

# SecureZIP Policy Manager Error Codes

Error Messages	Error	Result / Resolution	Troubleshooting
10000	The policy file could not be located	SecureZIP displays a descriptive warning message, and shuts down. In Outlook, the user cannot send email messages that contain attachments or decrypt email encrypted by SecureZIP	<ul style="list-style-type: none"> <li>Does the location in the policy_location.reg file match the location where the SZP was saved?</li> <li>Does the workstation have access to read the location where the Policy file is stored?</li> </ul>
10001	The policy file was invalid	(Same as described above)	
10002	The policy file contains an invalid or missing signature	(Same as described above)	<ul style="list-style-type: none"> <li>Was the policy_certs.reg file merged into the registry on the workstation?</li> </ul>
10003	Unable to load the policy options	(Same as described above)	
10004	Unable to load the contingency key store	(Same as described above)	
10005	No policy certificates were found, or they could not be loaded. (Can occur if policy file information is set in the registry without first setting policy certificates.)	(Same as described above)	
10010	The certificate used to sign the policy file is not in the set of defined policy certificates". If you are the administrator did you merge the polycertificates.reg file?	Most likely, the user modified the policy file and used a different certificate to sign with.	<ul style="list-style-type: none"> <li>Export the current certificates.reg file and reimport on the workstation</li> </ul>
10011	The certificate used to sign the policy file is not trusted	(Same as described above)	
10012	The certificate used to sign the policy file has expired	(Same as described above)	
10013	The certificate used to sign the policy file has been revoked	(Same as described above)	
10020	One of the contingency keys is not trusted	Disables encryption so that only unencrypted archives can be created. If encryption is required by the policy, SecureZIP goes into read-only mode.	
10021	One of the contingency keys is expired	Disables encryption so that only unencrypted archives can be created. If encryption is required by the policy, SecureZIP goes into read-only mode.	
10022	One of the contingency keys is revoked	Disables encryption so that only unencrypted archives can be created. If encryption is required by the policy, SecureZIP goes into read-only mode.	
10029	There is a FIPS 140 conflict with policy on this system	Policy that enforces FIPS 140-2 deployed on non-FIPS-compliant system. Disables encryption and/or signing; SecureZIP goes into read-only mode.	

## Related articles

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