

# CitiDirect<sup>®</sup> Online Banking

## Failed Schedules - File Export & Reports

### Report

Error Message	Corrective Action
Delivery Option Not Available	Check report to ensure a valid delivery option is selected
E-mail Delivery Failure	Check e-mail address in Delivery Option library
Errors when generating reports: Report server error -1 / 5	Entitle user to report OR "share" report to make it publicly available
Errors when generating reports: Report was deleted!	Recreate report or delete schedule
Errors when generating reports: User is not entitled to this report	Entitle user to report or delete schedule
Invalid E-mail Address	Update email address in Delivery Option library
Recipient Certificate Expired	Upload valid certificate into CitiDirect via S/MIME Security Admin and update delivery option
Recipient Certificate(s) not available for the delivery option	Update delivery option with valid certificate
Send Exception while sending E-mail	Check Delivery Option library for valid recipients and/or attachment file(s)
The owner of the schedule has been deleted/disabled	Re-instate schedule owner or delete schedule
Https errors	Verify that Server Name, Address and Password data provided in delivery option are correct

### File Export

Error Message	Corrective Action
Delivery Option Not Available	Check export profile to ensure a valid delivery option is selected
E-mail Delivery Failure	Check e-mail address in Delivery Option library
Error! Requested Delivery Option does not exist	Check export profile to ensure a valid delivery option is selected
Error! Requested Profile does not exist	Create appropriate export profile and then select this profile for the schedule
Error! Requested Profile is not available	Create appropriate export profile and then select this profile for the schedule
Send Exception while sending E-mail	Check Delivery Option library for valid recipients and/or attachment file(s)
The owner of the schedule has been deleted/disabled	Re-instate schedule owner or delete schedule
Https errors	Verify that Server Name, Address and Password data provided in delivery option are correct