

## Attachments Anti-virus Scanning in Florida PALM

The Antivirus Attachment Scanning feature in the Florida PALM application will check uploaded attachments for potential vulnerabilities, such as viruses, malware or file corruption. Users can successfully upload attachments if no vulnerabilities are detected during the scan.

*The following describes the errors that can be received if corruption is identified or if the scanning tool is unavailable.*

### 1 Attachment Upload Error Messages

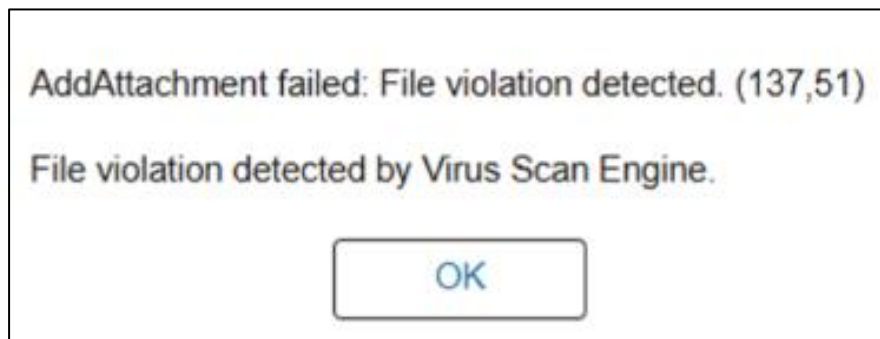
If a vulnerability is identified, the end user will receive one of the following error messages, based upon where the scanned document is being attached.

#### Forms Page:

- When an attachment is uploaded to a Forms page and a virus is detected during scanning, the following error message will appear:

*Add Attachment failed: File violation detected. (137,51)*

*File violation detected by Virus Scan Engine.*



Click the **OK** button upload a new file that is not corrupted.

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### All Other Pages (e.g., Journal Entry, Deposits, Vouchers)

- If an attachment is uploaded to any other page, the following error message will be displayed:

*Attachment failed to upload. (18036,10013) Attachment operation failed for unknown reasons. (Attachment built-in error 13). (18036,10003)*



Click the **OK** button upload a new file that is not corrupted.

**Note:** If the error message includes “Attachment built-error 13,” it indicates that the file was not uploaded due to a detected vulnerability or corrupted file data.

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### Scanning Tool is Down or Unavailable

- If the scanning tool is unavailable, users will be unable to upload attachments in the application. In such cases, the following error message will be displayed:

*Add Attachment failed: Virus Scan Engine Connection error. (137,53)  
Could not connect to the Virus Scan Engine.*



Contact the Florida PALM Solution Center if this error message is received.

**Note:** Do **NOT** send the file via email to the Florida PALM Solution Center or upload the file to the Customer Portal when requesting assistance.