



Juniper Networks Secure Access

SecureMeeting Error Messages

Release 6.4

Juniper Networks, Inc.

1194 North Mathilda Avenue
Sunnyvale, CA 94089

USA

408-745-2000

www.juniper.net

This product includes the Envoy SNMP Engine, developed by Epilogue Technology, an Integrated Systems Company. Copyright © 1986–1997, Epilogue Technology Corporation. All rights reserved. This program and its documentation were developed at private expense, and no part of them is in the public domain.

This product includes memory allocation software developed by Mark Moraes, copyright © 1988, 1989, 1993, University of Toronto.

This product includes FreeBSD software developed by the University of California, Berkeley, and its contributors. All of the documentation and software included in the 4.4BSD and 4.4BSD-Lite Releases is copyrighted by The Regents of the University of California. Copyright © 1979, 1980, 1983, 1986, 1988, 1989, 1991, 1992, 1993, 1994. The Regents of the University of California. All rights reserved.

GateD software copyright © 1995, The Regents of the University. All rights reserved. Gate Daemon was originated and developed through release 3.0 by Cornell University and its collaborators. Gated is based on Kirton's EGP, UC Berkeley's routing daemon (routed), and DCN's HELLO routing protocol. Development of Gated has been supported in part by the National Science Foundation. Portions of the GateD software copyright © 1988, Regents of the University of California. All rights reserved. Portions of the GateD software copyright © 1991, D. L. S. Associates.

Juniper Networks, the Juniper Networks logo, NetScreen, NetScreen Technologies, the NetScreen logo, NetScreen-Global Pro, ScreenOS, and GigaScreen are registered trademarks of Juniper Networks, Inc. in the United States and other countries.

The following are trademarks of Juniper Networks, Inc.: ERX, E-series, ESP, Instant Virtual Extranet, Internet Processor, J2300, J4300, J6300, J-Protect, J-series, J-Web, JUNOS, JUNOScope, JUNOScript, JUNOSe, M5, M7i, M10, M10i, M20, M40, M40e, M160, M320, M-series, MMD, NetScreen-5GT, NetScreen-5XP, NetScreen-5XT, NetScreen-25, NetScreen-50, NetScreen-204, NetScreen-208, NetScreen-500, NetScreen-5200, NetScreen-5400, NetScreen-IDP 10, NetScreen-IDP 100, NetScreen-IDP 500, NetScreen-Remote Security Client, NetScreen-Remote VPN Client, NetScreen-SA 1000 Series, NetScreen-SA 3000 Series, NetScreen-SA 5000 Series, NetScreen-SA Central Manager, NetScreen Secure Access, NetScreen-SM 3000, NetScreen-Security Manager, NMC-RX, SDX, Stateful Signature, T320, T640, T-series, and TX Matrix. All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owners. All specifications are subject to change without notice.

Products made or sold by Juniper Networks or components thereof might be covered by one or more of the following patents that are owned by or licensed to Juniper Networks: U.S. Patent Nos. 5,473,599, 5,905,725, 5,909,440, 6,192,051, 6,333,650, 6,359,479, 6,406,312, 6,429,706, 6,459,579, 6,493,347, 6,538,518, 6,538,899, 6,552,918, 6,567,902, 6,578,186, and 6,590,785.

Copyright © 2009, Juniper Networks, Inc.
All rights reserved. Printed in USA.

Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

Year 2000 Notice

Juniper Networks hardware and software products are Year 2000 compliant. The JUNOS software has no known time-related limitations through the year 2038. However, the NTP application is known to have some difficulty in the year 2036.

Software License

The terms and conditions for using this software are described in the software license contained in the acknowledgment to your purchase order or, to the extent applicable, to any reseller agreement or end-user purchase agreement executed between you and Juniper Networks. By using this software, you indicate that you understand and agree to be bound by those terms and conditions.

Generally speaking, the software license restricts the manner in which you are permitted to use the software and may contain prohibitions against certain uses. The software license may state conditions under which the license is automatically terminated. You should consult the license for further details.

For complete product documentation, please see the Juniper Networks Web site at www.juniper.net/techpubs.

End User License Agreement

READ THIS END USER LICENSE AGREEMENT ("AGREEMENT") BEFORE DOWNLOADING, INSTALLING, OR USING THE SOFTWARE. BY DOWNLOADING, INSTALLING, OR USING THE SOFTWARE OR OTHERWISE EXPRESSING YOUR AGREEMENT TO THE TERMS CONTAINED HEREIN, YOU (AS CUSTOMER OR IF YOU ARE NOT THE CUSTOMER, AS A REPRESENTATIVE/AGENT AUTHORIZED TO BIND THE CUSTOMER) CONSENT TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT OR CANNOT AGREE TO THE TERMS CONTAINED HEREIN, THEN (A) DO NOT DOWNLOAD, INSTALL, OR USE THE SOFTWARE, AND (B) YOU MAY CONTACT JUNIPER NETWORKS REGARDING LICENSE TERMS.

1. The Parties. The parties to this Agreement are Juniper Networks, Inc. and its subsidiaries (collectively "Juniper"), and the person or organization that originally purchased from Juniper or an authorized Juniper reseller the applicable license(s) for use of the Software ("Customer") (collectively, the "Parties").

2. The Software. In this Agreement, "Software" means the program modules and features of the Juniper or Juniper-supplied software, and updates and releases of such software, for which Customer has paid the applicable license or support fees to Juniper or an authorized Juniper reseller.

3. License Grant. Subject to payment of the applicable fees and the limitations and restrictions set forth herein, Juniper grants to Customer a non-exclusive and non-transferable license, without right to sublicense, to use the Software, in executable form only, subject to the following use restrictions:

- Customer shall use the Software solely as embedded in, and for execution on, Juniper equipment originally purchased by Customer from Juniper or an authorized Juniper reseller, unless the applicable Juniper documentation expressly permits installation on non-Juniper equipment.
- Customer shall use the Software on a single hardware chassis having a single processing unit, or as many chassis or processing units for which Customer has paid the applicable license fees.
- Product purchase documents, paper or electronic user documentation, and/or the particular licenses purchased by Customer may specify limits to Customer's use of the Software. Such limits may restrict use to a maximum number of seats, registered endpoints, concurrent users, sessions, calls, connections, subscribers, clusters, nodes, or transactions, or require the purchase of separate licenses to use particular features, functionalities, services, applications, operations, or capabilities, or provide throughput, performance, configuration, bandwidth, interface, processing, temporal, or geographical limits. Customer's use of the Software shall be subject to all such limitations and purchase of all applicable licenses.

The foregoing license is not transferable or assignable by Customer. No license is granted herein to any user who did not originally purchase the applicable license(s) for the Software from Juniper or an authorized Juniper reseller.

4. Use Prohibitions. Notwithstanding the foregoing, the license provided herein does not permit the Customer to, and Customer agrees not to and shall not: (a) modify, unbundle, reverse engineer, or create derivative works based on the Software; (b) make unauthorized copies of the Software (except as necessary for backup purposes); (c) rent, sell, transfer, or grant any rights in and to any copy of the Software, in any form, to any third party; (d) remove any proprietary notices, labels, or marks on or in any copy of the Software or any product in which the Software is embedded; (e) distribute any copy of the Software to any third party, including as may be embedded in Juniper equipment sold in the secondhand market; (f) use any 'locked' or key-restricted feature, function, service, application, operation, or capability without first purchasing the applicable license(s) and obtaining a valid key from Juniper, even if such feature, function, service, application, operation, or capability is enabled without a key; (g) distribute any key for the Software provided by Juniper to any third party; (h) use the Software in any manner that extends or is broader than the uses purchased by Customer from Juniper or an authorized Juniper reseller; (i) use the Software on non-Juniper equipment where the Juniper documentation does not expressly permit installation on non-Juniper equipment; (j) use the Software (or make it available for use) on Juniper equipment that the Customer did not originally purchase from Juniper or an authorized Juniper reseller; or (k) use the Software in any manner other than as expressly provided herein.

5. Audit. Customer shall maintain accurate records as necessary to verify compliance with this Agreement. Upon request by Juniper, Customer shall furnish such records to Juniper and certify its compliance with this Agreement.

6. Confidentiality. The Parties agree that aspects of the Software and associated documentation are the confidential property of Juniper. As such, Customer shall exercise all reasonable commercial efforts to maintain the Software and associated documentation in confidence, which at a minimum includes restricting access to the Software to Customer employees and contractors having a need to use the Software for Customer's internal business purposes.

7. Ownership. Juniper and Juniper's licensors, respectively, retain ownership of all right, title, and interest (including copyright) in and to the Software, associated documentation, and all copies of the Software. Nothing in this Agreement constitutes a transfer or conveyance of any right, title, or interest in the Software or associated documentation, or a sale of the Software, associated documentation, or copies of the Software.

8. Warranty, Limitation of Liability, Disclaimer of Warranty. The warranty applicable to the Software shall be as set forth in the warranty statement that accompanies the Software (the "Warranty Statement"). Nothing in this Agreement shall give rise to any obligation to support the Software. Support services may be purchased separately. Any such support shall be governed by a separate, written support services agreement. TO THE MAXIMUM EXTENT PERMITTED BY LAW, JUNIPER SHALL NOT BE LIABLE FOR ANY LOST PROFITS, LOSS OF DATA, OR COSTS OR PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THIS AGREEMENT, THE SOFTWARE, OR ANY JUNIPER OR JUNIPER-SUPPLIED SOFTWARE. IN NO EVENT SHALL JUNIPER BE LIABLE FOR DAMAGES ARISING FROM UNAUTHORIZED OR IMPROPER USE OF ANY JUNIPER OR JUNIPER-SUPPLIED SOFTWARE. EXCEPT AS EXPRESSLY PROVIDED IN THE WARRANTY STATEMENT TO THE EXTENT PERMITTED BY LAW, JUNIPER DISCLAIMS ANY AND ALL WARRANTIES IN AND TO THE SOFTWARE (WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE), INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT DOES JUNIPER WARRANT THAT THE SOFTWARE, OR ANY EQUIPMENT OR NETWORK RUNNING THE SOFTWARE, WILL OPERATE WITHOUT ERROR OR INTERRUPTION, OR WILL BE FREE OF VULNERABILITY TO INTRUSION OR ATTACK. In no event shall Juniper's or its suppliers' or licensors' liability to Customer, whether in contract, tort (including negligence), breach of warranty, or otherwise, exceed the price paid by Customer for the Software that gave rise to the claim, or if the Software is embedded in another Juniper product, the price paid by Customer for such other product. Customer acknowledges and agrees that Juniper has set its prices and entered into this Agreement in reliance upon the disclaimers of warranty and the limitations of liability set forth herein, that the same reflect an allocation of risk between the Parties (including the risk that a contract remedy may fail of its essential purpose and cause consequential loss), and that the same form an essential basis of the bargain between the Parties.

