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## 4.0 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. This document also includes information about troubleshooting Secure Meeting and accessing log files.

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## Troubleshooting Secure Meeting

If you encounter problems launching Secure Meeting, we recommend that you uninstall the Secure Meeting client from your system:

1. In the Launch Application page, click the Troubleshooting link.
2. Click Uninstall.
3. Click Return to Meeting.
4. Try to launch the meeting again.

The next time you try to join a meeting, Secure Meeting updates your client with the latest version.

If you continue to encounter problems, contact NetScreen Support. Send a clear description of the problem to NetScreen Support with detailed steps explaining how to reproduce the problem, the error message text, your IVE operating system and build number, and your IVE administrator log files, installation log files, and client-side log files.

### Accessing client-side log files

Secure Meeting installs client files in different directories depending on your operating system and privileges. If you have:

- **Power user or administrative privileges on a Windows system**  
Secure Meeting installs files in your C:\Program Files\Neoteris\Secure Meeting <version number>\dsCboxUI.log directory.
- **Regular user privileges on a Windows system**  
Secure Meeting installs files in your C:\Documents and Settings\\Local Settings\Temp\dsCboxUI.log directory or in C:\dsCboxUI.log. Note that if you cannot find your log files in the first directory, you may need to enable viewing of hidden files and folders. (In Windows Explorer, choose Folder Options from the Tools menu. Then, in the View tab, select Show hidden files and folders and click OK.)
- **Non-Windows system**  
Secure Meeting writes to the java console. Copy/paste the contents of your java console into a separate file that you can send to NetScreen Support.

## Accessing installation log files

If you are running Secure Meeting in a Windows environment, check in the following directories for your installation log files:

- C:\WINNT\Downloaded Program Files\NeoterisSetup.log
- C:\NeoterisSetup.log

If you are running in a non-Windows environment, Secure Meeting writes to the java console. Copy/paste the contents of your java console into a separate file that you can send to NetScreen Support.

## Accessing administrator log files

Administrator log files are available from the System > Log/Monitoring page in the Administrator console. When retrieving logs, note that there are three: the events log, the user access log, and the administrator access log.

## Administrator console errors

### System > Status > Meetings page (Access Series) & System > Schedule page (Meeting Series)

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

## 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><b>Administrator:</b> 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 enters an invalid SMTP server name.</p> <p><b>Note:</b> Secure Meeting may not necessarily detect an invalid server name at the time that it is entered.</p>	<p><b>Administrator:</b> 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><b>Administrator:</b> 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><b>Administrator:</b> 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><b>Meeting Creator:</b> 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>

## 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><b>Meeting Creator:</b> 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>

## 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><b>Meeting creator:</b> 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><b>Meeting creator:</b> Shorten the meeting description. To find the 1000 character cut-off point, search for the divider inserted into the description.</p>
<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><b>Meeting creator:</b> Enter a password for the meeting. Or, ask your system administrator to change the requirement.</p> <p><b>Administrator:</b> Change the password requirement in the Users &gt; Roles &gt; [Role] &gt; 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><b>Meeting creator:</b> Enter a meeting password, or ignore the message.</p>

<b>Meeting Details page errors</b> (Creating and modifying meetings)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Meeting creator:</b> 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><b>Meeting creator:</b> 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>
<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 ID, name, start time, or start date while the meeting is in progress.</p>	<p><b>Meeting creator:</b> Cancel saving changes. Or, 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>

<b>Meeting Details page errors</b> (Creating and modifying meetings)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Meeting creator:</b> 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><b>Administrator:</b> Remove the restriction in the Users &gt; Roles &gt; [Role] &gt; 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><b>Meeting creator:</b> 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>Secure Meeting cannot create the meeting because the specified start time has already past. To create a meeting that starts now, leave the Date and Start fields empty. (To clear the Date fields, you must use the drop-down lists.)</p> <p><i>message ID:</i> I18N_MEETING_ERROR_CANNOT_CREATE_PAST_MEETING</p>	<p>The meeting creator enters a meeting start time that has already past.</p>	<p><b>Meeting creator:</b> Clear all time and date fields to start the meeting now or enter a time in the future. Note that the time on your system clock may not match the time on the Secure Meeting server. In this case, you may want to enter a time a few minutes in the future to avoid any discrepancies.</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><b>Meeting creator:</b> Enter the current year or later (not to exceed 2037).</p>

