



Error messages

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FirstClass error messages are listed sequentially for easier reference. Some error messages may have been omitted if the user will never encounter them. In some cases there are two versions of the same message—one for the client, and one for the server. Unless otherwise specified, all messages are generated as server messages.

1000 range error messages

The FirstClass server errors in the 1000 range describe client and server general errors.

1001

Client message: **Your version of the FirstClass software is incompatible with the server. Please obtain an updated version.**

Server message: **Server/Client version mismatch.**

The user is running an incompatible version of the FirstClass client or FirstClass GO. Either change the minimum client version in the Group Privileges form to Any, or give the user the current client version.

1002

Client message: **Your request cannot be completed because there is not enough memory available on this machine. Please close some of your windows and try again.**

Server message: **Server out of memory.**

The current machine is low on memory. On a Mac OS server, you may want to increase the minimum and preferred RAM associated with the server application. See required and recommended configurations in the release notes. On a PC, close any additional applications that may be running.

1003

Client message: **The user ID or password is not valid. Check that you have entered your userID and password correctly.**

Server message: **No such user.**

When reported by a FirstClass client, either the password entered is incorrect or the user ID is not valid and auto-registration is not enabled on the server. Enter your user ID and password correctly and try again.

1004

Client message: **There is a problem with the communication link. Please quit and log in again.**

Server message: **Null packet.**

Communication with the client has failed. Check for hardware problems and make sure everything is configured correctly.

1005

Client message: **That object no longer exists.**

Server message: **Invalid ObjID.**

This error may occur if you try to forward or reply to a message that has been moved or deleted by another user session. Reopen the conference and try again.

This error may also occur if an item has been unsent or deleted from a folder, but the view of the folder has not yet been updated to show the change.

1006

Client message: **Sorry, that document is damaged and cannot be accessed.**

Server message: **Document damaged.**

The envelope section of a message is damaged. Delete the damaged document (if possible) or try shutting down and restarting the server.

1007

Client message: **Sorry, that document is damaged and cannot be accessed.**

Server message: **Server object is damaged.**

The body section of a message is damaged. Delete the damaged document (if possible) or try shutting down and restarting the server.

1008

Client message: **That object is read-only.**

Server message: **Object cannot be written to.**

Users have tried to modify a read-only document, such as a help document or an item in an external folder.

1010

Client message: **You are not logged in to the FirstClass server. Please choose Connect in the Connection Menu and log in.**

Server message: **Not logged in.**

You tried to open or edit a window after being disconnected from the server. Reconnect to the server and try again.

1011

Client message: **That feature is not yet implemented. Check that you have the latest version of the FirstClass software.**

Server message: **Bad or invalid request.**

The server is running a version of the FirstClass software that is older than the client software. Either run an older version of the FirstClass client software when connecting to that server, or upgrade the server.

1012

Client message: **The communication link has failed. Your requests can no longer be transmitted to the server. Please Quit and log in again.**

Server message: **No Transmit buffers available.**

The FirstClass client is trying to communicate with a server to which it is not connected. Disconnect and try to reconnect to the server. If this problem persists, contact FirstClass Customer Support.

1013

Client message: **You are already logged in.**

Server message: **Already logged in.**

This error may occur if the login limit for the user logging in is set too low. To resolve this, change the login limit per user in the System Profile to a higher value.

This error may also occur after a communication link failure, if the server has not yet detected the failure of the link. Wait a few moments and try again. If you see this error on the server, make sure hardware carrier detection is enabled.

1014

Client message: **You cannot perform that function on the selected object(s).**

Server message: **Unknown object type.**

You tried to perform an invalid function on an object (for example, you tried to make an external file unread).

1015

Client message: **Your request cannot be completed because you do not have any objects open.**

Server message: **No current object.**

You tried to perform a function such as paste, without opening a message on your Desktop. Open the item and try again.

1016

Client message: **An error has occurred on the FirstClass server. Please contact your administrator and report the problem.**

Server message: **Incorrect SM parameters.**

A document has become damaged. Delete the damaged document.

1017

Client message: **That feature is not yet implemented. Check that you have the latest version of the FirstClass software.**

Server message: **Not implemented.**

The server is running a version of the FirstClass software that is older than the client software. Either run an older version of the FirstClass client software when connecting to that server, or upgrade the server.

1018

Client message: **Your request cannot be completed because you have reached a server limit.**

Server message: **Server Resource Limit exceeded.**

This error can occur when logging in as a Remote user, if all the licenses on the server are in use and there are none for you to connect to. Upgrade the number of licenses, or wait for one to become available, or log in as a Regular user.

If you receive this message when trying to add users, purchase additional licenses. This error may also occur when you have defined the maximum number of user groups. To add more, allocate more memory to the server. Check the server message log for a corresponding error.

1019

Client message: **An error has occurred on the FirstClass server. Please contact your administrator and report the problem.**

Server message: **Internal server error.**

An error has occurred on the server that prevents this operation from succeeding. Check the server message log for a more specific error report.

This error may also occur during a manual synchronization if you have defined a gateway incorrectly. Check to see if the problem is resolved during the next synchronization.

1020

Client message: **An error has occurred on the FirstClass server. Please contact your administrator and report the problem.**

Server message: **Outside file boundary.**

You tried to change a damaged file. Delete the damaged document.