9. Termination. Any breach of this Agreement or failure by Customer to pay any applicable fees due shall result in automatic termination of the license granted herein. Upon such termination, Customer shall destroy or return to Juniper all copies of the Software and related documentation in Customer's possession or control.

10. Taxes. All license fees for the Software are exclusive of taxes, withholdings, duties, or levies (collectively "Taxes"). Customer shall be responsible for paying Taxes arising from the purchase of the license, or importation or use of the Software.

11. Export. Customer agrees to comply with all applicable export laws and restrictions and regulations of any United States and any applicable foreign agency or authority, and not to export or re-export the Software or any direct product thereof in violation of any such restrictions, laws or regulations, or without all necessary approvals. Customer shall be liable for any such violations. The version of the Software supplied to Customer may contain encryption or other capabilities restricting Customer's ability to export the Software without an export license.

12. Commercial Computer Software. The Software is "commercial computer software" and is provided with restricted rights. Use, duplication, or disclosure by the United States government is subject to restrictions set forth in this Agreement and as provided in DFARS 227.7201 through 227.7202-4, FAR 12.212, FAR 27.405(b)(2), FAR 52.227-19, or FAR 52.227-14(ALT III) as applicable.

13. Interface Information. To the extent required by applicable law, and at Customer's written request, Juniper shall provide Customer with the interface information needed to achieve interoperability between the Software and another independently created program, on payment of applicable fee, if any. Customer shall observe strict obligations of confidentiality with respect to such information and shall use such information in compliance with any applicable terms and conditions upon which Juniper makes such information available.

14. Third Party Software. Any licensor of Juniper whose software is embedded in the Software and any supplier of Juniper whose products or technology are embedded in (or services are accessed by) the Software shall be a third party beneficiary with respect to this Agreement, and such licensor or vendor shall have the right to enforce this Agreement in its own name as if it were Juniper. In addition, certain third party software may be provided with the Software and is subject to the accompanying license(s), if any, of its respective owner(s). To the extent portions of the Software are distributed under and subject to open source licenses obligating Juniper to make the source code for such portions publicly available (such as the GNU General Public License ("GPL") or the GNU Library General Public License ("LGPL")), Juniper will make such source code portions (including Juniper modifications, as appropriate) available upon request for a period of up to three years from the date of distribution. Such request can be made in writing to Juniper Networks, Inc., 1194 N. Mathilda Ave., Sunnyvale, CA 94089, ATTN: General Counsel. You may obtain a copy of the GPL at <http://www.gnu.org/licenses/gpl.html>, and a copy of the LGPL at <http://www.gnu.org/licenses/lgpl.html>.

15. Miscellaneous. This Agreement shall be governed by the laws of the State of California without reference to its conflicts of laws principles. The provisions of the U.N. Convention for the International Sale of Goods shall not apply to this Agreement. For any disputes arising under this Agreement, the Parties hereby consent to the personal and exclusive jurisdiction of, and venue in, the state and federal courts within Santa Clara County, California. This Agreement constitutes the entire and sole agreement between Juniper and the Customer with respect to the Software, and supersedes all prior and contemporaneous agreements relating to the Software, whether oral or written (including any inconsistent terms contained in a purchase order), except that the terms of a separate written agreement executed by an authorized Juniper representative and Customer shall govern to the extent such terms are inconsistent or conflict with terms contained herein. No modification to this Agreement nor any waiver of any rights hereunder shall be effective unless expressly assented to in writing by the party to be charged. If any portion of this Agreement is held invalid, the Parties agree that such invalidity shall not affect the validity of the remainder of this Agreement. This Agreement and associated documentation has been written in the English language, and the Parties agree that the English version will govern. (For Canada: Les parties aux présentés confirment leur volonté que cette convention de même que tous les documents y compris tout avis qui s'y rattache, soient rédigés en langue anglaise. (Translation: The parties confirm that this Agreement and all related documentation is and will be in the English language)).

Contents

- 6.4 Secure Meeting Error Messages6
- Contacting Juniper Networks Support6
- Administrator Console Errors6
 - System > Status > Meetings Page6
 - Resource Policies > Meetings Page7
 - Users > Roles > Meetings Page8
- User console errors8
 - Meetings Page8
 - Meeting Details Page9
- Meeting Site Errors15
 - Sign-in Page15
 - Check Meeting Compatibility Page16
 - Join Meeting and Troubleshooting Pages19
 - Secure Meeting Window26
 - Miscellaneous32
 - Secure Meeting for Microsoft Outlook34
 - Secure Meeting Java Installer39

6.4 Secure Meeting Error Messages

This document describes the error messages that Secure Meeting administrators, meeting creators, and meeting attendees may see while setting up and using Secure Meeting. It includes each error's message text, unique ID, the circumstances under which the error occurs, and the recommended methods for handling the error. (For additional information about issues that users may encounter, see the troubleshooting section of the "Joining a Meeting" topic in the user help.)

Contacting Juniper Networks Support

If the information provided in this document does not help you solve your issue, contact Juniper Networks Support and give them the following information:

- A clear description of the problem with detailed steps explaining how to reproduce it
- The error message text
- Your product type (that is, Access Series appliance)
- Your product version (for example, 5.0)
- Your product build number (available from the **System > Status > Overview** page of the administrator's Web console)
- Your administrator, client, and installation log files (see the Joining a Meeting: Troubleshooting page or the *Client-side Changes Guide* for log file names and locations.)

Administrator Console Errors

System > Status > Meetings Page

System > Status > Meetings errors (Monitoring meetings)		
Message:	Occurs when:	Solution:
<p>This will cancel the meeting and remove it from your view. Are you sure you wish to continue?</p> <p><i>message ID:</i> I18N_MEETING_CONFIRM_CANCEL_MEETING</p>	<p>The administrator or meeting creator chooses to delete a meeting from the Secure Meeting server.</p>	<p>Administrator: Choose OK to delete the meeting, or choose cancel to keep the meeting.</p> <p>Note: You cannot recover a meeting after deleting it. You must reschedule a new meeting instead.</p>

6.4 Secure Meeting Error Messages

Resource Policies > Meetings Page

Resource Policies > Meetings page errors (Configuring resource policies)		
Message:	Occurs when:	Solution:
<p>You must specify a SMTP email server and an email address where bounced emails can be sent in order to enable the Secure Meeting email notification feature.</p> <p><i>message ID:</i> I18N_MEETING_SMTP_CONFIG_MISSING</p>	<p>The administrator enables the email server resource policy but does not enter a server or email address for the server.</p>	<p>Administrator: Enter a SMTP server name or email address.</p>
<p>SMTP server name unknown.</p> <p><i>message ID:</i> I18N_MEETING_SERVER_NAME_UNKNOWN</p>	<p>The administrator enables the email server resource policy but the specified server is inaccessible.</p>	<p>Administrator: Double-check the SMTP server name and re-enter.</p>
<p>Please enter a SMTP login.</p> <p><i>message ID:</i> I18N_MEETING_ERROR_SMTP_USER_MISSING</p>	<p>The administrator enables the email server resource policy and then enters a password for the SMTP server, but no sign-in name.</p>	<p>Administrator: Enter the sign-in name that corresponds to the password entered for the SMTP server. Or, if the SMTP server does not require a sign-in name and password, clear the password.</p>
<p>Please enter a SMTP password.</p> <p><i>message ID:</i> I18N_MEETING_ERROR_SMTP_PASSWORD_MISSING</p>	<p>The administrator enables the email server and then enters a sign-in name for the SMTP server, but no password.</p>	<p>Administrator: Enter the password that corresponds to the sign-in name entered for the SMTP server. Or, if the SMTP server does not require a sign-in name and password, clear the sign-in name.</p>

Users > Roles > Meetings Page

Users > Roles > Meetings page errors (Configuring user roles)		
Message:	Occurs when:	Solution:
<p>Important: The secure gateway begins enforcing your new security settings immediately. Since your new settings are stricter than previously specified, invitees may be barred from joining existing meetings that were created under the old settings.</p> <p><i>message ID:</i> I18N_MEETING_GROUP_SETTINGS_WARNING</p>	<p>The administrator changes the security settings (such as password requirements) requirements for the role. Changes may invalidate parts of existing meetings (such as the invitee list).</p>	<p>Administrator: Cancel changes. Or, save changes and notify members of the role that they should re-open their currently scheduled meetings to determine if all of their settings are still valid.</p>
<p>You must enable an SMTP email server in the Resource Policies > Meetings page in order to send passwords in notification emails.</p>	<p>The administrator selects the “Display the password in the notification email” or “Allow the meeting creator to decide” option without first enabling an SMTP server to route notification emails.</p>	<p>Administrator: Enable an email server in the Resource Policies > Meetings page. Or, select the “Do not display the password in the notification email” option.</p>

User console errors**Meetings Page**

Meetings page errors (Viewing and deleting meetings)		
Message:	Occurs when:	Solution:
<p>This will cancel the meeting and remove it from your view. Are you sure you wish to continue?</p> <p><i>message ID:</i> I18N_MEETING_CONFIRM_CANCEL_MEETING</p>	<p>The administrator or meeting creator chooses to delete a meeting from the Secure Meeting server.</p>	<p>Meeting Creator: Choose OK to delete the meeting, or choose cancel to keep the meeting.</p> <p>Note: You cannot recover a meeting after deleting it. You must reschedule a new meeting instead.</p>