<b>Meeting Details page errors</b> (Creating and modifying meetings)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Meeting creator:</b> 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><b>Meeting creator:</b> Schedule the meeting for a shorter period of time. Or, contact your system administrator and ask him to extend the meeting limit.</p> <p><b>Administrator:</b> Increase the limit in the Users &gt; Roles &gt; [Role] &gt; 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><b>Meeting creator:</b> Enter a meeting duration that is longer than zero minutes.</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: <a href="#">X@Y.Z</a>.</p>	<p><b>Meeting creator:</b> Re-enter the email address using the format: <a href="#">X@Y.Z</a>.</p>
<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 invalid SMTP server name.</p>	<p><b>Meeting creator:</b> Re-enter the email address.</p>

<b>Meeting Details page errors</b> (Creating and modifying meetings)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Meeting creator:</b> 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><b>Meeting creator:</b> 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><b>Meeting creator:</b> 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><b>Meeting creator:</b> Select an in-network user from your list of invitees and designate one as the conductor by clicking the Set as Conductor button.</p>

<b>Meeting Details page errors</b> (Creating and modifying meetings)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<p>The number of scheduled meetings has reached the limit allowed by your administrator for your role(s).</p> <p>message ID: I18N_MEETING_ERROR_MAX_SCHEDULED_MEETINGS_LIMIT_EXCEEDED</p>	<p>A meeting creator tries to save a meeting but the number of meetings scheduled for the current time or beyond has exceeded the limit specified by the administrator or by the company's license.</p>	<p><b>Meeting creator:</b> Wait until existing meetings have passed to schedule a new meeting. Or, contact your system administrator.</p> <p><b>Administrator:</b> Extend the limit in the Users &gt; Roles &gt; [Role] &gt; Meetings page or buy a more extensive Secure Meeting license from NetScreen.</p>
<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>message ID: 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. This message is only displayed if the administrator does not choose to permissively merge roles.</p>	<p><b>Meeting creator:</b> 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><b>Administrator:</b> Permissively merge roles in the Users &gt; Authentication &gt; [Realm] &gt; Role Mapping page of the administrator console.</p>
<p>Error generating random string for the meeting ID.</p> <p>message ID: I18N_MEETING_ERROR_RANDOM_STRING</p>	<p>The meeting creator saves a meeting and Secure Meeting encounters an error.</p>	<p><b>Meeting creator:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>

<b>Meeting Details page errors</b> (Creating and modifying meetings)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
Unknown error. Please contact your system administrator.  <i>message ID:</i> I18N_MEETING_ERROR_INTERNAL_ERROR	Unknown.	<b>Meeting creator:</b> Contact your system administrator.  <b>Administrator:</b> Contact NetScreen Support.

## Meeting site errors

### Sign-in page

<b>Sign-in page errors</b> (Signing into a meeting using the https://<MeetingServer>/meeting URL)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
The meeting ID that you have specified is invalid.  <i>Message ID:</i> I18N_MEETING_ERROR_INVALID_MEETING_ID	An invitee tries to join a meeting that has been deleted by the administrator or meeting creator. Or, the invitee incorrectly enters the meeting ID.	<b>Invitee:</b> Re-check the meeting ID and then re-enter it. If you still cannot join the meeting, contact the meeting creator and ask him if he plans to reschedule the meeting.

<b>Sign-in page errors</b> (Signing into a meeting using the https://<MeetingServer>/meeting URL)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Invitee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</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><b>Invitee:</b> Enter your name into the name field.</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><b>Invitee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>
<p>The meeting password is required.</p> <p><i>Message ID:</i> I18N_MEETING_ERROR_PASSWORD_REQUIRED</p>	<p>An invitee does not enter the password for a password-protected meeting.</p>	<p><b>Invitee:</b> Obtain the meeting password from your invitation email, the meeting creator, or another attendee. Or, sign in to the meeting through the Meetings page (in-network invitees only).</p>
<p>Invalid password.</p> <p><i>Message ID:</i> I18N_MEETING_PASSWORD_INVALID</p>	<p>An invitee enters the wrong meeting password.</p>	<p><b>Invitee:</b> Obtain the correct meeting password from your invitation email, the meeting creator, or another attendee. Or, sign in to the meeting through the Meetings page (in-network users only).</p>