1021

Client message: **You cannot access that object because someone else already has exclusive access to it.**

Server message: **Access conflict.**

You tried to open or download a file (such as a log file, or a file in an external folder) already opened by another application. Try to open or download the file later.

1022

Server message: **Object not empty.**

You tried to use Batch Admin to modify the item size of a conference or folder that is not empty.

1023

Client message: **Cannot insert a name here.**

Server message: **Cannot insert a name at this point.**

A user tried to insert a user name in a field which cannot accept a Directory name.

1024

Client message: **Your message cannot be delivered at this time because the server is busy. Please try again later.**

Server message: **Server queue full.**

The message queue is full. Try to send the message later.

1026

Client message: **That message has already been sent. To resend it use the Forward command.**

Server message: **File sent already.**

The selected message has already been sent. You can only send a message once. If you want to resend the message, unsend it, and send it again. Or, you can forward the message. This could also happen if the client confuses the state of a message. To correct this, close and reopen the message.

1027

Client message: **The communication link has failed. Your requests can no longer be transmitted to the server. Please Quit and log in again.**

Server message: **Comm Link has failed.**

The connection was lost. Check your network setup or try again later.

1028

Client message: **The name you have chosen is illegal, contains invalid characters or is blank.**

Server message: **Bad person name.**

You typed invalid characters in a user name, or it is too long, or you left the last name blank. Be sure to

include a last name, and try retyping the name, or choosing a simple name. It can also be reported if an Internet alias contains one or more spaces.

1029

Client message: **Sorry, only the administrator can perform that function.**

Server message: **User not administrator.**

This error may occur if you try to perform an administration function when you are not logged in as the administrator or as a subadministrator. Log off and then log in again as the administrator or as a subadministrator.

This error may also occur if the client is running a version of the FirstClass software that is older than the server software. Upgrade the client software.

1030

Client message: **Sorry, you are not permitted to perform that function.**

Server message: **Access denied.**

You can restrict the functions to which users have access. If a user needs to perform this function, change the user's privileges.

This error may also occur if the client is running a version of the FirstClass software that is older than the server software. Upgrade the client software.

1031

Client message: **That userID is already registered. Please choose another userID.**

Server message: **User already registered.**

User IDs must be unique on this system. Choose a different user ID.

1032

Client message: **You cannot make an alias to the selected object.**

Server message: **Cannot subscribe: not a conference.**

You tried to make an alias of an object that is not a folder or conference. Select a folder or conference and try again.

1033

Client message: **That name is already taken. Please choose a different name.**

Server message: **Conference name not unique.**

You tried to name a new conference using a name that is already in use on the server. Select a different name for the conference.

1034

Client message: **There is no response from the modem.**

Obsolete. Check that your modem is switched on and connected to the telephone line. Also, check the modem type, the hardware handshaking settings and cable, and the auto speed setting. The modem may need to be reset. Try turning it off, and then back on.

Server message: **No response from modem.**

Obsolete. This error occurs if FirstClass did not receive an OK response from the modem after sending a command. The most common cause for this error is a communication failure between the modem and the client (for example, if the cable is defective or if the client is sending commands faster than the modem can receive them).

This error may also occur if Hardware Handshaking is selected, but your modem cable does not support hardware handshaking. Check your setup and try again.

1035

Client message: **Invalid user name or password.**

Server message: **Invalid password.**

This error is only displayed at the server, and only if you try to log in with the incorrect password for a valid user ID. Enter your user ID and password correctly and try again. For security reasons, this error code is never returned to a client. Instead 1003 is presented.

1036

Client message: **Sorry, you can only reply to a message.**

Server message: **Can't Reply.**

You tried to reply to something other than a message. Reply is a messaging operation and is only supported for addressable message objects.

1037

Client message: **The conference is full. Please delete some items.**

Server message: **Maximum number of conference items reached.**

The conference contains the maximum number of items supported by FirstClass. Delete some items or move them elsewhere.

1038

Client message: **The User Directory is locked. If problem persists, restart the FirstClass server.**

Server message: **OD Lock Timeout.**

The FirstClass Directory stores information about every user, conference, and route registered on the server. This error occurs if it is currently locked by another application or user. Make sure another program such as a backup utility or file sharing has not locked the folder. If the problem persists, try restarting the server.

1039

Client message: **A file system error has occurred on the FirstClass server. Please report the problem to your system administrator.**

Server message: **File system error.**

This error occurs if a file operation on the server fails for any reason other than the most common (for example, something other than "file not found", and so on). In this case, the server will report a more specific reason for the failure in the server message. If the error persists, one option is to delete the file that caused the error message to appear. Administrators should check the server console or log files for additional information.

1040

Client message: **Sorry, you can only forward messages.**

Server message: **Can't forward.**

This error is very similar to 1036. Forward is only supported for message objects. You cannot forward text documents or items in external folders.

1041

Client message: **Sorry, this message may not be sent until it has been properly addressed.**

Server message: **Not addressed.**

You tried to send a message without a valid address in either the To or Cc field, or you did not press Tab, Return, or Enter, after typing the name. Enter a valid address in these fields and press Tab or Return or Enter after typing the name. If the problem persists, look for a recipient entry that is missing an icon to

the left of its name, then click on that entry and press Tab to validate the name. If the problem continues to persist, repeat this for every recipient name, or remove all recipient names and retype them.