6.4 Secure Meeting Error Messages

Meetings page errors (Viewing and deleting meetings)		
Message:	Occurs when:	Solution:
<p>Security settings for your role specify that only invited secure gateway users can attend your meetings. By default, however, an instant meeting does not have any invitees. To invite secure gateway users, click Cancel and then click New Meeting to create a standard meeting. Or, click OK to create an instant meeting and then add secure gateway invitees to the meeting after it has started.</p> <p><i>message ID:</i> I18N_MEETING_WARN_INSTANT_MEETING_IVE_ATTEND_EES_ONLY</p>	<p>The administrator only enables secure gateway users to join meetings and the meeting creator attempts to create an instant meeting by selecting the Instant Meeting button on the Meetings page.</p>	<p>Meeting Creator: Choose OK to create an instant meeting. Select Cancel to not create an instant meeting.</p>

Meeting Details Page

Meeting Details page errors (Creating and modifying meetings)		
Message:	Occurs when:	Solution:
<p>The meeting name cannot exceed 100 characters.</p> <p><i>message ID:</i> I18N_MEETING_NAME_EXCEEDS_LIMIT</p>	<p>The meeting creator enters a meeting name longer than 100 characters.</p>	<p>Meeting creator: Shorten the meeting name.</p>
<p>The meeting description cannot exceed 1000 characters. To find the 1000 character limit in your current description, search for the following divider inserted by Secure Meeting: \ " = = = = = = = The text beyond this point exceeds the 1000 character limit allowed for meeting descriptions. = = = = = = = \ "</p> <p><i>message ID:</i> I18N_MEETING_DESCRIPTION_EXCEEDS_LIMIT</p>	<p>The meeting creator enters a meeting description longer than 1000 characters.</p>	<p>Meeting creator: Shorten the meeting description. To find the 1000 character cut-off point, search for the divider inserted into the description.</p>

Meeting Details page errors (Creating and modifying meetings)		
Message:	Occurs when:	Solution:
<p>The meeting password is required.</p> <p><i>message ID:</i> I18N_MEETING_ERROR_PASSWORD_REQUIRED</p>	<p>The meeting creator tries to save a meeting without a password but the system administrator has specified that members of this role must password-protect their meetings.</p>	<p>Meeting creator: Enter a password for the meeting. Or, ask your system administrator to change the requirement.</p> <p>Administrator: Change the password requirement in the Users > Roles > [Role] > Meetings page.</p>
<p>Important: No password is specified for your meeting. Although a password is optional, it adds an extra level of security when dealing with users outside your network.</p> <p><i>message ID:</i> I18N_MEETING_PASSWORD_MISSING_WARNING</p>	<p>The meeting creator deletes the automatic password generated by Secure Meeting and does not replace it with a new password.</p>	<p>Meeting creator: Enter a meeting password, or ignore the message.</p>
<p>Important: Your meeting administrator has updated the security settings for your role. A password is now required in order to join meetings. Click "Save" to use the password generated for you by the system.</p> <p><i>message ID:</i> I18N_MEETING_PASSWORD_REQUIRED_WARNING</p>	<p>The meeting creator re-opens an existing meeting after the administrator has updated settings for the role from password-optional to password-required.</p>	<p>Meeting creator: Click Save to accept the new system-generated password or create your own password and click Save. Then, notify the meeting invitees of the new password. Note that if email notifications are enabled on your server and your role is configured to send passwords in the emails, invitees with known addresses are automatically notified of the change.</p>
<p>You have chosen to change the password of a meeting that is currently in-progress. If you save your change, no action will be required of existing attendees. Any invitees that join after you make the change, however, must use the new password. Do you want to save changes? (To return to the Meeting Details page and revert to the previous password, click Cancel.)</p> <p><i>message ID:</i> I18N_MEETING_PASSWORD_CHANGED_FOR_IN_PROGRESS_MEETING</p>	<p>The meeting creator tries to update the password of a meeting that is in progress.</p>	<p>Meeting creator: Click Save Changes and then notify any attendees who have not yet joined the meeting of the new password. Or, click Cancel to return to the Meeting Details page and revert to the old password. If you have made other changes, click Save Changes in the Meeting Details page to save all changes except the password.</p>

6.4 Secure Meeting Error Messages

Meeting Details page errors (Creating and modifying meetings)		
Message:	Occurs when:	Solution:
<p>The meeting is in progress</p> <p><i>message ID:</i> I18N_MEETING_WARN_MEETING_IN_PROGRESS</p>	<p>The meeting creator tries to update the meeting name, start time, or start date while the meeting is in progress.</p>	<p>Meeting creator: Save the changes, but note that only the changes to the description, duration, and invitee list will be pushed down to the meeting client during the meeting.</p>
<p>The start time of this meeting is in the past. Are you sure you want to continue?</p> <p><i>message ID:</i> I18N_MEETING_START_TIME_IN_PAST</p>	<p>The meeting creator enters a meeting start time that has already past.</p>	<p>Meeting creator: Click OK to force the server to accept the time values as is or Cancel to return to the Meeting Details page and change the start time.</p> <p>“Cancel” will cancel the form submit, “OK” will.</p>
<p>Cannot schedule a meeting after Dec 31, 2037</p> <p><i>message ID:</i> I18N_MEETING_DATE_UPPER_LIMIT_WARNING</p>	<p>The meeting creator enters a meeting date too far in the future.</p>	<p>Meeting creator: Enter the current year or later (not to exceed 2037).</p>
<p>Cannot schedule a meeting before Jan 1, 1970</p> <p><i>message ID:</i> I18N_MEETING_DATE_LOWER_LIMIT_WARNING</p>	<p>The meeting creator enters a meeting date too far in the past.</p>	<p>Meeting creator: Enter the current year or later (not to exceed 2037).</p>
<p>The meeting duration has reached the limit allowed by your administrator for your role(s).</p> <p><i>message ID:</i> I18N_MEETING_ERROR_MAX_DURATION_LIMIT_EXCEEDED</p>	<p>A meeting creator tries to schedule a meeting for a longer duration than allowed by the system administrator.</p>	<p>Meeting creator: Schedule the meeting for a shorter period of time. Or, contact your system administrator and ask him to extend the meeting limit.</p> <p>Administrator: Increase the limit in the Users > Roles > [Role] > Meetings page of the administrator console.</p>
<p>Invalid meeting duration.</p> <p><i>message ID:</i> I18N_MEETING_INVALID_DURATION</p>	<p>The meeting creator enters zero in the Duration fields.</p>	<p>Meeting creator: Enter a meeting duration that is longer than zero minutes.</p>

Meeting Details page errors (Creating and modifying meetings)		
Message:	Occurs when:	Solution:
<p>You must specify when you want your recurring meetings to occur.</p> <p><i>message ID:</i> I18N_MEETING_ERROR_INCOMPLETE_RECURRENCE</p>	<p>The meeting creator chooses to create a recurring meeting, but does not enter complete recurrence information. For example, the meeting creator does not specify the interval at which the meeting should occur, the day-of-week information for a weekly meeting, or the day-of-month information for an annual meeting.</p>	<p>Meeting creator: Specify a recurrence pattern. For example, if you want to create a weekly meeting, specify the day of the week on which the meeting should always occur.</p>
<p>You are only allowed to invite secure gateway users to the meeting.</p> <p><i>message ID:</i> I18N_MEETING_ERROR_IVE_USERS_ONLY</p>	<p>The meeting creator tries to add an out-of-network user to the invitee list, but the system administrator has specified that only secure gateway users may attend meetings scheduled by members of this role.</p>	<p>Meeting creator: Do not invite the out-of-network user to the meeting. Or, contact your system administrator and ask him to allow out-of-network users to attend meetings.</p> <p>Administrator: Remove the restriction in the Users > Roles > [Role] > Meetings page of the administrator console.</p>
<p>Your meeting administrator has updated the security settings for your role. Only secure gateway users are now allowed to attend the meeting.</p> <p><i>message ID:</i> I18N_MEETING_IVE_REQUIRED_WARNING</p>	<p>The meeting creator re-opens an existing meeting after the administrator has updated the settings for the role, changing the password requirement to in-network users only.</p>	<p>Meeting creator: Click Save and then notify the meeting invitees that in-network users must sign in through their secure gateway sessions and out-of-network users can no longer attend.</p>
<p>Email address invalid</p> <p><i>message ID:</i> I18N_UIMSG_DS_INVALID_EMAIL</p>	<p>The meeting creator enters an email address in the Invitees section that does not follow the format: X@Y.Z.</p>	<p>Meeting creator: Re-enter the email address using the format: X@Y.Z.</p>
<p>You must select a user or users to add to the list</p> <p><i>message ID:</i> I18N_MEETING_WARN_MUST_SELECT_USER</p>	<p>The meeting creator selects Add Selected in the Add Invitees dialog box without specifying which users he wants to Add.</p>	<p>Meeting creator: Choose one or more names in the Add Invitees dialog box before selecting Add Selected.</p>

6.4 Secure Meeting Error Messages

Meeting Details page errors (Creating and modifying meetings)		
Message:	Occurs when:	Solution:
<p>SMTP server name unknown.</p> <p><i>message ID:</i> I18N_MEETING_SERVER_NAME_UNKNOWN</p>	<p>The meeting creator enters an email address containing an inaccessible SMTP server. This error is usually caused by network issues, because the SMTP server is down, or because the SMTP server is inaccessible.</p>	<p>Meeting creator: Contact your system administrator to confirm that the network and SMTP server are up.</p> <p>Administrator: If you have replaced the SMTP server, update the SMTP server information in the Resource Policies > Meetings page of the administration console.</p>
<p>email missing</p> <p><i>message ID:</i> I18N_MEETING_EMAIL_MISSING</p>	<p>The meeting creator does not specify an email address for an invitee, saves the meeting, and re-opens it. The “email missing” message appears next to invitee’s name in the Invitee list.</p>	<p>Meeting creator: Enter an email address for the invitee. Or, ignore the message and use a different method to notify the invitees of the meeting details.</p>
<p>Important: Your system administrator has not enabled an email server that Secure Meeting can use to send email notifications. Please use another method to notify invitees of your meeting details, including the meeting name, purpose, when it will be held, and its venue (URL).</p> <p><i>message ID:</i> I18N_MEETING_WARN_SMTP_SETTING_MISSING_USER_WARNING</p>	<p>The meeting creator tries to create a meeting, but the administrator has not enabled a SMTP server.</p>	<p>Meeting creator: Manually inform your meeting invitees of the meeting via email, telephone, or other method. Additionally, you may want to ask your system administrator to enable an email server.</p>
<p>Please specify a conductor before saving the meeting.</p> <p><i>message ID:</i> I18N_MEETING_PLEASE_SPECIFY_A_CONDUCTOR</p>	<p>The meeting creator deletes the default conductor and does not specify a new one.</p>	<p>Meeting creator: Select an in-network user from your list of invitees and designate one as the conductor by clicking the Set as Conductor button.</p>
<p>Conductor has to be an IVE user!</p> <p><i>message ID:</i> I18N_MEETING_CONDUCTOR_HAS_TO_BE_IVE_USER</p>	<p>The meeting creator designates an out-of-network invitee as the meeting conductor.</p>	<p>Meeting creator: Select an in-network user from your list of invitees and designate one as the conductor by clicking the Set as Conductor button.</p>

