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[SYSTEM \(/ARTICLES/SYSTEM\)](/ARTICLES/SYSTEM)

## 6314 Could not send package to INK-it error

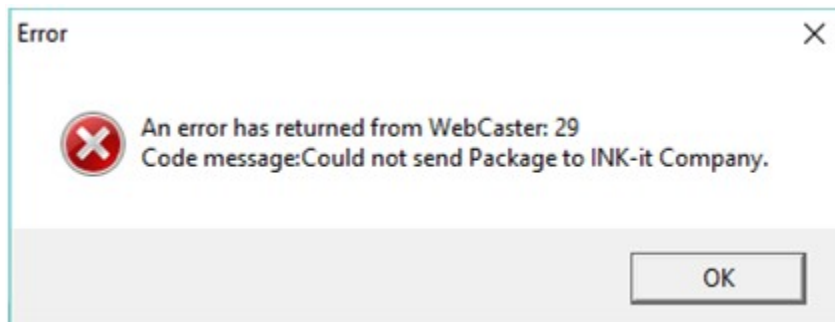
🕒 Friday, February 1, 2019 **By:** Shakria Hall

[\(/articles/System/byauthor/7NT0000000000200bz\)](/articles/System/byauthor/7NT0000000000200bz) **In:** Error Messages - WebCaster

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### SYMPTOM

The following message occurs when trying to send an INK-it® document package:



### CAUSE

The following issues are potentially causing the error:

- Borrower and co-borrower email address are the same
- The server is rejecting an illegal character
- Loan Originator information is missing or incorrect
- Corrupted print group or custom forms
- The server is down

### RESOLUTIONS

Try each resolution in the order presented to resolve this issue.

### **Borrower and co-borrower email addresses are the same**

1. Open the loan file in Point.
2. Verify that the E-mail fields for both the borrower and co-borrower contain different email addresses. **Note:** The borrower and co-borrower must have unique email addresses to receive the document signing package.
3. If they are identical, change one of the email addresses.

### **The server is rejecting an illegal character**

1. Open the loan file in Point.
2. Check the borrower and co-borrower email addresses to verify that no illegal characters exist.
3. Remove any illegal characters.
4. Retype the email addresses to remove any hidden illegal characters.

### **Loan Originator information is blank or incorrect**

1. Open the loan file in Point.
2. View Page 4 of the Loan Application.
3. Verify that the Loan Originator information is filled out and accurate.

### **Corrupted print group or custom forms**

Try the following to determine whether any forms are corrupt:

- Select each form for the signing package individually from the Borrower Forms dialog box rather than by using a print group.
- Send each form for the signing package individually to identify which form is corrupt and causing the error. Re-create the corrupt form.

### **Server is down**

If there is a connection issue with your server, contact your IT department.

### **Tags**

Webcaster (/articles/tag/byTag?  
tag=00v00000000001Noobz&aid=00l00000000001Coobz&tagName=Webcaster)

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## ABOUT THE AUTHOR



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Brand Manager

## LOOKING FOR SOMETHING?



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## TAGS

The Work Number **2** (/articles/tag/byTag?

tag=00v00000000002l00bz&aid=00l00000000001O00bz&tagName=The+Work+Number)

**Error Code 17376** (2) (/articles/tag/byTag?

tag=00v00000000002m00bz&aid=00l00000000001O00bz&tagName=Error+Code+17376)

**code 17376 the work number** (1) (/articles/tag/byTag?

tag=00v00000000002n00bz&aid=00l00000000001O00bz&tagName=code+17376+the+work+number) **the work number error** (1) (/articles/tag/byTag?

tag=00v00000000002o00bz&aid=00l00000000001O00bz&tagName=the+work+number+error) **error 17376 the work number** (1) (/articles/tag/byTag?

tag=00v00000000002p00bz&aid=00l00000000001O00bz&tagName=error+17376+the+work+number) **iupdate** (1) (/articles/tag/byTag?

tag=00v00000000002600bz&aid=00l00000000001O00bz&tagName=iupdate)

**iupdates** (1) (/articles/tag/byTag?

tag=00v00000000002700bz&aid=00l00000000001O00bz&tagName=iupdates)

**point** (1) (/articles/tag/byTag?

tag=00v00000000002800bz&aid=00l00000000001O00bz&tagName=point+)

**applying I-Updates in Point** (1) (/articles/tag/byTag?

tag=00v00000000002900bz&aid=00l00000000001O00bz&tagName=applying+I-Updates+in+Point) **-30** (1) (/articles/tag/byTag?

tag=00v00000000002d00bz&aid=00l00000000001O00bz&tagName=-30)

**printer not activated** (1) (/articles/tag/byTag?

tag=00v00000000002e00bz&aid=00l00000000001O00bz&tagName=printer+not+activated) **document converter** (1) (/articles/tag/byTag?

tag=00v00000000002f00bz&aid=00l00000000001O00bz&tagName=document+converter) **-17** (1) (/articles/tag/byTag?

tag=00v00000000002g00bz&aid=00l00000000001O00bz&tagName=-17) **PDS -17** (1)

(/articles/tag/byTag?

tag=00v00000000002h00bz&aid=00l00000000001O00bz&tagName=PDS+-17)

**invalid URI** (1) (/articles/tag/byTag?

tag=00v00000000002i00bz&aid=00l00000000001O00bz&tagName=invalid+URI)

**PDS error code -17** (1) (/articles/tag/byTag?

tag=00v00000000002j00bz&aid=00l00000000001O00bz&tagName=PDS+error+code+-17)

**one enabled data folder** (1) (/articles/tag/byTag?

tag=00v00000000002k00bz&aid=00l00000000001O00bz&tagName=one+enabled+data+folder)

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