1042

Client message: **Sorry, your command could not be completed because the server has run out of disk space. Please contact your administrator and report the problem.**

Server message: **Server write-protected.**

When the number of files or the amount of disk space used on a disk volume reaches the limits specified in the System Profile, the server protects the volume. (By doing so, it prevents the file damage that could occur if the volume ran completely out of disk space.) The server no longer accepts messages submitted by users on the protected volume. If this error occurs, ask users on that volume to delete any unneeded messages and documents. Then force a trash collection to recover space on the server.

1043

Client message: **Sorry, no profile (or conference information) exists.**

Server message: **No résumé.**

You tried to open a profile for a user who hasn't filled in their profile, or conference info for a conference that does not have any.

1044

Client message: **Sorry, there is no FirstClass server with that name on the network. Check your connection setup.**

Server message: **Server not found.**

The FirstClass server is not currently running. Wait a few minutes and try again.

This error may also occur if a settings file or Gateway Configuration form has been incorrectly configured. Make sure the server name specified in the settings file or Gateway Configuration form is correct. For TCP/IP, make sure the correct port is selected.

Also, this may be a result of having modified the INETSVCS.FC with a client that may have its TCP/IP/FCP configured to use a different TCP/IP port than 510, which should be used by Internet Services. To correct this, copy the FirstClass client executable to the FCServer folder (just the application — not the whole client folder) and start it up from there. Choose to connect with the INETSVCS.FC and go to the advanced settings to make sure that the TCP/IP port is on 510. Close and save the settings file. This ensures that the TCP/IP/FCP file in the FirstClass Server\FCP folder is configured to use the correct port.

Also, the user may be trying to run both the FirstClass client and FirstClass Personal, and there is not enough memory to run both.

1047

Client message: **Sorry, cannot add a user with that class.**

Server message: **Bad user class.**

You tried to change the object class to an incompatible type (for example, you tried to change the class of a conference to Regular). Select a valid class.

This error may also occur if you have used all your user licenses for that class. To increase the license limits, purchase and install more user licenses.

1048

Client message: **That object could not be opened because the original has been deleted.**

Server message: **File has been deleted.**

You tried to open the alias of an object that has been deleted. That item is no longer available, since the owner has deleted the original. Delete the alias from the user's Desktop.

1049

Client message: **Your daily time limit has been used up. You must wait until tomorrow before logging in again.**

Server message: **Daily time limit exceeded.**

You can increase the default daily time limit in the System Profile and the daily time limit for user groups or individual users. See "Daily connection limit" in the section about group and user privileges in the Administration section of online help.

1050

Client message: **Sorry, the user Directory may be inconsistent. Please contact your administrator and report the problem.**

Server message: **User Directory contains inconsistent data.**

The server has detected problems in the FirstClass Directory. See the [Server Tools](#) form for more information.

1051

Client message: **Sorry, that user has already logged off.**

Server message: **User has logged off**

You tried to invite a user to a chat after the user logged off. Contact the user by email.

1052

Client message: **Sorry, that user is running an old user interface.**

Server message: **User's application lacks feature**

You invited a user to chat, but that user's version of the FirstClass client is old and does not support the chat feature or chat extension selected. Advise the user (by email) to obtain the latest version of the client software.

1053

Client message: **Sorry, you cannot connect to the server at this time because connections have been disabled. Please try again later.**

Server message: **Logins are disabled**

Users tried to log in while you have access to the server disabled, most likely to take the server down for maintenance. Restart the server, or edit the System Profile. See the System Profile information in the Administration section of online help.

This error can also be reported to FirstClass protocol modules (such as Internet Services and Voice Services) when the mailboxes for those modules are being audited by the server. They will automatically retry their connection later.

1054

Client message: **Modem returned an error. Check that you have selected the correct modem type.**

Server message: **Modem returned "ERROR".**

Obsolete. Users have selected the wrong modem type for their modem. Instruct them to check their modem setup and the phone number defined in the settings file. Be sure the phone number includes any prefixes such as 9 or 1, as well as any necessary area codes.

1059

Client message: **Sorry, that person would prefer not to chat at this time.**

You sent a chat invitation to a user who has selected not to accept chat invitations in his or her Preferences form, or who does not have the chat privilege. Send the user an email message instead.

1060

Client message: **Sorry, there is no conference with that name.**

Server message: **Conference does not exist.**

A conference was deleted while a user was addressing mail to it. That conference is no longer available. Try sending the message to a different address.

1062

Client message: **End of thread.**

Server message: **End of thread.**

You have reached the end of a particular message thread. Usually this message appears in the FirstClass server only—the FirstClass client software beeps to indicate the end of a thread.

1063

Client message: **Servers cannot connect. Duplicate site IDs.**

Server message: **Servers have duplicate serial numbers.**

Two servers with the same serial number are attempting to connect. Only one license may be applied to a single FirstClass server installation, so install the proper licenses in the servers so that each server has a unique set of licenses. Contact FirstClass to purchase additional licenses if needed.

1065

Client message: **Cannot continue transfer.**

Server message: **Not a partial file.**

You tried to resume a file transfer for a file that has been fully received. If the file has not been fully received, try again to resume the transfer, or delete the file and try again. For more information on file transfers, see the online help.

1066

Client message: **Sorry, that is an incomplete file.**

Server message: **Partial file.**

You tried to download a file that has only been partially uploaded. Contact the contributor of the file, and ask him or her to send it again.

1067

Client message: **Sorry, you cannot edit a document before it has been completely received.**

Server message: **Cannot edit until fully open.**

You tried to work on a form before it fully appeared on the screen. Wait for the form to fill completely before clicking in any field.