Meeting Details page errors (Creating and modifying meetings)		
Message:	Occurs when:	Solution:
<p>You are currently signed in to a different role than you were when you first created the meeting. If you choose to save changes, some of your meeting settings may be invalidated, depending on the resource limits and security restrictions set by your administrator for your various roles.</p> <p><i>message ID:</i> I18N_MEETING_WARNING_GROUP_CHANGED</p>	<p>The meeting creator tries to update a meeting that he created when he was signed into the secure gateway using a different role.</p>	<p>Meeting creator: Sign out of the existing role and then sign in to the role you were originally signed in to when you first created the meeting. Then, make your desired change. Or, save changes while you are signed in to your current role. However, if you choose the latter option, note that some of your original settings may no longer be valid (such as the meeting duration or the invitee list).</p> <p>Administrator: Permissively merge roles in the Users > Authentication > [Realm] > Role Mapping page of the administrator console.</p>
<p>Error generating random string for the meeting ID.</p> <p><i>message ID:</i> I18N_MEETING_ERROR_RANDOM_STRING</p>	<p>The meeting creator saves a meeting and Secure Meeting encounters an error.</p>	<p>Meeting creator: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Unknown error. Please contact your system administrator.</p> <p><i>message ID:</i> I18N_MEETING_ERROR_INTERNAL_ERROR</p>	<p>Unknown.</p>	<p>Meeting creator: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>You cannot search on wildcard character(s) alone. You can only use wildcard characters within a search string.</p> <p><i>message ID:</i> I18N_MEETING_ATTENDEE_SEARCH_WILDCARD_WARNING</p>	<p>Searching for invitees to add on the Add Invitee window.</p>	<p>Meeting creator: Use a wildcard (*) only within a search string.</p>

6.4 Secure Meeting Error Messages

Meeting Details page errors (Creating and modifying meetings)		
Message:	Occurs when:	Solution:
<p>Support meetings are intended for two attendees only.</p> <p><i>message ID:</i> I18N_MEETING_SUPPORT_MEETING_FOR_TWO_ATTENDEES_ONLY</p>	<p>The meeting creator creates a support meeting.</p>	<p>Meeting creator: No action required. This is an informational message only.</p>

Meeting Site Errors

Sign-in Page

Sign-in page errors		
Message:	Occurs when:	Solution:
<p>Invalid meeting ID or password.</p> <p><i>Message ID:</i> I18N_MEETING_ERR_INVALID_MEETING_ID OR PASSWORD</p>	<p>An invitee tries to join a meeting but cannot because the meeting has been deleted by the administrator or meeting creator, the invitee incorrectly enters the meeting ID, the invitee enters the wrong meeting password, or the invitee fails to enter a password for a password-protected meeting.</p>	<p>Invitee: Obtain the correct meeting ID and password from your invitation email, the meeting creator, or another attendee. If you are certain that you are entering the correct ID and password, contact the meeting creator and ask him if the meeting has been cancelled.</p>
<p>Please enter your name.</p> <p><i>Message ID:</i> I18N_MEETING_PLEASE_SPECIFY_YOUR_NAME</p>	<p>An invitee fails to enter his name.</p>	<p>Invitee: Enter your name into the name field.</p>

Sign-in page errors		
Message:	Occurs when:	Solution:
<p>Meeting password has not been initialized. Please ask the meeting creator to add a password for this meeting and then try again.</p> <p><i>Message ID:</i> I18N_MEETING_ERROR_PASSWORD_UNINITIALIZED</p>	<p>An invitee tries to sign-in to a meeting that originally had a “secure gateway users” only requirement that was later changed to allow out-of-network users to attend password-protected meetings. The meeting creator did not add a password to the meeting after his role’s requirements changed.</p>	<p>Invitee: Ask the meeting creator to reopen the meeting, create a password, save the meeting, and distribute the password to the meeting invitees.</p>
<p>You must sign in to the secure gateway home page before joining the meeting.</p> <p><i>Message ID:</i> I18N_MEETING_REQUIRE_IVE_USER</p>	<p>An out-of-network user tries to sign into a meeting that is restricted to in-network users.</p>	<p>Invitee: If you are an in-network user, sign in to your secure gateway session and join using the Meetings page. Or, if you are an out-of-network user, contact the meeting creator and tell him you are not allowed to attend the meeting.</p> <p>Meeting Creator: Contact your system administrator and ask him to remove the restriction on out-of-network users.</p> <p>Administrator: Remove the restriction in the Users > Roles > [Role] > Meetings page of the administrator console.</p>

Check Meeting Compatibility Page

Check Meeting Compatibility page (Determining client compatibility)		
Message:	Occurs when:	Solution:
<p>Your system is compatible with Secure Meeting. You may join the meeting.</p> <p><i>Message ID:</i> I18N_MEETING_TEST_MSG_SYSTEM_COMPATIBLE</p>	<p>The invitee’s computer is fully compatible with Secure Meeting.</p>	<p>Invitee: Click the link to join the meeting.</p>

6.4 Secure Meeting Error Messages

Check Meeting Compatibility page (Determining client compatibility)		
Message:	Occurs when:	Solution:
<p>Your system is incompatible with Secure Meeting.</p> <p><i>Message ID:</i> I18N_MEETING_TEST_MSG_SYSTEM_INCOMPATIBLE</p>	<p>The invitee's computer is not compatible with Secure Meeting.</p>	<p>Invitee: Read the upgrade instructions that follow in order to determine what action is required.</p>
<p>Your system is partially compatible with Secure Meeting. You can view the meeting, but cannot present.</p> <p><i>Message ID:</i> I18N_MEETING_TEST_MSG_SYSTEM_PARTIAL_COMPATIBLE</p>	<p>The invitee's computer is partially compatible with Secure Meeting.</p>	<p>Invitee: If you want to present during the meeting, read the remainder of the message for upgrade instructions. If you simply want to view the meeting, no action is required.</p>
<p>You must enable Active-X components for full compatibility with Secure Meeting. To enable Active-X controls in Internet Explorer 6.0, choose Tools > Internet Options > Security > Custom Level, and then enable Active-X components through the Security Settings dialog box.</p> <p><i>Message ID:</i> I18N_MEETING_TEST_MSG_WIN32_REQUIRE_ACTIVEX</p>	<p>The invitee is using Internet Explorer on a Windows operating system, but does not have administrator or power user privileges on the system. (Or, the invitee has disabled Active X components through his Web browser.)</p>	<p>Invitee: If you want to present during the meeting, enable Active-X components using the instructions in the message. Otherwise, attend the meeting as a viewer only.</p>
<p>You must sign in from Internet Explorer 5.0 or above (with Active-X components enabled) for full compatibility with Secure Meeting. To download the latest version of Internet Explorer, click here.</p> <p><i>Message ID:</i> I18N_MEETING_TEST_MSG_WIN32_REQUIRE_IE</p>	<p>The invitee is using a Windows operating system, but is not running Internet Explorer 5.0 or later.</p>	<p>Invitee: If you want to present during the meeting, upgrade to Internet Explorer 5.0 or later using the linked Web site. Otherwise, attend the meeting as a viewer only.</p>

Check Meeting Compatibility page (Determining client compatibility)		
Message:	Occurs when:	Solution:
<p>Or, you must install a Sun Java Virtual Machine (JVM) (version 1.4 or above), which provides you full compatibility on Windows and Macintosh systems or partial compatibility on Linux. To download the latest supported version of the Sun JVM, click here. In rare cases, choosing not to trust the certificate presented by the compatibility checker causes your system to be incompatible with Secure Meeting.</p> <p><i>Message ID:</i> I18N_MEETING_TEST_MSG_WIN32_REQUIRE_JAVA</p>	<p>The invitee is has not enabled Java Virtual Machine (JVM) through his Web browser.</p> <p>Or, the invitee chose not to accept the certificates presented by Secure Meeting before performing the compatibility check.</p>	<p>Invitee: Accept the certificates presented during the compatibility check. If you still receive this warning after accepting the certificates, install the JVM using the linked Web site.</p>
<p>Your system is partially compatible with Secure Meeting. You can view the meeting, but cannot present.</p> <p><i>Message ID:</i> I18N_MEETING_TEST_MSG_SYSTEM_PARTIAL_COMPATIBLE</p>	<p>The invitee is using a Linux operating system.</p>	<p>Invitee: If you want to present during the meeting, sign into the meeting using a Windows system.</p>
<p>You must sign in from a Windows system with Internet Explorer for full compatibility with Secure Meeting.</p> <p><i>Message ID:</i> I18N_MEETING_TEST_MSG_NONWIN32_REQUIRE_WIN32</p>	<p>The invitee is using a Linux operating system.</p>	<p>Invitee: If you want to present during the meeting, sign into the meeting using a Windows system.</p>

6.4 Secure Meeting Error Messages

Join Meeting and Troubleshooting Pages

Join Meeting page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
Please wait, installing Secure Meeting client... If you have trouble installing the Secure Meeting client, click here for the troubleshooting page.	A user tries to join a meeting through a browser that does not have Active X components enabled. In most cases, Secure Meeting only displays message briefly before launching the Secure Meeting client.	Invitee/Meeting Creator: If the Secure Meeting client does not appear to be loading, click the troubleshooting link and follow the directions provided on screen.
You must enable cookies through your Web browser in order to sign into the meeting.	A user tries to join a meeting through a browser in which cookies are disabled.	Invitee/Meeting Creator: Enable cookies through your browser. To enable cookies through Internet Explorer 6.0, from the Tools menu, choose Internet Options . In the Privacy tab, click Advanced . Select the Override automatic cookie handling checkbox, and then choose Accept (recommended) or Prompt . Click OK in the Advanced Privacy Settings dialog box and the Internet Options dialog box. To enable cookies through Netscape 7.1 or Mozilla 1.6, from the Edit menu, choose Preferences . Under the Privacy & Security category, click Cookies . Select Enable cookies based on privacy settings or Enable all cookies . Click OK .
You can only attend one meeting at a time. To join a new meeting, you must first exit your current meeting. <i>Message ID:</i> IDS_MSGBOX_ALREADY_RUNNING	An invitee tries to join a meeting when he already has one running on his computer.	Invitee: Exit the first meeting before trying to join another meeting.

