

When assigning a queue signature: Email signature file does not exist OR the Enterprise Server cannot access it

PROBLEM

When assigning an email signature you receive an error: *Email signature file does not exist OR the Enterprise Server cannot access it.*

This occurs when your templates folder is located on a network path ([\\computerName\Template\filename](#) or [\\IPAddress\Template\filename](#))

CAUSE

The Configuration service, and Ignite clients authenticate as local machine when authenticating with the network path.

RESOLUTION

Ensure that the network path holding your templates is accessible by everyone to read.

Write access is only needed for users who will be modifying templates (note that this includes local machine for the MiCC Enterprise Server).

APPLIES TO

7.X and newer

Keywords: email signature template templates folder path network

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