<b>Sign-in page errors</b> (Signing into a meeting using the https://<MeetingServer>/meeting URL)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Invitee:</b> Ask the meeting creator to reopen the meeting, create a password, save the meeting, and distribute the password to the meeting invitees.</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><b>Invitee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</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><b>Invitee:</b> 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><b>Meeting Creator:</b> Contact your system administrator and ask him to remove the restriction on out-of-network users.</p> <p><b>Administrator:</b> Remove the restriction in the Users &gt; Roles &gt; [Role] &gt; Meetings page of the administrator console.</p>

<b>Sign-in page errors</b> (Signing into a meeting using the https://<MeetingServer>/meeting URL)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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 attempts to sign-in to a meeting after his secure gateway session has expired.</p>	<p><b>Invitee:</b> 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><b>Invitee:</b> Refresh the Meetings page or your email and see if you have received an update telling you that the meeting is cancelled.</p>
<p>The meeting that you are trying to join has been cancelled.</p> <p><i>Message ID:</i> IDS_MSGBOX_CANCELED</p>	<p>The meeting ended between the times that the user launched his browser and the time that he tried to sign into and the meeting.</p>	<p><b>Invitee:</b> No action required. You cannot join the meeting because it has ended.</p>
<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><b>Invitee:</b> Wait a few minutes for another meeting to end and then try signing in again. Or, contact your system administrator.</p> <p><b>Administrator:</b> Increase the limit in the Users &gt; Roles &gt; [Role] &gt; Meetings page of the administrator console.</p>

<b>Sign-in page errors</b> (Signing into a meeting using the https://<MeetingServer>/meeting URL)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Invitee:</b> Wait until existing meetings have passed and then sign in to your meeting. Or, contact your system administrator.</p> <p><b>Administrator:</b> Purchase a more extensive license.</p>
<p>The maximum number of allowed attendees has been exceeded.</p> <p><i>Message ID:</i> IDS_MSGBOX_MAX_ATTENDEES_ALLOWED</p>	<p>An invitee tries to sign in to a meeting but the number of simultaneous attendees has exceeded the limit specified the Secure Meeting administrator.</p>	<p><b>Invitee:</b> Wait until an existing user has left another meeting and then sign in to your meeting. Or, contact your system administrator.</p> <p><b>Administrator:</b> Increase the limit in the Users &gt; Roles &gt; [Role] &gt; Meetings page of the administrator console.</p>
<p>The maximum number of licensed attendees has been exceeded.</p> <p><i>Message ID:</i> IDS_MSGBOX_MAX_ATTENDEES_LICENSED</p>	<p>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.</p>	<p><b>Invitee:</b> Wait until an existing user has left another meeting and then sign in to your meeting. Or, contact your system administrator.</p> <p><b>Administrator:</b> Purchase a more extensive license.</p>

## Check Meeting Compatibility page

<b>Check Meeting Compatibility page</b> (Determining client compatibility)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Invitee:</b> Click the link to join the meeting.</p>
<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><b>Invitee:</b> 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><b>Invitee:</b> 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 &gt; Internet Options &gt; Security &gt; 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 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><b>Invitee:</b> 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>

<b>Check Meeting Compatibility page</b> (Determining client compatibility)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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 and has enabled Java Virtual Machine (JVM) through his Web browser, but is not running Internet Explorer 5.0 or later.</p>	<p><b>Invitee:</b> 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>
<p>Or, you must install a Sun Java Virtual Machine (JVM) (version 1.4 or above) to view the meeting, but not present, or remote control. To download the latest supported version of the Sun JVM, click here.</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><b>Invitee:</b> If you want to view the meeting, install the JVM using the linked Web site.</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 non-Windows operating system.</p>	<p><b>Invitee:</b> If you want to present during the meeting, sign into the meeting using a Windows system.</p>

