



## Error Messages

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This section provides a list of error messages that may appear during the installation, configuration, and use of the ACAU. In addition to the message text, each message contains an explanation as well as a recommended user action.

This appendix contains the following section:

- [Error Messages, page C-2](#)

# Error Messages

**Error Message** Please enter a profile name.

**Explanation** When a new profile is being created and no profile name is entered in the Profile Name field, the error message appears after clicking **OK**.

**Recommended Action** Enter a valid profile name.

**Error Message** You must set at least one shared key or the WPA Passphrase to enable security.

**Explanation** If you select Static WEP in the Security page and do not enter a WEP key, the error message appears after clicking **OK**.

**Recommended Action** Enter a valid WEP key in the Define Pre-Shared Keys window.

**Error Message** 'x' is not a hexadecimal character.

**Explanation** This error message appears when you enter an invalid character in the fields for WEP keys in the Static WEP configuration.

**Recommended Action** Enter valid WEP key characters.

**Error Message** In order to select an Ad Hoc network, you must have a Network Name. Do you want to enter a Network Name?

**Explanation** When you select Ad Hoc in the Profile Editor's Network Type field and have not specified an SSID or security option, this message appears.

**Recommended Action** Assign an SSID and configure the profile's security options before selecting Ad Hoc as the network type.

**Error Message** The passwords you entered do not match. Please enter then again.

**Explanation** This message appears when you confirm your password in the LEAP dialog box for the "Use Saved User Name and Password" option.

**Recommended Action** Enter the password correctly.

**Error Message** The User Name is empty. Please enter a user name.

**Explanation** This message appears a user name is not entered in the LEAP settings dialog box for the "Use Saved User Name and Password" option.

**Recommended Action** Enter a valid user name.

**Error Message** At least one wireless checkbox must be selected.

**Explanation** This message appears when no selections are made in the Wireless Mode section of the Profile Editor's Advanced screen.

**Recommended Action** Check at least one wireless mode configuration.

**Error Message** Entry must be 5 characters long. Please enter 4 more characters.

**Explanation** This error occurs when the ASCII text key entry is selected for the Pre-shared (static WEP) configuration and only one character is entered in the WEP Key 1 field.

**Recommended Action** Enter a valid number of characters for the WEP key.

**Error Message** The Passphrase must be between 8 and 64 characters.

**Explanation** This message appears when the passphrase entered in the WPA Pre-shared Key security mode is less than 8 characters or more than 64 characters.

**Recommended Action** Enter a valid number of characters (8 to 64) for the passphrase.

**Error Message** You must define a Certificate to use TLS. Click Configure to define a certificate.

**Explanation** This error occurs when EAP-TLS is selected as a WPA or 802.1x security option and not configured.

**Recommended Action** Click **Configure** and define a certificate for these security modes.

**Error Message** No certificates were found on your computer. Please select a different EAP option.

**Explanation** ACAU was unable to locate a certificate when you selected EAP-TLS in the WPA or 802.1x security options.

**Recommended Action** You must download and install a certificate before you can use the EAP-TLS security option. Refer to Microsoft documentation for information on downloading and installing a certificate.

**Error Message** Please enter exactly 12 characters, or leave the entry field empty.

**Explanation** This error occurs when you enter a MAC address in the Specified Access Point MAC Addresses section of the Preferred Access Points screen that is less than 12 characters.

**Recommended Action** Enter a valid MAC address for the access point or leave the field blank.

**Error Message** File Format Error

**Explanation** This error occurs when you attempt to import a file in a format other than .prf.

**Recommended Action** Select the correct file to import.

**Error Message** Error: Unknown data file format.

**Explanation** This error occurs when you attempt to open a .dat file that ACAU cannot read.

**Recommended Action** Open configuration files that have been created by ACAU.

**Error Message** Installation failed due to card not being inserted. Please rerun installation wizard with card installed or see your desktop technical support for assistance.

**Explanation** This error occurs when you attempt to upgrade ACAU software without a client card installed in your computer.

**Recommended Action** Install a PCM or PCI card in your computer and reinstall the ACAU software.