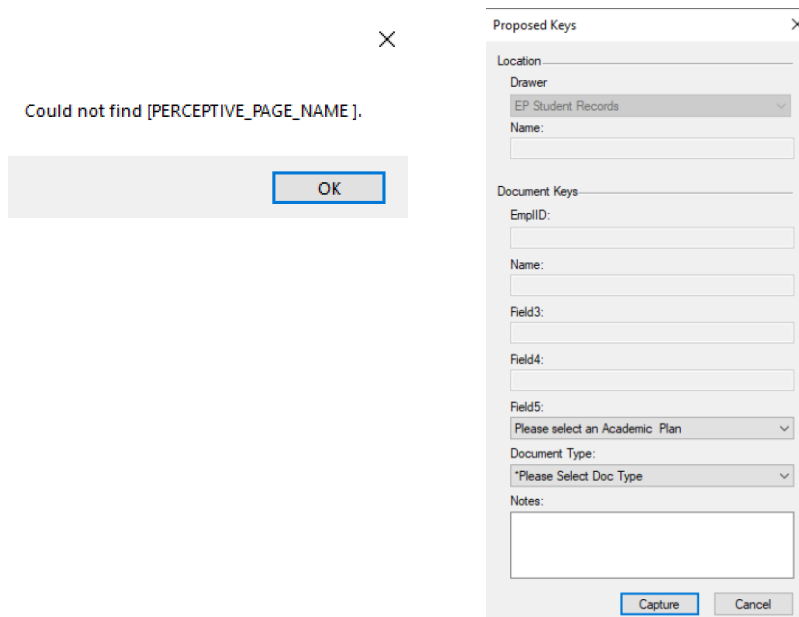
Resolution: User may have entered the wrong user name or password. Or user do not have an account or the account is Inactive in Perceptive Content

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.

The max filename size is 260 characters.

Perceptive Content allows each document key to contain a maximum of 40 characters.

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

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

The screenshot shows the DukeHub interface for a Student Program/Plan page. The page is titled "Student Program" and "Student Plan". The "Academic Career" section shows "Student Career Nbr 0" and "Car Req Term 2018 Fall Term". The "Student Details" section shows "Status Completed Program", "Admit Term 2018 Fall", "Effective Date 05/11/2020", "Effective Sequence 0", "Program Action Completion", "Action Date 05/11/2020", "Action Reason of Program", and "Requirement Term 2018 Fall". The "Academic Program" section shows "MBA". The "Academic Plan" section shows "Plan Sequence 10", "Declare Date 10/02/2017", "Requirement Term 1660 2018 Fall", and "Advisement Status Include". The "Degree" section shows "Degree MBA", "Degree Checkout Stat Awarded", "Student Degree Nbr 01", and "Completion Term 2020 Spring". The "ImageNow Linking" button is highlighted with a red arrow.

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