Join Meeting page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>The Secure Meeting client version that is installed on your computer is no longer supported.</p> <p><i>Message ID:</i> IDS_MSGBOX_UN SUPPORT</p>	<p>The Secure Meeting client on the invitee's machine is older than the Secure Meeting server to which he is connecting and the server cannot automatically update the client.</p>	<p>Invitee: Click the Troubleshooting link on the Launch Application page and Uninstall your client. Then, try joining the meeting again.</p>
<p>JavaScript is disabled on this machine. You need to enable it before system checks can be performed.</p> <p><i>Message ID:</i> I18N_MEETING_JS_DISABLED_TEXT</p>	<p>An invitee uses the platform compatibility checker and the checker determines that the user's browser that does not have JavaScript enabled.</p>	<p>Invitee: Enable JavaScript: To enable java script in:</p> <ul style="list-style-type: none"> - Internet Explorer 6.0: Navigate to Tools > Internet Options > Security tab, and choose Custom Level. Under Scripting of Java applets, choose Enable. - In Netscape Navigator 7.1, navigate to Edit > Preferences. Under Advanced > Scripts & Plugins, select the Navigator check box.
<p>Secure Meeting does not support monitor resolutions greater than 2048 by 2048 pixels.</p> <p><i>Message ID:</i> IDS_MSGBOX_RESOLUTION_UN SUPPORT</p>	<p>An invitee tries to join a meeting using an unsupported monitor resolution in a dual-monitor setup.</p>	<p>Invitee: Reduce your monitor resolution to 2048 x 2048 or less. Or, join using a different computer.</p>
<p>You cannot join this meeting because you have not accepted the security certificate that is required in order to connect to the Secure Meeting server.</p> <p><i>Message ID:</i> IDS_MSGBOX_INVALID_CERT</p>	<p>The system administrator has not installed a valid certificate on the Secure Meeting server and the user does not accept the temporary certificate when prompted. This message appears most often to users connecting to an evaluation version of Secure Meeting.</p>	<p>Invitee: Sign in again and accept the invalid certificate. In rare cases, you may need to actually install the certificate.</p>

6.4 Secure Meeting Error Messages

Join Meeting page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
Problems with this Web page might prevent it from being displayed properly or functioning properly. In the future, you can display this message by double-clicking the warning icon displayed in the status bar.	Internet Explorer has not yet fully downloaded the Secure Meeting Active-X to the user's system.	Invitee: Wait for the Active-X component to finish downloading. Check the browser's status bar for progress.
The meeting that you are trying to join has not yet started. It is too early to join. <i>Message ID:</i> IDS_MSGBOX_EARLY	An invitee tries to join the meeting more than 15 minutes before it is scheduled to begin.	Invitee: Double-check when the meeting is supposed to be held and then join up to 15 minutes before that time. If there seems to be a discrepancy, note the time zone listed in the invitation since it may be different from yours.
The maximum number of allowed attendees has been exceeded. <i>Message ID:</i> IDS_MSGBOX_MAX_ATTENDEES_ALLOWED	An invitee tries to sign in to a meeting but the number of simultaneous attendees has exceeded the limit specified the Secure Meeting administrator.	Invitee: Wait until an existing user has left another meeting and then sign in to your meeting. Or, contact your system administrator. Administrator: Increase the limit in the Users > Roles > [Role] > Meetings page of the administrator console.
The maximum number of licensed attendees has been exceeded. <i>Message ID:</i> IDS_MSGBOX_MAX_ATTENDEES_LICENSED	An invitee tries to sign in to a meeting but the number of simultaneous attendees has exceeded the limit specified the company's Secure Meeting license.	Invitee: Wait until an existing user has left another meeting and then sign in to your meeting. Or, contact your system administrator. Administrator: Purchase a more extensive license.
The meeting that you are trying to join has been cancelled. <i>Message ID:</i> IDS_MSGBOX_CANCELED	The meeting ended between the times that the user launched his browser and the time that he tried to sign into and the meeting.	Invitee: No action required. You cannot join the meeting because it has ended.

Join Meeting page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>The maximum number of allowed meetings has been exceeded.</p> <p><i>Message ID:</i> IDS_MSGBOX_MAX_MEETINGS_ALLOWED</p>	<p>An invitee tries to sign into a meeting but the number of in-progress meetings has exceeded the limit allowed by the Secure Meeting administrator.</p>	<p>Invitee: Wait a few minutes for another meeting to end and then try signing in again. Or, contact your system administrator.</p> <p>Administrator: Increase the limit in the Users > Roles > [Role] > Meetings page of the administrator console.</p>
<p>The maximum number of meeting licenses has been exceeded.</p> <p><i>Message ID:</i> IDS_MSGBOX_MAX_MEETINGS_LICENSED</p>	<p>An invitee tries to sign into a meeting but the number of in-progress meetings has exceeded the limit allowed by the company's Secure Meeting license.</p>	<p>Invitee: Wait until existing meetings have passed and then sign in to your meeting. Or, contact your system administrator.</p> <p>Administrator: Purchase a more extensive license.</p>
<p>The meeting that you are trying to join has already past.</p> <p><i>Message ID:</i> IDS_MSGBOX_PAST</p>	<p>An invitee tries to join a meeting that has already ended.</p>	<p>Invitee: Double-check when the meeting is supposed to be held. If there seems to be a discrepancy, note the time zone listed in the invitation since it may be different from yours.</p>
<p>You cannot join this meeting because your access session has expired. Please rejoin the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_IVE_LOGOUT</p>	<p>An in-network user attempts to sign-in to a meeting after his secure gateway session has expired.</p>	<p>Invitee: Sign back in to your secure gateway session and then attempt to join the meeting again.</p>
<p>The meeting that you are trying to join does not exist.</p> <p><i>Message ID:</i> IDS_MSGBOX_EXISTS</p>	<p>The meeting was cancelled between the times that the user tried to sign into and the meeting and the time that he launched the Secure Meeting application.</p>	<p>Invitee: Refresh the Meetings page or your email and see if you have received an update telling you that the meeting is cancelled.</p>

6.4 Secure Meeting Error Messages

Join Meeting page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>Meeting ID not defined.</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_ID</p>	<p>An invitee tries to join a meeting and a defect occurs when passing the meeting ID from the Secure Meeting server to the client.</p>	<p>Invitee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Username not defined.</p> <p><i>Message ID:</i> IDS_MSGBOX_USER_NAME</p>	<p>An invitee tries to join a meeting and a defect occurs passing the username from the server to the client.</p>	<p>Invitee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Failed to join meeting. Please contact your system administrator.</p> <p><i>Message ID:</i> IDS_MSGBOX_JOIN_FAILED</p>	<p>An invitee tries to join a meeting and an unexpected error is sent from the Secure Meeting server to the client.</p>	<p>Invitee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Cannot connect to the Secure Meeting server. We suggest checking your network connection. If the problem still persists, contact your system administrator.</p> <p><i>Message ID:</i> IDS_MSGBOX_SESSION_EXPIRED</p>	<p>An invitee tries to launch the meeting application and join a meeting, but the Secure Meeting client application cannot contact the Secure Meeting server.</p>	<p>Invitee: Check your network connection.</p> <p>Administrator: If the user continues to have problems connecting to the server, contact Juniper Networks Support.</p>
<p>Failed to connect to the Meeting server. Please contact your system administrator. Error code:</p> <p><i>Message ID:</i> IDS_MSGBOX_DEFAULT</p>	<p>The user's client is connected to the Secure Meeting, but then receives an error back from the server that it cannot handle.</p>	<p>Invitee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Secure Meeting encountered an error during installation. To successfully install the Secure Meeting application, you must restart your computer and then launch the Secure Meeting application again. We recommend that you save changes and then close any open applications, however, before restarting. Do you want to restart your computer now?</p>	<p>The Secure Meeting installer encounters an error while installing a new or upgraded version of the Secure Meeting client on the user's machine.</p>	<p>Invitee: Click Yes to restart your system immediately and begin using Secure Meeting. Or click No to wait. You may wish to click No if you need to save data in open applications before restarting.</p>

Join Meeting page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>The application that is currently installed on your machine is corrupt. Do you want to download a new version?</p> <p><i>Message ID:</i> IDS_ERR_CORRUPTED</p>	<p>Secure Meeting detects a corrupt version of the software on your system.</p>	<p>Invitee: Install a new version of Secure Meeting on your machine. If the problem persists, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>A network connection error occurred during download.</p> <p><i>Message ID:</i> IDS_ERR_CONNECTION</p>	<p>Secure Meeting encounters an unexpected network connection error downloading the Secure Meeting Active-X component to the client after the user has launched the Secure Meeting application.</p>	<p>Invitee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Failed to download the application. Please sign in and try again. If the problem continues, please contact your system administrator.</p> <p><i>Message ID:</i> IDS_ERR_DOWNLOAD</p>	<p>Secure Meeting installs a different product version on the user's machine and an unexpected error occurs during the upgrade/downgrade process. The error may occur due to a secure gateway session timeout.</p>	<p>Invitee: Try launching the application again. If the problem persists, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Failed to verify the downloaded application. Application cannot start.</p> <p><i>Message ID:</i> IDS_ERR_VERIFY</p>	<p>Occurs when downloading the Secure Meeting client and an unexpected, non-HTTPS error occurs. The error may occur due to trouble verifying the code-signing certificate.</p>	<p>Invitee: Try launching the application again. If the problem persists, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>

