Troubleshooting Perceptive Content Errors

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

   ![Perceptive Content Error Message]

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

   **Server ID:** siss-imnap-pap5.oit.duke.edu  
   **Port Number:** 5022

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

   ![Perceptive Content Error Message]

   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

![Student Program Plan](image)

**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**