1069

Client message: **The database extension which handles this query form is not available on the server.**

Server message: **Database extension missing.**

You tried to open a form that refers to a database extension not installed on this server. Add the extension to the Server folder and restart the server.

This error can also be presented on Windows machines, if the server's exception handler detects three failures of a database extension. After three failures, the database extension is automatically disabled until the server is restarted.

1070

Client message: **The object you have accessed is on a disk which is not currently available to the**

server.

Server message: **Volume not available.**

This error may occur if a user tries to access information on a volume previously, but no longer, available. Make sure all volumes are mounted on the computer.

This error may also occur if a user tries to open an alias to an external folder that has been deleted.

1071

Client message: **You cannot move that object between disks.**

Server message: **Cannot move across volumes.**

You tried to move a conference, file, or message from one disk volume to another. Either copy the object to a new volume, or recreate the object on the new volume. Then delete the original object.

1072

Client message: **There is a problem with your connection setup.**

The connection method may not exist on this platform, or there may be a problem with the configuration. Check the Connection Setup.

Server message: **Connection not configured properly.**

This indicates a network configuration error. Examine your connection settings closely. Verify that the network protocol is installed correctly, and that your configuration options are appropriate.

1073

Server message: **Server does not have that interface option.**

There is a compatibility issue in your FirstClass software versions. For example, you may be attempting to run FirstClass Voice Services 5.5 and FirstClass Server 7.0. Make sure all of your FirstClass software versions are updated to the latest release.

1075

Client message: **Could not open a network socket.**

Server message: **Could not open a socket.**

This indicates a network configuration error. Examine your connection closely. Verify that the network protocol is installed correctly.

1077

Client message: **Your message could not be sent because it contains partially attached files. You must complete the upload of the attachments, or delete them, before sending the message.**

Server message: **Cannot send; has partial files.**

You tried to send a message before all attachments were transferred to the server. Wait for the upload to finish before sending the message.

1078

Client message: **This message cannot be un-sent.**

Server message: **Can't Unsend.**

You tried to unsend a message that has not yet been sent. Only outgoing messages that have been sent can be unsent.

1079

Client message: **Autoforward loop detected.**

Server message: **Autoforward loop detected.**

You created an autoforward loop. (Such a loop would occur if Sue sets up her account to autoforward mail to Jim, who autoforwards to Bill, who autoforwards back to Sue.) The server detects the loop, breaks it, and reports the error. Turn off autoforwarding in the Preferences form of at least one of the affected users.

1080

Client message: **The name you have chosen already exists in the Directory. Please choose a different name.**

Server message: **Name already in use.**

You tried to rename an object in the FirstClass Directory, and the new name has already been assigned to another object. FirstClass requires that all objects have unique names. Choose another name.

1081

Client message: **Item could not be found. It may have been deleted by another user.**

Server message: **Item not found.**

FirstClass cannot find an item referred to in a client request or FirstClass scripting command. Usually, this occurs when the server or another user session modifies the list of items just as the client or batch admin processing gets to a request to access an item in that list. This is a timing window. For example, in a conference with four messages, a request is made to operate on the third message, just as the sender of the third message unsends the message.

1082

Client message: **You cannot perform that function until you have saved the settings for the first time.**

Server message: **Function not available until setup is complete.**

You clicked a button on the Setup form for a new object before saving the object. For example, if you are adding a gateway, you must save the gateway before you can click the Directory button. This is because the directory entry for some FirstClass objects is not created until the new item is closed for the first time.

1083

Client message: **An error was encountered during the processing of the connection script. Please check that the script is correct.**

Server message: **Error processing FCP connection script.**

An error or timeout occurred during the processing of a connection script file. This error may be the result of a syntax error, or a WAITFOR command with an insufficient delay. Turn on tracing of script commands and check the commands logged in the FirstClass client software log. For more information on connection scripts, see the online help.

1084

Client message: **Warning: this object is currently being edited by another user. You have been granted read-only access.**

Server message: **Warning, the object you have opened is in use by another user.**

You tried to open an item currently being edited by another user. You can view the form, but you can't change it. If you need to change this form, close it and try again later.

1086

Client message: **Could not open a connection to Open Transport TCP. Check that the OpenTptInternetLib Shared Library is in your Extensions folder.**

Server message: **Could not load Open Transport TCP.**

The software is configured to use TCP/IP connections, but the operating system support for Open Transport has not been installed correctly.

1089

Client message: **You are not authorized to use FirstClass Personal on the server. Contact your administrator to enable this feature for your account.**

Server message: **Work offline not licensed.**

The privilege for working offline is not enabled for this user, or a remote user has tried to work offline, but the Remote Personal Services license is not installed on the server. If you don't want this user to be able to work offline, tell him or her that this option is not available. If you do want this user to be able to work offline, make sure the Offline Work privilege is turned on, or purchase and install Remote Personal Services license (only available for a short time).

1092

Client message: **Your request cannot be completed because you have reached your session memory limit. Please close some of your windows and try again.**

Server message: **Server session memory limit reached.**

At startup time, the server calculates a reasonable upper limit for memory usage by a single user session. Gateways and the admin user are given a higher limit. The request cannot be completed because the user has exceeded this limit. Reduce user session memory use by closing FirstClass client windows, especially search results lists. This error is not related to actual memory available from the operating system, except indirectly, as the memory at startup affects the limit assigned to each session. The session limit is reported at startup, either in the "Standard memory usage:" or "Extra memory usage:" lines. It is also available in the Server Monitor's "Users" tab. If the actual session limit is too low, reduce the number of sessions, or increase the memory available.