6.4 Secure Meeting Error Messages

Join Meeting page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>Failed to start the downloaded application. Please sign in and try again. If the problem continues, please contact your system administrator.</p> <p><i>Message ID:</i> IDS_ERR_RUN_DOWNLOAD</p>	<p>Occurs if the application cannot run. The error may occur if the user doesn't use the proper method of uninstalling product files (i.e., he deletes them from his file directory, but they are still in the system registry). The error may also occur if the application became corrupt during download.</p>	<p>Invitee: Try launching the application again. If the problem persists, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Secure Meeting encountered an error during the uninstall process. To successfully uninstall the Secure Meeting application, you must restart your computer and then try to uninstall the application again. We recommend that you save changes and then close any open applications, however, before restarting. Do you want to restart your computer now?</p>	<p>The Secure Meeting installer encounters an error while uninstalling a Secure Meeting client on the user's machine. (Secure Meeting may uninstall the client at user's request or automatically during an upgrade process.)</p>	<p>Invitee: Click Yes to restart your system immediately and begin using Secure Meeting. Or click No to wait. You may wish to click No if you need to save data in open applications before restarting.</p>
<p>Failed to uninstall. Please restart your computer and try again.</p> <p><i>Message ID:</i> IDS_ERR_UNINSTALL</p>	<p>The Secure Meeting installer encounters an error while uninstalling a Secure Meeting client on the user's machine. (Secure Meeting may uninstall the client at user's request or automatically during an upgrade process.)</p>	<p>Invitee: Restart your computer and try again. If you continue to have problems, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>You do not have the proper privileges to uninstall the application.</p> <p><i>Message ID:</i> IDS_ERR_NO_UNINSTALL_PRIVILEGES</p>	<p>A user with administrative or power user privileges ran Secure Meeting on the user's machine. Then, a user without these privileges signed into the same machine and tried to uninstall the Secure Meeting client application.</p>	<p>Invitee: Sign into your computer using an account with administrative or power user privileges and then try uninstalling the application again.</p>
<p>You cannot uninstall the application, because it is not currently installed on your computer.</p> <p><i>Message ID:</i> IDS_ERR_NOT_INSTALLED</p>	<p>The end-user clicks the Uninstall button, but the client is not installed on his machine.</p>	<p>Invitee: No user action required. If the desired result is to uninstall the application, then the action is already done.</p>

Join Meeting page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>You cannot join the meeting because support meetings are limited to two attendees.</p> <p><i>Message ID:</i> ERR_TOO_MANY_USERS</p>	<p>A user attempts to join a support meeting that already has two attendees.</p>	<p>Invitee: No user action required.</p>

Secure Meeting Window

Secure Meeting window errors (Using the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>You cannot join this meeting because your secure gateway session has expired. Please sign back in to the secure gateway and then rejoin the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_IVE_LOGOUT</p>	<p>An in-network user signs out of his secure gateway session before signing out of a meeting.</p>	<p>Attendee: Sign back in to your secure gateway session and then sign back in to the meeting.</p>
<p>The connection to the Meeting Server has been lost. Possible reasons include the server or network connection is down. Please contact your system administrator.</p> <p><i>Message ID:</i> IDS_MSGBOX_DISCONNECTED</p>	<p>An unexpected Juniper Communication Protocol (NCP) error occurs during the meeting.</p>	<p>Attendee: Wait for the client to reestablish a connection the Secure Meeting server. If the problem persists, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Disconnect from meeting</p> <p><i>Message ID:</i> IDD_CONNECTING</p>	<p>The user's client becomes disconnected from the Secure Meeting server and tries to reestablish the connection.</p>	<p>Attendee: Click Disconnect from Meeting to close the meeting client on your computer. Or, if you do not wish to disconnect, wait for your system to reestablish a connection to the Secure Meeting server. If the problem persists, contact your system administrator.</p>

6.4 Secure Meeting Error Messages

Secure Meeting window errors (Using the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>Your connection to the Secure Meeting server has been lost. To continue trying to reconnect, click Retry. Or, click Cancel to exit.</p> <p><i>Message ID:</i> IDS_MSGBOX_RECONNECT</p>	<p>The client fails to reconnect to the Secure Meeting server.</p>	<p>Attendee: Click Cancel to disconnect from the meeting. Or, if you do not wish to disconnect, click Retry to prompt your system to reestablish a connection to the Secure Meeting server. If the problem persists, contact your system administrator.</p>
<p>The meeting has been disconnected.</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_DISCONNECTED</p>	<p>The protocol that is used to pass messages from the client to the server (NCP) tells the client that it is disconnected, but the Secure Meeting server is not seeing anything abnormal.</p>	<p>Attendee: Wait for the client to automatically reconnect to the Secure Meeting server. If the problem persists, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>The meeting conductor has ended the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_CLOSE_BY_CONDUCTOR</p>	<p>The meeting ends because the conductor exits the meeting.</p>	<p>Attendee: If you feel that the meeting was ended prematurely, ask the meeting conductor to schedule another meeting.</p>
<p>The meeting has ended because the conductor has been gone for 1 hour.</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_CLOSE_BY_CONDUCTOR_DISCONNECT</p>	<p>The meeting ends because the conductor is absent for 1 hour.</p>	<p>Attendee: If you feel that the meeting was ended prematurely, ask the meeting conductor to schedule another meeting.</p>
<p>The meeting has ended because it exceeded the scheduled duration</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_CLOSE_BY_SERVER_TIME_OUT</p>	<p>The meeting ends because the meeting's scheduled duration has been reached.</p>	<p>Attendee: If you feel that the meeting was ended prematurely, ask the meeting conductor to schedule another meeting.</p>

Secure Meeting window errors (Using the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>The Secure Meeting administrator or creator has ended the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_CLOSE_BY_ADMINISTRATOR</p>	<p>The meeting ends because the meeting administrator deletes the meeting.</p>	<p>Attendee: If you feel that the meeting should not have been cancelled, ask the meeting conductor to schedule another meeting.</p> <p>Conductor: Schedule a new meeting through the Meetings page.</p>
<p>The meeting creator has ended the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_CLOSE_BY_CREATOR</p>	<p>The meeting ends because the meeting creator deletes the meeting.</p>	<p>Attendee: If you feel that the meeting should not have been cancelled, ask the meeting creator to schedule another meeting.</p> <p>Meeting Creator: Schedule a new meeting through the Meetings page.</p>
<p>You have been removed from the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_USER_REMOVED</p>	<p>The conductor or creator removes the attendee from the meeting (either through the Meeting Details page in the end-user's console or through the Secure Meeting window itself).</p>	<p>Attendee: Rejoin the meeting.</p>
<p>Failed to remove attendee from the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_REMOVE_USER_FAILED</p>	<p>The conductor tries to remove an attendee and an unexpected error occurs.</p>	<p>Attendee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Failed to extend the meeting. The maximum allowed meeting duration has been exceeded.</p> <p><i>Message ID:</i> IDS_MSGBOX_EXTEND_FAILED_MAX_ALLOWED</p>	<p>The conductor tries to extend the meeting beyond the limit specified by the administrator.</p>	<p>Attendee: Ask your system administrator to extend the meeting limit.</p> <p>Administrator: Extend the limit in the Users > Roles > [Role] > Meetings page of the administrator console.</p>

6.4 Secure Meeting Error Messages

Secure Meeting window errors (Using the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>Failed to extend the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_EXTEND_FAILED</p>	<p>The conductor tries to extend the meeting and Secure Meeting encounters an unknown error trying to grant the request.</p>	<p>Administrator: Contact Juniper Networks Support.</p>
<p>Failed to change roles.</p> <p><i>Message ID:</i> IDS_MSGBOX_ROLE_CHANGE_FAILED</p>	<p>The conductor or presenter tries to assign different roles to any attendee and an unknown error occurs.</p>	<p>Attendee: Contact your system administrator. Administrator: Contact Juniper Networks Support.</p>
<p>You cannot make the specified meeting attendee a conductor. Only secure gateway attendees may conduct meetings.</p> <p><i>Message ID:</i> IDS_MSGBOX_IVE_REQUIRED</p>	<p>The conductor tries to pass conductor rights to an out-of-network attendee.</p>	<p>Attendee: Pass conductor rights to an in-network attendee.</p>
<p>This attendee is using a java-client and cannot be made presenter.</p> <p><i>Message ID:</i> IDS_MSGBOX_PRESENTER_NOT_ALLOWED</p>	<p>The conductor tries to pass presenter rights to an attendee with limited privileges.</p>	<p>Conductor: Pass presenter rights to another attendee. Or, if you want this attendee to present, ask him to run the Compatibility Checker (available from the meeting sign-in page) to determine what he needs to upgrade in order to present.</p>
<p>Please select the application that you want to share.</p> <p><i>Message ID:</i> IDS_MSGBOX_SELECT</p>	<p>The presenter clicks Share in the Share Application dialog box, but does not select any applications to share with other attendees.</p>	<p>Presenter: Select the checkboxes next to the application(s) that you want to share and then click Share.</p>
<p>Failed to share desktop. Please contact your system administrator.</p> <p><i>Message ID:</i> IDS_MSGBOX_DESKTOP_SHARING_FAILED</p>	<p>The presenter tries to share his desktop and the Secure Meeting server sends an unexpected error to the client.</p>	<p>Attendee: Contact your system administrator. Administrator: Contact Juniper Networks Support.</p>

