Troubleshooting Perceptive Content Errors

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

   ![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.

   ![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.

   ![Error Message](image)

   **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.

   ![Application Window Error](image)

   **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.

   ![Document Keys Error](image)
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

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