1093

Client message: **Your request cannot be completed because it would exceed your disk space quota. Please delete some files and try again.**

The user's disk space quota, set on a user group or the user information form, has been reached. If the user requires additional space, increase this limit.

1094

Client message: **Warning: You are currently over your disk space quota and have been granted read-only access. You must delete some files before you can edit this object.**

The user's disk space quota, set on a user group or the user information form, has been reached. If the user requires additional space, increase this limit. Otherwise, until files are deleted, the user will not be able to upload files or send messages.

1095

Client message: **The alias you have chosen already exists in the Directory. Please choose a different alias.**

The user's mail alias, entered on the user information form, is a duplicate of another alias on the system. Select a unique alias.

1096

Client message: **You cannot perform that function until you have read the message.**

The user does not have the Read/Unread privilege and has attempted to move, copy or delete an unread message. Because that would bypass history, this message is issued.

1097

Client message: **No calendar found.**

The user has attempted to open a calendar for another user who does not have a personal calendar.

1099

Client message: **That password was used recently. You must use a different password.**

A user may have attempted to reuse a recent password, and the password restrictions in their group hierarchy prevents recent passwords.

1101

Client message: **Password must contain a combination of numbers, letters, or punctuation.**

Password restrictions limit a user group to letters and numbers. In that case, the password must contain at least one character from two of the three character categories: numbers, letters, and punctuation.

1102

Client message: **Password is too short. Please choose a longer password.**

Password restrictions specify a minimum password length. Choose a longer password.

1104

Client message: **Your request cannot be completed because there is not enough memory available on the server. Please close some of your windows and try again.**

The FirstClass server is low on memory. For minimum and recommended configurations, see the server release notes.

1107

Client message: **This file you have requested cannot be transferred because it is on the server's restricted list.**

A user has attempted to download a file which is listed in the server's attachment restriction list.

1108

Client message: **Your request has been blocked by the rules system.**

The rule action "Cancel the default action" has been executed as a result of a rule running and matching the conditions. For example, a Send rule might cancel the send, or a delete rule may cancel the delete.

1109

Client message: **Unable to negotiate acceptable encryption settings with the server. Please adjust your encryption settings and try again.**

The server and client connection encryption types are not the same so no connection can be established.

1110

Client message: **Your request could not be completed. Please see the Rules Log for more details.**

There was an error executing the rule action. For example, a delivery rule might try to file a message in a folder, but you have since deleted the folder. The rules log will provide details on the actual error.

1111

Client message: **You cannot use a saved password when connecting to this server.**

A connection from the client to the server has been refused because a user has saved his/her password on the local client machine and there is a server policy that requires that users type their password manually each time they log in.

1115

Client message: **Message not delivered.**

This means that archiving is enabled but no Archive Server was found. Disable archiving for this user.

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1200 range error messages

The FirstClass errors in the 1200 range describe connection problems.

1201

Client message: **Sorry, FirstClass has run out of memory.**

Either close other applications or increase the amount of memory available.

1202

Client message: **The FCP files or folder is missing.**

The FirstClass client software was not properly installed. Reinstall the software.

1204

Client message: **FCP file configured incorrectly.**

The FirstClass client software was not properly installed. Reinstall the software.

1205

Client message: **Warning: a timeout error has occurred.**

The last request sent to the server was lost. If the application does not function normally, disconnect and then reconnect.

1206

Client message: **There is no response from the server modem. Check that the phone number is correct and that you have selected the correct modem.**

The connection to the FirstClass server has failed.

1208

Client message: **Warning! The connection's request queue is out of sync. If the application does not behave as expected, disconnect and then reconnect.**

This warning may appear on the FirstClass Internet Services console, and can be safely ignored.

1213

Client message: **You cannot place more than 64K of data into a form field.**

This error may occur on FirstClass Server versions less than 5.533, as these earlier versions did not support more than 64K worth of data in forms fields. To solve it, upgrade the server.

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2000 range error messages

The FirstClass errors in the 2000 range describe gateway error codes.

2001

Server message: **No FAX gateway has been installed.**

For future use.

2002

Server message: **No gateway available.**

For future use.

2003

Server message: **Cannot deliver to this user because user is not of a known class (Regular, Remote).**

A user tried to reply to a nondelivery notice (NDN) or to an object with a class not yet supported by FirstClass.

2004

Server message: **No Send access.**

Delivery failed because the user does not have access to the conference or gateway.

2005

Server message: **Delivery was incomplete because the message had too many recipients.**

The list of recipients, most likely in a public or personal mail list, is too long. Reduce the number of recipients and send the message again.

2006

Server message: **No Mailbox.**

This error occurs on a multivolume system if the volume containing the recipient's Mailbox has not been mounted, or if it has been restored incorrectly.

2007

Server message: **Lookup error: The recipient's name could not be found in the Directory.**

The FirstClass Directory might be damaged. Try rebuilding it.

2008

Server message: **No match: Name not found at remote site.**

Warning only. The error code is not displayed. The server translates it to a text message.

2009

Server message: **Multi-Match: Recipient matched multiple names at remote site.**

Warning only. The error code is not displayed. The server translates it to a text message.