Secure Meeting window errors (Using the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>Failed to share application(s). Please contact your system administrator.</p> <p><i>Message ID:</i> IDS_MSGBOX_APP_SHARING_FAILED</p>	<p>A presenter tries to share his desktop or selected applications and the Secure Meeting server sends an unexpected error to the client.</p>	<p>Attendee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>You cannot pass control of your shared application(s) to another meeting attendee. The Secure Meeting administrator has disabled remote control for the meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_REMOTE_CONTROL_DISABLED</p>	<p>The presenter tries to assign remote control rights to another attendee, but the administrator has disabled this feature.</p>	<p>Attendee: Ask your system administrator to enable remote control capabilities for your role.</p> <p>Administrator: Remove the restriction from the Users > Roles > [Role] > Meetings page of the administrator console.</p>
<p>Request for control is disabled by the presenter.</p>	<p>A meeting attendee requests control but the presenter has disabled remote control for the meeting.</p>	<p>Attendee: Talk the presenter through the behavior that you wanted to demonstrate.</p>
<p>Request for control is denied by the presenter.</p>	<p>A meeting attendee requests control but the presenter denies the attendee's request.</p>	<p>Attendee: Talk the presenter through the behavior that you wanted to demonstrate.</p>
<p>Request for control is in progress by another user.</p>	<p>A meeting attendee requests control while Secure Meeting is processing another user's request for control.</p>	<p>Attendee: Wait a moment and try requesting control again.</p>
<p>You already have control</p>	<p>A meeting attendee requests control after the presenter has already granted the attendee control.</p>	<p>Attendee: Use your mouse and keyboard to control the presenter's applications.</p>
<p>Request for control failed.</p>	<p>A meeting attendee requests control from the presenter but Secure Meeting cannot grant the request.</p>	<p>Attendee: Talk the presenter through the behavior that you wanted to demonstrate.</p>

6.4 Secure Meeting Error Messages

Secure Meeting window errors (Using the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>Click now to regain control.</p> <p><i>Message ID:</i> I18N_MEETING_CLICK_MOUSE_REGAIN_CTL</p>	<p>The meeting presenter allows another attendee to control his desktop and then tries to use his mouse to control the shared applications.</p>	<p>Presenter: Click on the shared applications to regain control of your desktop. On a Macintosh, click anywhere to regain control.</p>
<p>The meeting presenter and remote controller cannot annotate the image while sharing control of the presentation. To enable annotations, pass full control back to the presenter.</p> <p><i>Message ID:</i> IDS_MSGBOX_ANNOTATION_RC_CONFLICT_MSG</p>	<p>The meeting presenter enables another attendee to control his desktop and then either the presenter or remote controller tries to turn on annotation mode by clicking on Presenter's draw button.</p>	<p>Presenter: You cannot annotate while remote control is on. Regain full control and then click on the draw button to enter into annotation mode.</p>

Miscellaneous

Miscellaneous errors		
Message:	Occurs when:	Solution:
<p>The Secure Meeting application must be started through a web browser.</p> <p><i>Message ID:</i> IDS_MSGBOX_USE_BROWSER</p>	<p>A user tries to launch dsCboxUI.exe from Windows Explorer or another file browsing system when he has not yet started a meeting.</p>	<p>Attendee: Launch Secure Meeting through a Web browser.</p>
<p>You must start this ActiveX control from a Web browser.</p> <p><i>Message ID:</i> IDS_MSGBOX_USE_BROWSER</p>	<p>The Secure Meeting client cannot access the Active-X component's cookie and URL. This can occur whenever the Active-X is accessed using an unauthorized method.</p>	<p>Attendee: Start the Secure Meeting application using the standard methods (i.e., join a meeting). If you continue to have problems, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Failed to create a temporary file and write to the local machine.</p> <p><i>Message ID:</i> IDS_ERR_WRITE</p>	<p>There is not enough disk space on the client computer for the Secure Meeting to read and write files. Or, the user does not have Write privileges to the proper directories on his computer.</p>	<p>Attendee: Free up disk space on your local hard drive. If the problem persists, contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>An unexpected error occurred.</p> <p><i>Message ID:</i> IDS_ERR_UNEXPECTED</p>	<p>Undefined.</p>	<p>Attendee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>System Error. Please sign in and try again. If the problem continues, please contact your system administrator.</p> <p><i>Message ID:</i> IDS_ERR_SYSTEM_ERR</p>	<p>Secure Meeting cannot download the URL, create a thread, create a memory mapped file, or otherwise execute the application.</p>	<p>Attendee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>

6.4 Secure Meeting Error Messages

Miscellaneous errors		
Message:	Occurs when:	Solution:
<p>The specified URL is invalid. The application download cannot be found.</p> <p><i>Message ID:</i> IDS_ERR_URL</p>	<p>Secure Meeting encounters an unexpected error referencing the meeting URL.</p>	<p>Attendee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Failed to query the content.</p> <p><i>Message ID:</i> IDS_ERR_CONTENT</p>	<p>Secure Meeting encounters an unexpected error when trying to read content from the application.</p>	<p>Attendee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Failed to read from URL.</p> <p><i>Message ID:</i> IDS_ERR_READ</p>	<p>Secure Meeting encounters an unexpected error while querying the URL content on the server during a meeting.</p>	<p>Attendee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>The maximum number of allowed file browsing sessions has been exceeded.</p> <p><i>Message ID:</i> I18N_FILE_BROWSING_OVER_QUOTA</p>	<p>A user tries to browse the company's file directory through his secure gateway homepage, but the number of browsing sessions has exceeded the limit specified by the company's license.</p>	<p>User: Wait until an existing user has finished browsing and then try again. Or, contact your system administrator.</p> <p>Administrator: Purchase a more extensive license from Juniper.</p>
<p>The maximum number of allowed web browsing sessions has been exceeded.</p> <p><i>Message ID:</i> I18N_REWRITING_OVER_QUOTA</p>	<p>A user tries to browse the web through his secure gateway homepage, but the number of browsing sessions has exceeded the limit specified by the company's license.</p>	<p>User: Wait until an existing user has finished browsing and then try again. Or, contact your system administrator.</p> <p>Administrator: Purchase a more extensive license from Juniper.</p>
<p>Server SSL certificate MD5 sum is not defined.</p> <p><i>Message ID:</i> IDS_MSGBOX_CERT_MD5</p>	<p>Secure Meeting encounters an unexpected Web page error.</p>	<p>Attendee: Contact your system administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>

Secure Meeting for Microsoft Outlook

Secure Meeting for Microsoft Outlook errors		
Message:	Occurs when:	Solution:
<p>You can provide your meeting server information now or continue with the plugin install. You can provide meeting server information anytime you create a new Secure Meeting from your Outlook application.</p> <p><i>Message ID:</i> IDS_OSM_UI_MSG2</p>	Occurs when a user installs the plugin.	<p>User: Select Provide Server Details to enter sign-in information for the secure gateway server on which you want to create meetings. If you select Exit, you can go the New > Secure Meeting form and enter server information on the Secure Meeting tab.</p>
<p>Please enter a meeting server.</p> <p><i>Message ID:</i> IDS_OSM_UI_ERR_SERVER</p>	A user does not enter a valid server.	<p>User: Enter a valid meeting server. If you are unsure of the correct meeting server to enter, contact your administrator.</p>
<p>Please enter a user ID</p> <p><i>Message ID:</i> IDS_OSM_UI_ERR_UID</p>	You want to save server changes and you have not entered a valid user ID.	<p>User: Enter a valid user ID.</p>
<p>Please enter a realm</p> <p><i>Message ID:</i> IDS_OSM_UI_ERR_REALM</p>	You want to save server changes and you have not entered a valid realm.	<p>User: Enter a valid realm. If you are unsure of the correct realm to enter, contact your administrator.</p>
<p>Secure Meeting was unable to authenticate your username and password. Click Yes to manually submit your Secure Meeting credentials. Unable to authenticate to the Meeting Server. Please check your username, password, or realm and try again. You may also see this message if you are always required to select a role once you log into the Meeting server.</p> <p><i>Message ID:</i> IDS_OSM_MSG_SIGNIN_FAILED</p>	The user ID or password is not valid.	<p>User: 1. Click the No button to return to the Secure Meeting form and then verify the user ID and password. 2. Click the Yes button and enter the correct user ID and password.</p>

6.4 Secure Meeting Error Messages

Secure Meeting for Microsoft Outlook errors		
Message:	Occurs when:	Solution:
<p>Error occurred. Please contact technical support.</p> <p><i>Message ID:</i> IDS_OSM_ERROR_GENERIC</p>	<p>The Secure Meeting Server does not understand the error code.</p>	<p>User: Contact your administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Meeting update failed. Unable to contact the meeting server. Please contact technical support with the error ID.</p> <p><i>Message ID:</i> IDS_OSM_ERROR_HTTP_POST</p>	<p>Indicates a problem with your network connection while updating a meeting.</p>	<p>User: Contact your administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Meeting update failed. Unable to communicate with the meeting server. Please contact technical support with the error ID.</p> <p><i>Message ID:</i> IDS_OSM_ERROR_HTTP_RESPONSE</p>	<p>Indicates a problem with the Secure Meeting Server while updating a meeting.</p>	<p>User: Contact your administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>Meeting update failed. The meeting ID is not available. Please contact technical support with a description of what you were doing.</p> <p><i>Message ID:</i> IDS_OSM_ERROR_MEETING_ID_REQUIRED</p>	<p>You attempt to update a meeting in Outlook that has been deleted from the Secure Meeting Server.</p>	<p>User: Contact your administrator.</p> <p>Administrator: Contact Juniper Networks Support.</p>
<p>You cannot save the meeting. You do not have the appropriate license to use the Secure Meeting Plugin for Outlook.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_ERR_NO_MEETING_LICENSE</p>	<p>You do not have a valid license to use the Secure Meeting plugin for Outlook.</p>	<p>User: Contact your administrator.</p> <p>Administrator: Install a valid Secure Meeting plugin for Outlook license.</p>
<p>You cannot save the meeting. The duration of this meeting exceeds the maximum allowable length.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_ERR_MAX_DURATION_LIMIT</p>	<p>You attempt to set a meeting duration in Outlook that is longer than the maximum meeting duration.</p>	<p>Meeting Creator: Do not exceed the maximum meeting duration.</p>

