Errors and User Blocking

If a file check fails with the status ***UCM Server Unavailable***, it means you have exceeded the limit of checks per day. The next check attempt will open in 24 hours since the first of the three checks. For instance, if you checked the files at 9, 10 and 11 am, the next check will be available the next day at 9 am, another one will open at 10 am, etc.

If a file check fails with the status ***Unexpected Internal Error****; **You cannot try again to download a document that you have failed to download the previous time**, etc.,* it means that your login has highly likely been blocked for violation of checking rules and you should:

1. Change password in the TPU corporate network and send a message to support (question category "My account, portal and all TPU sites", subcategory "AntiPlagiarism") to reset a password, request to unlock, and guarantee that you will not violate the checking rules again.
2. Do not check files after a password reset until we notify you that your login is unlocked.
3. When checking after unlocking, please strictly follow the checking rules mentioned above.

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