2010

Server message: **Mail lists nested too deeply.**

Mail lists can only be nested to a depth of 10.

2011

Server message: **Can't unsend.**

The error code is not displayed. The server translates it to a text message. You cannot unsend an unsent message.

2012

Server message: **Silent NDN.**

Used internally only.

2013

Server message: **Message was rejected at delivery time because it was too large.**

The message exceeds the size limit for the target Mailbox or conference.

2014

Server message: **Message rejected because it is too large.**

You tried to send a message larger than the maximum size limit for the conference. Reduce the size of the message and send again. You can also change the size limit configured for the conference. For more information, see the information about limiting messages in the online help.

2015

Server message: **Mailbox or conference is full.**

You tried to send a message to a Mailbox or conference that contains the maximum number of items permitted. Try to send the message later when some items have been deleted from the mailbox or conference. You can also reduce the conference expiry period, or configure the "Expire Old Messages When Number of Items Reaches" field. For more information, see the information about expiring old messages in the online help.

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3000 range error messages

The FirstClass errors in the 3000 range describe gateway toolkit errors, and some (like 3005 and 3006) can be used by third-party developers to indicate errors in the input messages.

3001

Message: **No memory.**

A gateway cannot run because the server or gateway application has run out of memory.

3002

Message: **No reply.**

The gateway client timed out while waiting for a reply packet from the server. This error occurs if the communications link fails or if the server is running very slowly. The gateway closes the connection and exits.

3003

Message: **Packet timeout.**

The gateway client timed out while waiting for the server to send message or file data. This error occurs if the communications link fails or if the server is running very slowly. The gateway closes the connection and exits.

3004

Message: **Internal use.**

Contact the supplier of your third-party gateway.

3005

Message: **Bad message.**

The gateway was unable to translate the message into FirstClass format because the message is damaged. For example, if you are using a text gateway and you feed a graphics bitmap into it as a message, the text gateway would likely report this error. The built-in server-to-server gateways do not report this error.

3006

Message: **Incomplete message.**

The message did not contain the minimum required information for translation into FirstClass format. For example, a message with no "To" field would cause this error.

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4100 range error messages

The FirstClass errors in the 4100 range describe file system errors.

4101

Message: **An error occurred while reading from the file.**

An attempt to read a file has failed. This may indicate a network failure, a hardware failure, or a permissions problem.

4102

Message: **An error occurred while writing to the file. Disk full?**

An attempt to write to a file has failed. This usually indicates that the volume is out of disk space. It may also indicate a read-only volume (such as a CD-ROM), a network permissions problem, or a hardware failure.

4103

Message: **Buffer overflow. Data exceeds the size limit.**

A specified path or file name exceeds the length limit for that item. This indicates a system limit has been reached (for example, the file name may be too long) or a logic error in the program.

4104

Message: **File is not open.**

This error indicates a failure to close a file because it is not open (file is already closed). This usually indicates a logic error in the server code. This may not be important, since a failure to close a closed file isn't much of an error. However, if the server treats this as a significant error, and fails the operation that made the request, it could be a problem. Check for software updates, and retry the operation. If the problem persists, contact FirstClass Customer Support.

4105

Message: **File does not exist.**

A user tried to access a file or folder that does not exist. This usually indicates that the object was manually deleted by the user, rather than by FirstClass, or that the file was damaged and removed by Trash Collection. Use FirstClass to delete the corresponding FirstClass link.

4106

Message: **A file with that name already exists.**

A user tried to create a file or folder that already exists on that volume. If the volume in question is part of the FirstClass post office data, this error code would indicate a logic error in the FirstClass server. If the problem persists, contact FirstClass Customer Support.

4107

Message: **Attempt to read past end of file. The file may be damaged.**

A user tried to access a file or folder beyond the end of its data limit. This may indicate an incomplete previous write operation (due to a crash or power failure, for example), a network error, or a hardware failure. Trash collection may repair the damaged file, or if it represents a user mailbox or conference (ENINFO file), sending a message to that recipient may correct the problem. In other cases, one of the few remaining options is to delete the damaged link.

4108

Message: **Out of memory error for file.**

There is not enough system memory for FirstClass to complete a file system operation. If there are any operating system restrictions on FirstClass operation memory, such as the Macintosh program memory partition limits, increase or remove them. If the server is not running on a dedicated machine, reduce the number of programs running simultaneously, or move the other programs to a different computer. Otherwise, increase the amount of system memory on the server computer, or if this refers to a FirstClass server, the number of sessions configured.

4109

Message: **Cancelled.**

The user cancelled a File Open or File Save dialog.

4110

Message: **That feature is not implemented.**

A user tried to perform a file system operation that has not been implemented. This should never be displayed, and likely indicates a logic error in the program code. Check for software updates, and if the problem persists, contact FirstClass Customer Support.

4111

Message: **Cannot open file.**

An attempt to open a file has failed. This may indicate a network permissions problem, or an access conflict with another application that also has the file open.

4112

Message: **Cannot create file.**

An attempt to create a file or folder has failed. This usually indicates a network permissions problem, a read-only volume (such as a CD-ROM), or an access conflict with another application that also has the file open.

4113

Message: **General (I/O) error accessing file.**

A file system error of some kind has occurred. It is used when little or no context information is available at the file system level. Check the server message logs, and examine the sequence of messages near this one to try to determine the cause.