Secure Meeting for Microsoft Outlook errors		
Message:	Occurs when:	Solution:
<p>You cannot save the meeting. This meeting does not exist on the Secure Meeting server. You may have deleted the meeting from the Secure Meeting Server without updating the meeting in Outlook.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_ERR_INVALID_MEETING_ID</p>	<p>You attempt to save a meeting that does not exist on the Secure Meeting Server.</p>	<p>User: The meeting was deleted on the Secure Meeting Server. Contact your administrator.</p>
<p>You cannot save the meeting. This meeting does not exist on the Secure Meeting server. You may have deleted the meeting from the Secure Meeting Server without updating the meeting in Outlook.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_ERR_INVALID_OCCURRENCE</p>	<p>You attempt to save a meeting that does not exist on the Secure Meeting Server.</p>	<p>User: Since the meeting does not exist on the Secure Meeting Server, you cannot save the meeting.</p>
<p>You cannot save the meeting. The meeting you are updating has already ended.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_ERR_MEETING_ENDED</p>	<p>You close a meeting on the secure gateway and then try to modify or save the meeting in Outlook.</p>	<p>User: The meeting must be open to modify it.</p>
<p>You cannot update this meeting because you did not create this meeting.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_ERR_PERMISSION_DENIED</p>	<p>You attempt to update or delete a meeting that you did not create.</p>	<p>User: Contact the meeting creator to update or delete the meeting.</p>
<p>Warning! Please note the password in the email message body. It is different from the password you submitted to the Secure Meeting Server. Since you were required to password-protect this meeting, the Secure Meeting Server has generated a system password for you.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_WARN_PASSWORD_REQUIRED</p>	<p>The password you submit does not match the password in the email message body.</p>	<p>Meeting Creator: Use the password generated by the Secure Meeting Server.</p>

6.4 Secure Meeting Error Messages

Secure Meeting for Microsoft Outlook errors		
Message:	Occurs when:	Solution:
<p>You are required to use system-generated passwords to secure your meetings. Please note the password generated by the Secure Meeting Server in the email message body.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_WARN_SYSTEM_GENERATED_PASSWORD</p>	<p>You attempt to use a password that is not system-generated.</p>	<p>Meeting Creator: Use the password generated by the Secure Meeting Server.</p>
<p>Please note that your meeting can only be attended by users that have logged into the Secure Meeting Server. Your attendees must log into the Secure Meeting Server and join the meeting from the Meeting home page.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_WARN_IVE_AUTH</p>	<p>The role preference is set to allow only secure gateway users to join the meeting.</p>	<p>Meeting Creator: This reminder message requires no action. If you want to create meeting that non-secure gateway users can attend, contact your administrator.</p>
<p>Warning! The email subject is too long. The subject will be truncated after 256 bytes.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_WARN_SUBJECT_TOO_LONG</p>	<p>The size of the subject of an email exceeds 256 bytes.</p>	<p>Meeting Creator: Decrease the size of the email's subject.</p>
<p>Warning! The email body is too long. The email message will be truncated after 5K.</p> <p><i>Message ID:</i> IDS_OSM_SERVER_WARN_AGENDA_TOO_LONG</p>	<p>The size of the email exceeds 5K.</p>	<p>Meeting Creator: Decrease the size of the email message.</p>
<p>Certificate not accepted, meeting update failed.</p> <p><i>Message ID:</i> IDS_OSM_ERROR_CLIENT_CERT</p>	<p>When you create a meeting and attempt to save or close the meeting, this error message appears if you select the No button on the save or close dialog.</p>	<p>User: Click the Yes button to save or close the meeting.</p>

Secure Meeting for Microsoft Outlook errors		
Message:	Occurs when:	Solution:
<p>Your system administrator has removed the Secure Meeting license from the server. You cannot save your meeting.</p> <p><i>Message ID:</i> I18N_MEETING_OSM_NO_MEETING_LICENSE</p>	<p>The secure gateway appliance does not have the proper license.</p>	<p>User: Contact your secure gateway administrator.</p> <p>Administrator: Install a valid Secure Meeting for Outlook secure gateway license.</p>
<p>Your system administrator has disabled Secure Meeting for your role. You cannot save your meeting.</p> <p><i>Message ID:</i> I18N_MEETING_OSM_NO_MEETING_CAP</p>	<p>The role to which your secure gateway administrator has assigned you enables you to only join a meeting.</p>	<p>User: Contact your secure gateway administrator.</p> <p>Administrator: Provide additional meeting privileges.</p>
<p>Your system administrator has disabled the meeting creation feature for your role. You cannot save your meeting.</p> <p><i>Message ID:</i> I18N_MEETING_OSM_NO_MEETING_CREATIION_CAP</p>	<p>The role to which your secure gateway administrator has assigned you enables you to only join a meeting.</p>	<p>User: Contact your secure gateway administrator.</p> <p>Administrator: Provide additional meeting privileges.</p>
<p>Your system administrator has disabled the Secure Meeting plug-in for Outlook. You cannot save your meeting.</p> <p><i>Message ID:</i> I18N_MEETING_OSM_NO_OSM_CAP</p>	<p>The secure gateway appliance does not have a valid Secure Meeting for Outlook plugin license.</p>	<p>User: Contact your secure gateway administrator.</p> <p>Administrator: Install a valid Secure Meeting for Outlook secure gateway license and enable it for members of the role.</p>
<p>You must enable Active-X components through your Web browser or install a Sun Java Virtual Machine (JVM) (version 1.4 or above) in order to use Secure Meeting. You cannot save your meeting until you update your system.</p> <p><i>Message ID:</i> I18N_MEETING_OSM_NO_JAVA_OR_ACTIVEX</p>	<p>Java or ActiveX are not enabled in your browser.</p>	<p>User: Enable Java or ActiveX in your browser.</p>

6.4 Secure Meeting Error Messages

Secure Meeting for Microsoft Outlook errors		
Message:	Occurs when:	Solution:
<p>Microsoft Outlook not installed.</p> <p><i>Message ID:</i> JNPR_TEXT_NO_OUTLOOK</p>	<p>Outlook is not installed.</p>	<p>User: Install MS Outlook.</p>
<p>Please close Microsoft Outlook and try again.</p> <p><i>Message ID:</i> JNPR_TEXT_CLOSE_OUTLOOK</p>	<p>You attempt to uninstall Outlook while Outlook is still open.</p>	<p>User: Close Outlook, then click the Retry button.</p>

Secure Meeting Java Installer

Secure Meeting Java Installer errors		
Message:	Occurs when:	Solution:
<p>Installation error number 1 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR1</p>	<p>The Secure Meeting Server attempts to launch an application.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 2 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR2</p>	<p>Launching an application: The server is accessing the URL needed to download the target application.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 3 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR3</p>	<p>Launching an application: The connection fails while connecting to the URL to download the target application.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>

Secure Meeting Java Installer errors		
Message:	Occurs when:	Solution:
<p>Installation error number 4 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR4</p>	<p>Launching an application: The connection fails while creating an HTTP connection to the URL to download the target application.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 5 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR5</p>	<p>Launching an application: The server is getting an HTTP response from the server needed to download the target application.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 6 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR6</p>	<p>Launching an application: The server is getting the size of the target application to download.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 7 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR7</p>	<p>Getting the modification date of the target application to download</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 8 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR8</p>	<p>Disconnecting from the Secure Meeting Server. The server assumes you already are logged out.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 9 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR9</p>	<p>Attempting to login to the Secure Meeting Server. The server assumes you are already logged in.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>

6.4 Secure Meeting Error Messages

Secure Meeting Java Installer errors		
Message:	Occurs when:	Solution:
<p>Installation error number 10 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR10</p>	<p>The Secure Meeting Server cannot access the target application.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 11 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR11</p>	<p>Disconnecting from the Secure Meeting Server.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 12 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR12</p>	<p>You attempt to delete the target application and you do not have privileges to do so.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 13 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR13</p>	<p>You attempt to download the target application and the Secure Meeting Server cannot fetch the file because the server is unreachable or the file is no longer present.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 14 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR14</p>	<p>Disconnecting from the Secure Meeting Server. The target application download was completed, but disconnection failed.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 15 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR15</p>	<p>The Secure Meeting Server cannot verify the target application to assess its integrity.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>

Secure Meeting Java Installer errors		
Message:	Occurs when:	Solution:
<p>Installation error number 16 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR16</p>	<p>The Secure Meeting Server fails to verify the modification date of the target application and believes the application file to be corrupt.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 17 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR17</p>	<p>The Secure Meeting Server cannot update the target application's modification date.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Version conflict between the target application we just downloaded and this Applet. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR18</p>	<p>A version conflict exists between the target application and the Applet.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Installation error number 19 while fetching target application from IVE. Please Quit the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_NETWORK_ERROR19</p>	<p>The Secure Meeting Server receives an error or has a connection problem while fetching the target application.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Could not launch. Please restart the web browser and try again.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_CANT_RELAUNCH</p>	<p>You attempt to launch JSAM twice without quitting the browser.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Loading of Login page failed. Please quit the web browser and try again</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_LOGIN_FAILED</p>	<p>There is a Secure Meeting Server connection error.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>

6.4 Secure Meeting Error Messages

Secure Meeting Java Installer errors		
Message:	Occurs when:	Solution:
<p>Session has ended, you have been logged out. Please log-in again to continue</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_LOGGEDOUT_WRN</p>	<p>Your session ends between the moment the Applet starts and the moment it attempts to load the target application.</p>	<p>User: Sign in again.</p>
<p>Another instance of [an application] is already running on this computer with [privilege type] privileges.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_DUPLICATE_PROCESS</p>	<p>Attempting to launch an application that is already running.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Process aborted, certification declined.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_CERTIFICATION_DECLINED</p>	<p>You launch JSAM as root and enter the wrong password.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>HTML error, sorry.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_HTML_ERROR</p>	<p>Downloading an application. This message appears in your browser's Status bar.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>
<p>Setup failed, sorry.</p> <p><i>Message ID:</i> I18N_LAUNCHER_COM_SETUP_FAILED</p>	<p>The application you are attempting to launch fails to launch. This message appears in your browser's status bar.</p>	<p>User: Quit the web browser and try again. If the problem persists, contact your administrator.</p>