## Launch Application and Troubleshooting pages

Launch Application page and Troubleshooting page errors (Starting and removing the Secure Meeting client-side application)		
Message:	Occurs when:	Solution:
<p>You can only attend one meeting at a time. To join a new meeting, you must first exit your current meeting.</p> <p><i>Message ID:</i> IDS_MSGBOX_ALREADY_RUNNING</p>	<p>An invitee tries to join a meeting when he already has one running on his computer.</p>	<p><b>Invitee:</b> Exit the first meeting before trying to join another meeting.</p>
<p>Secure Meeting is not supported with your platform. Currently, we support running Secure Meeting on:</p> <ul style="list-style-type: none"> <li>- Windows XP with Internet Explorer 6.0 SP1 or Netscape 7.1</li> <li>- Windows 2000 SP4 with Internet Explorer 6.0 SP1 or Netscape 7.1</li> <li>- Windows NT SP6 with Internet Explorer 6.0 SP1</li> <li>- RedHat 7.3 with Mozilla 1.5 and JVM 1.4.1</li> <li>- Mac 10.2.8 with Safari 1.1 and JVM 1.4.1</li> </ul> <p><i>Message ID:</i> I18N_MEETING_PLATFORM_NOT_SUPPORTED</p>	<p>An invitee tries to join a meeting using an incompatible operating system or browser.</p>	<p><b>Invitee:</b> Sign in to the meeting using one of the listed supported platforms.</p>
<p>The Secure Meeting client version that is installed on your computer is no longer supported.</p> <p><i>Message ID:</i> IDS_MSGBOX_UNSUPPORT</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><b>Invitee:</b> Click the Troubleshooting link on the Launch Application page and Uninstall your client. Then, try joining the meeting again.</p>

<b>Launch Application page and Troubleshooting page errors</b> (Starting and removing the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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 tries to join a meeting using a browser that does not have JavaScript enabled.</p>	<p><b>Invitee:</b> Enable JavaScript: To enable java script in:</p> <ul style="list-style-type: none"> <li>- Internet Explorer 6.0: Navigate to Tools &gt; Internet Options &gt; Security tab, and choose Custom Level. Under Scripting of Java applets, choose Enable.</li> <li>- In Netscape Navigator 7.1, navigate to Edit &gt; Preferences. Under Advanced &gt; Scripts &amp; Plugins, select the Navigator check box.</li> </ul>
<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><b>Invitee:</b> 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><b>Invitee:</b> Sign in again and accept the invalid certificate. In rare cases, you may need to actually install the certificate.</p>

<b>Launch Application page and Troubleshooting page errors</b> (Starting and removing the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
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.	<b>Invitee:</b> 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.	<b>Invitee:</b> 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 meeting that you are trying to join has already past.  <i>Message ID:</i> IDS_MSGBOX_PAST	An invitee tries to join a meeting that has already ended.	<b>Invitee:</b> 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.
Cannot connect to the Secure Meeting server. We suggest checking your network connection. If the problem still persists, contact your system administrator.  <i>Message ID:</i> IDS_MSGBOX_SESSION_EXPIRED	An invitee tries to launch the meeting application and join a meeting, but the Secure Meeting client application cannot contact the Secure Meeting server.	<b>Invitee:</b> Check your network connection.  <b>Administrator:</b> If the user continues to have problems connecting to the server, contact NetScreen Support.

<b>Launch Application page and Troubleshooting page errors</b> (Starting and removing the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Invitee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen 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><b>Invitee:</b> 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>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><b>Invitee:</b> Install a new version of Secure Meeting on your machine. If the problem persists, contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen 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><b>Invitee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>

<b>Launch Application page and Troubleshooting page errors</b> (Starting and removing the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Invitee:</b> Try launching the application again. If the problem persists, contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen 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><b>Invitee:</b> Try launching the application again. If the problem persists, contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>
<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><b>Invitee:</b> Try launching the application again. If the problem persists, contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>