4115

Message: **File is already open.**

Similar but inversely related to 4104, this error occurs if an attempt is made to open a file or folder that is already open. This usually indicates a logic error in the server code. Check for software updates, and retry the operation. If the problem persists, contact FirstClass Customer Support.

4116

Message: **Operation spans multiple volumes.**

A user tried to move a file or folder from one volume to another. Create the object on the destination volume, and then remove the original.

4117

Message: **Access denied.**

An attempt to perform a file system operation on a file or folder has failed. This usually indicates a network

permissions problem, a read-only volume (such as a CD-ROM), or an access conflict with another application that also has the file open. If the file persists, restart the server. If that does not help, restart the server machine.

4118

Message: **Invalid data. The file may be damaged.**

One of the files maintained by the FirstClass server's file system code contains data inconsistent with the normal format of that file. (This error normally refers to one of the .FID files under the FirstClass post office data.) This error typically occurs if the data has become damaged due to a program crash or power failure. Check for software updates, and contact FirstClass Customer Support or restore the entire FirstClass post office data from a backup.

4119

Message: **No such volume. Specified volume does not exist.**

A user tried to reference a volume which is unmounted or unavailable. For example, this could be a reference to a CD-ROM which has been removed, or a network volume which is no longer available.

4120

Message: **Not a directory. Must refer to an existing folder.**

A user tried to perform an operation which requires a folder, but the object doesn't exist or is a file. This usually indicates a logic error in the server code. Check for software updates, and retry the operation. If the problem persists, contact FirstClass Customer Support.

4121

Message: **Limit exceeded. Program or system limit reached.**

An attempt to perform a file system operation failed because of a file system limit. Because the limit may have been a temporary one, or caused by peak usage, wait and then try to perform the operation again. Check the server message log for more detailed reports.

4122

Message: **That type of volume (drive) is not supported.**

A user tried to perform a file system operation on an unsupported volume (for example, he or she tried to approve a floppy diskette drive for users and conferences).

4123

Message: **The volume is read-only.**

A user tried to modify data or create aliases to a volume marked read-only. This may occur if a volume has gone offline or become unavailable (see error message 4119) or if a write, create, or open error has occurred (see error messages 4102, 4111, and 4112).

4124

Message: **System marked read-only—no changes allowed.**

Like error message 4123, this error occurs if a user tries to modify data or create aliases to a volume marked read only. This error indicates a more serious problem, resulting in the entire FirstClass alias system becoming read only. This error message probably indicates a problem with the FirstClass server's master volume.

4125

Message: **Program error, or invalid parameter.**

This error indicates an internal FirstClass logic error. Retry the failed operation. If this fails to resolve the problem, restart the program and try the operation again.

4126

Message: **A network (file system) error has occurred.**

An attempt to access information from a network volume has failed. The network volume in question may be offline or unavailable. Alternatively, the network software installed on the local machine may be incorrectly installed or failing, or the network volume may be incompatible with the system operations used by FirstClass. Make sure the network hardware is in place (secure the network cable) and restart the local machine. If the problem persists, consider reinstalling the network software or drivers, or contact the network administrator for further instructions.

4127

Message: **Cannot execute program.**

An attempt to execute an external program has failed. Make sure the program exists and is installed correctly.

4128

Message: **Bad seek on file.**

An attempt to position to a specific location within a data file has failed. Usually this indicates a file system failure, a damaged file, or a program error in FirstClass. Restart the machine, and retry the operation.

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4700 range error messages

The FirstClass errors in the 4700 range describe problems related to resources (picture or sound files) in settings files.

4702

Message: **The file is corrupt or is not a FirstClass settings document.**

FirstClass cannot open the settings file. Try opening the FirstClass client software application first and then opening the settings file. If you made a backup of the settings file, try using it.

4703

Message: **Memory has become corrupt.**

There is not enough memory to open the settings file. Make more memory available by closing other open applications. If a user working on a Mac OS reports this problem, instruct him or her to quit FirstClass and give more memory to the application. Also try restarting your computer.

4704

Message: **The resource is too large.**

There is not enough memory to open the settings file. Make more memory available by closing other open applications. If a user working on a Mac OS reports this problem, instruct him or her to quit FirstClass and give more memory to the application. Also try restarting your computer.

4705

Message: **The resource could not be found.**

FirstClass cannot find one of the resources required by the settings file. Determine which resource cannot be found. Using FirstClass Designer, check the settings file to make sure the resource is in the settings file, and is named and numbered correctly.

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5000 range error messages

The FirstClass errors in the 5000 range describe problems related to FirstClass Tools.

5301

Message: **Bad FirstClass post office installation.**

There has been a file system error accessing the FirstClass configuration files. FirstClass does not appear to have been properly installed on the current drive.

5302

Message: **Port limit exceeded.**

You have reached the maximum number of ports that this server is licensed for. Check your configuration license or see your dealer for an upgrade pack.

5303

Message: **Another FirstClass Server, FirstClass Tools, or Installer application is currently running.**

A FirstClass server or another install utility is already running. Shut down the server or exit from the other application.

5304

Message: **Some post office files are damaged.**

FirstClass found damaged files in the post office.

5401

Message: **Bad license file.**

You tried to license your server with an invalid FirstClass license file. To purchase license files, contact your FirstClass reseller or the FirstClass Division of OpenText.

5402

Message: **Trying to add a license that is already installed.**

You have already used this upgrade license to upgrade the server. To purchase additional licenses, contact your FirstClass reseller or the FirstClass division of OpenText.

