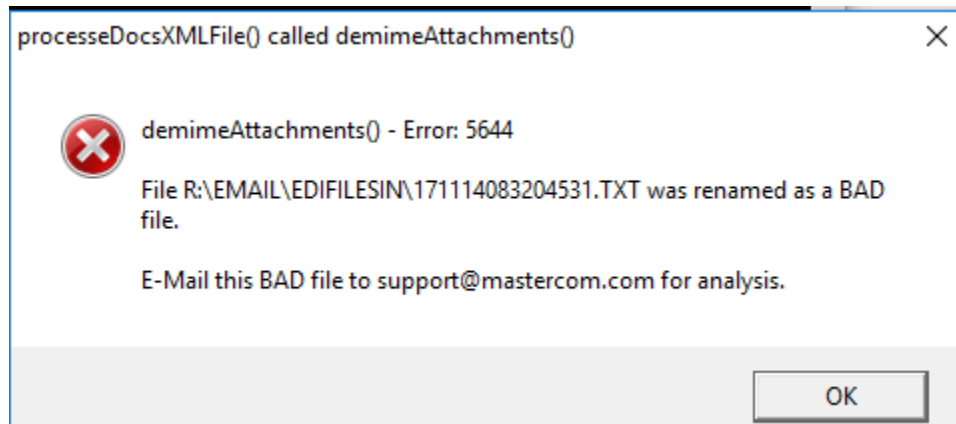


If a carrier sends invalid characters in an eDocs document filename, you will get the following warning of:



and the system run log will have the entries of :

<Filename has invalid characters: "20365627-Broker-SMITH1-LAURIE SMITH * TERRY -11_07_2017-PDX31943105.PDF">

<demimeAttachments() - Error: 5644

File R:\EMAIL\EDIFILESIN\171114083204531.TXT was renamed as a BAD file.

E-Mail this BAD file to support@mastercom.com for analysis. on Tuesday, November 21, 2017 at 9:58:40 AM>

You should ask the carrier to resend the document, without invalid characters in the filename. In the above example, it is the asterisk (*) that is the invalid character (.. SMITH * TERRY..)

You must then do another "Send/Receive E-Mail/Policies/eDocs" to continue with your download session.