<b>Launch Application page and Troubleshooting page errors</b> (Starting and removing the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
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?	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.)	<b>Invitee:</b> 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.
Failed to uninstall. Please restart your computer and try again.  <i>Message ID:</i> IDS_ERR_UNINSTALL	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.)	<b>Invitee:</b> Restart your computer and try again. If you continue to have problems, contact your system administrator.  <b>Administrator:</b> Contact NetScreen Support.
You do not have the proper privileges to uninstall the application.  <i>Message ID:</i> IDS_ERR_NO_UNINSTALL_PRIVILEGES	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.	<b>Invitee:</b> Sign into your computer using an account with administrative or power user privileges and then try uninstalling the application again.
You cannot uninstall the application, because it is not currently installed on your computer.  <i>Message ID:</i> IDS_ERR_NOT_INSTALLED	The end-user clicks the Uninstall button, but the client is not installed on his machine.	<b>Invitee:</b> No user action required. If the desired result is to uninstall the application, then the action is already done.

## 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><b>Attendee:</b> 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 NetScreen Communication Protocol (NCP) error occurs during the meeting.</p>	<p><b>Attendee:</b> Wait for the client to reestablish a connection the Secure Meeting server. If the problem persists, contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>
<p>Attempting to connect to Secure Meeting server ... [Cancel 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><b>Attendee:</b> Click Cancel Meeting to disconnect from the meeting. 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>

<b>Secure Meeting window errors</b> (Using the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Attendee:</b> 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><b>Attendee:</b> Wait for the client to automatically reconnect to the Secure Meeting server. If the problem persists, contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen 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><b>Attendee:</b> 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 15 minutes.</p> <p><i>Message ID:</i> IDS_MSGBOX_MEETING_CLOSE_BY_CONDUCTOR_DISCONNECT</p>	<p>The meeting ends because the conductor is absent for 15 minutes.</p>	<p><b>Attendee:</b> If you feel that the meeting was ended prematurely, ask the meeting conductor to schedule another meeting.</p>

<b>Secure Meeting window errors</b> (Using the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Attendee:</b> If you feel that the meeting was ended prematurely, ask the meeting conductor to schedule another meeting.</p>
<p>The Secure Meeting administrator 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><b>Attendee:</b> If you feel that the meeting should not have been cancelled, ask the meeting conductor to schedule another meeting.</p> <p><b>Conductor:</b> 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><b>Attendee:</b> If you feel that the meeting should not have been cancelled, ask the meeting creator to schedule another meeting.</p> <p><b>Meeting Creator:</b> 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><b>Attendee:</b> Rejoin the meeting.</p>

<b>Secure Meeting window errors</b> (Using the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Attendee:</b> Ask your system administrator to extend the meeting limit.</p> <p><b>Administrator:</b> Extend the limit in the Users &gt; Roles &gt; [Role] &gt; Meetings page of the administrator console.</p>
<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><b>Administrator:</b> Contact NetScreen 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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen 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><b>Attendee:</b> 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><b>Conductor:</b> 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>

<b>Secure Meeting window errors</b> (Using the Secure Meeting client-side application)		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Attendee:</b> Ask your system administrator to enable remote control capabilities for your role.</p> <p><b>Administrator:</b> Remove the restriction from the Users &gt; Roles &gt; [Role] &gt; Meetings page of the administrator console.</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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</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><b>Presenter:</b> 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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>
<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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</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><b>Attendee:</b> 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><b>Attendee:</b> 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><b>Administrator:</b> Contact NetScreen 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><b>Attendee:</b> Free up disk space on your local hard drive. If the problem persists, contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>
<p>An unexpected error occurred.</p> <p><i>Message ID:</i> IDS_ERR_UNEXPECTED</p>	<p>Undefined.</p>	<p><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>

<b>Miscellaneous errors</b>		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>
<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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen 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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen 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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen 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 Meeting Series appliance 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><b>User:</b> Wait until an existing user has finished browsing and then try again. Or, contact your system administrator.</p> <p><b>Administrator:</b> Purchase a more extensive license from NetScreen.</p>

<b>Miscellaneous errors</b>		
<b>Message:</b>	<b>Occurs when:</b>	<b>Solution:</b>
<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 Meeting Series appliance 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><b>User:</b> Wait until an existing user has finished browsing and then try again. Or, contact your system administrator.</p> <p><b>Administrator:</b> Purchase a more extensive license from NetScreen.</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><b>Attendee:</b> Contact your system administrator.</p> <p><b>Administrator:</b> Contact NetScreen Support.</p>