5403

Message: **Trying to remove a license that hasn't been installed.**

You tried to remove a license that has not been installed on this server. You can only remove licenses that have been installed.

5404

Message: **Maximum number of licenses installed in one Tools session.**

You tried to add too many licenses at one time. To upgrade more licenses, click OK on the License dialog. Then, choose Configure > Add License to display the License dialog again.

5405

Message: **FirstClass post office folder is damaged.**

FirstClass found damaged files in the network store.

5406

Message: **License disk read error.**

FirstClass cannot read the license diskette. The diskette may be damaged, or may not have been properly inserted into the drive. Also, the diskette drive may not be functioning properly. This can be tested by attempting to read a different diskette. If the problem is not with the diskette drive and you cannot resolve the problem by inserting the diskette correctly, contact FirstClass for a replacement diskette.

5407

Message: **Attempt to upgrade eval server.**

You tried to upgrade an evaluation server. To purchase a FirstClass server, contact the FirstClass Division of OpenText.

5409

Tools message: **You must apply the Server License prior to adding other license files.**

Server message: **Trying to add a license to a server with no serial number.**

You have attempted to upgrade an unlicensed post office. License the post office before attempting to upgrade it.

5507

Message: **Delete of OldODir folder failed.**

FirstClass could not delete the existing old user Directory. Try deleting it manually.

5508

Message: **Directory rebuild failed.**

A file system error occurred while rebuilding the user Directory.

5513

Message: **OldODir folder could not be renamed.**

FirstClass could not rename the old user Directory.

5514

Message: **OrgDir folder could not be renamed.**

FirstClass could not rename the current user Directory.

5515

Message: **User break.**

The user canceled the rebuild. FirstClass restores the original Directory.

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6100 range error messages

The FirstClass errors in the 6100 range describe problems related to spell checking and message editing.

6101

Message: **Unable to complete spell checking due to file system error.**

Close the document or message and reopen it.

6102

Message: **One of the lexicon files in the Tools folder has been damaged and will not be opened.**

One of the dictionary files is damaged. Replace the damaged file with a backup copy.

6103

Message: **Unable to open lexicon file.**

A dictionary file is set as read only, or it has been opened by another application. Make sure the dictionary file is not read only.

6104

Message: **Too many lexicon files in Tools folder; please remove any unnecessary lexicon files.**

There are more than 14 dictionary files in the Tools folder, including the user dictionary. Remove some files from the Tools folder.

6105

Message: **The Tools folder does not exist.**

The client has not been properly installed, or the Tools folder has been deleted. Reinstall the FirstClass client software, or restore the Tools folder from a backup.

6106

Message: **No lexicon files found in Tools folder.**

There are no dictionary files in the Tools folder. Reinstall the FirstClass client software.

6107

Message: **The spell checker has run out of memory.**

There is insufficient memory available to load the spell checker. Close some windows, or other applications, and try again.

6125

Message: **Unable to complete editing operation. Low on memory.**

The client has run out of memory while attempting to perform an editing operation (typing, style change, and so on) The user may be able to regain memory by closing some windows.

6126

Message: **Unable to open document. Low on memory.**

The client has run out of memory while attempting to open a document or message body. The user may be able to regain memory by closing some windows.

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7000 range messages

Messages in the 7000 range are from Internet Services.

7000

Message: **A memory-related error has occurred.**

Internet Services has insufficient memory. On Mac OS allocate a larger memory partition. On Windows add more memory to the machine.

7001

Message: **A NULL/0-length/overall bad argument was passed to a function.**

Internal error.

7002

Message: Primary domain name not found; verify that all information has been entered into the Internet setup form.

Message: Primary site name not found; verify that your FirstClass server has a site name entered in the System Profile on the FirstClass server.

Internet Services is not correctly configured. Configure Internet Services as described in the Internet Services section of online help.

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7100 range error messages

This set of messages indicates connection problems between Internet Services and the Internet.

7101

Message: The connection is closed.

Internet Services is communicating with another program, for example an SMTP connection, but the other program has dropped the connection unexpectedly.

7102

Message: Receive command failed due to a lack of data.

Internet Services did not receive any data.

7103

Message: This command timed out.

An attempted connection has timed out. If intermittent, this is probably the result of normal Internet problems. If continuous, it probably represents incorrectly installed or configured TCP software or a bad network card.

7104

Message: Async connect in progress.

Internet Services has attempted to use a connection before it has been fully established. If this error is generated, the problem should be reported to FirstClass Customer Support.

7149

Message: Unknown TCP error.

Internal error.

7151

Message: Invalid connection.

If intermittent, this is probably the result of normal Internet problems. If continuous, it probably represents incorrectly installed or configured TCP software or a bad network card.

7152

Message: Receive command failed due to a lack of data.

Internet Services did not receive any data.

7153

Message: The buffer passed to a Send command not large enough to send this data.

The buffer overflowed because there wasn't enough memory to send the message. If this error is generated, the problem should be reported to FirstClass Customer Support.

7155

Message: **The connection is closing. Send failed.**

Internet Services is communicating with another program, for example, using an SMTP connection, but the other program has dropped the connection unexpectedly.

7159

Message: **Unknown command stream error.**

Unknown error.

7399

Message: **Unknown MIME error.**

Internal error.

7999

Message: **Unknown error.**

Internal error.

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