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Genesys Skills Management Knowledge Base Articles

Unable to view PDF nudges

4/15/2025

Unable to view PDF nudges

Software product name	Skills Management
Version Number	9.0.x and below
Subject	Unable to view PDF nudges

Symptoms

When trying to view a PDF nudge from Performance DNA, you are shown an error message saying "*Sorry, an unexpected problem occurred on the website*". However, the other nudge types work as expected.

The Performance DNA application log file on the server contains a message similar to:

```
14/01/2019 16:54:12 - ERROR - An exception of type System.Net.WebException was caught
14/01/2019 16:54:12 - ERROR - The remote server returned an error: (401) Unauthorized.
14/01/2019 16:54:12 -  WARN -    at System.Net.WebClient.DownloadDataInternal(Uri address,
WebRequest& request)
                        ... (lots more lines) ...
```

The above IIS logs show that access to the requested nudge file is rejected with a *401.3 error*.

This issue affects customers who aggressively restrict permissions for users.

Resolution

The *401.3 error* from IIS logs indicate that access to the nudge file is rejected due to file system permissions (that is, access is denied due to an ACL set on the requested resource).

The resolution is to:

- Check the NTFS permissions in the **QMedia/<tenant Id>/Nudges** folder on your server's file system. The IIS server user (IUSR) might not have *read* permissions in the **Nudges** folder.

- Grant the IUSR user with *read* permission to the **Nudges** folder, and view the Nudge again.