**Bot Sub Codes** 

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Sub codes are a field ( sub\_code ) added to certain bot status change events to provide extra context.

Here's an example of a status change object structure:

```
JSON
  "code": "call_ended",
  "sub_code": "bot_kicked_from_call",
  "updated_at": "2023-04-28T08:51:37.741790Z"
}
```

Here, we can interpret this status change as follows:

- Code: call\_ended The status change event category (Call Ended)
- Sub Code: bot\_kicked\_from\_call The underlying reason for the status change (sub code)

# **Sub Code Types**

Currently there are 3 distinct sub code categories:

- Call Ended Sub Codes
- Fatal Sub Codes
- Recording Permission Denied (Zoom only)

Sub Code Type	Event	Platforms
Call Ended	call_ended	All
Fatal	fatal	/ Ask Al
Recording Permission Denied	recording_permission_denied	Zoom

Note: Platform specific sub\_code is prefixed with platform name (e.g zoom\_sdk\_credentials\_missing)

## **We** way add additional sub\_codes

You should not treat the sub\_code as an enum, as we may add values in the future without prior notice. We will never remove values without notifying all our customers and a long depreciation period, as we consider removing values a breaking change.

## **Recording Permission Denied Sub Codes**

Since Zoom bots have a few extra requirements to meet for recording, there are more places that bots can run into trouble.

When a bot fails to record in a Zoom call, the recording\_permission\_denied webhook event will include a Zoom-specific sub code that provides more context into the reason it failed.

These sub\_code will be added to the recording\_permission\_denied event.

Sub Code	Description
zoom_local_recording_disabled	The meeting host has their global user-level local recording setting disabled. More info  The host was <i>not</i> presented with the recording consent popup.
zoom_local_recording_request_disabled	The meeting host has their user-level local recording setting enabled, but the has disabled the advanced recording option labelled "Hosts can give meeting participants permission to record locally". More info  The host was not presented with the recording consent popup.
zoom_local_recording_request_disabled_by_host	The meeting host has disabled participants from requesting local recording permis has denied all future Ask Al

Sub Code	Description
	The host was <i>not</i> presented with the recording consent popup.
zoom_bot_in_waiting_room	The bot is in the waiting room due to which local recording cannot be requested.  The host was <i>not</i> presented with
	the recording consent popup.
	The host was not present in the meeting when the bot requested local recording permission.
zoom_host_not_present	This only occurs in very rare cases where the bot does request permission when the host isn't present. One example is when a host leaves/ disconnects right as the bot requests permissions.
<pre>zoom_local_recording_request_denied_by_host</pre>	The host denied the bot's local recording request.
zoom_tocat_recording_request_denied_by_nost	The host was presented with the recording consent popup.
	The request to record was denied by the user.
zoom_local_recording_denied	This indicates that the user has local recording disabled in their global user settings, the recording request popup was presented and denied, or that the popup was presented but the request time out.
zoom_local_recording_grant_not_supported	The meeting host is using Zoom Room or other Zoom Ask Al does not support local recording

Sub Code	Description
	permission.
zoom_sdk_key_blocked_by_host_admin	The Zoom SDK key used by the bot is blocked by the Zoom user's workspace admin.

#### **Call Ended Sub Codes**

The call\_ended event signifies that a bot left, or was removed from, the call.

Recall attaches a sub\_code to these events to expose the underlying reason why the bot is no longer in the call. This can be for obvious reasons such as the host ending the call (call\_ended\_by\_host), but sometimes its less obvious why a bot left a call.

Below is a list of all call ended sub codes and what they mean.

Sub Code	Description
call_ended_by_host	The call has been
call_ended_by_platform_idle	The call has been because it was id
call_ended_by_platform_max_length	The call has been because it reache instance, on Zoor when on a free ac
call_ended_by_platform_waiting_room_timeout	The bot could not platform's maxim  For Google Meet, don't have a time
timeout_exceeded_waiting_room	The bot left the c room for too long  This is the timeou automatic_leav
timeout_exceeded_noone_joined	The bot left the c for too long.
timeout_exceeded_everyone_left	The Ask AI

Sub Code	Description
timeout_exceeded_silence_detected	The bot left the c were likely bots b detection heuristi
timeout_exceeded_only_bots_detected_using_participant_names	The bot left the c were likely bots b
timeout_exceeded_only_bots_detected_using_participant_events	The bot left the c were likely bots b
timeout_exceeded_in_call_not_recording	The bot left the c recording e.g. ren in_call_not_re automatic_leav t
timeout_exceeded_in_call_recording	The bot left the c set in <pre>automatic_leav</pre>
timeout_exceeded_recording_permission_denied	The bot left the c in recording_perr
timeout_exceeded_max_duration	Pay-as-you-go or duration.
bot_kicked_from_call	The bot was remo
bot_kicked_from_waiting_room	The bot was remo
bot_received_leave_call	The bot received

### **Fatal Sub Codes**

When a bot hits a fatal error, a fatal event is emitted with an attached sub\_code that provides more context. Below is a list of possible fatal sub codes, their meaning, and any recommended action to take, if any.

sub_code	Message F
bot_errored	The bot ran into a unexpected erro. Ask Al

sub_code	Message	F a
meeting_not_found	No meeting was found at the given link.	
meeting_not_started	The meeting has not started yet.	
meeting_requires_registration	The meeting requires registration.	C
meeting_requires_sign_in	The meeting can only be joined by signed in users.	
	Ask AI	F

sub_code	Message	F
		s C
meeting_link_expired	The meeting link has expired.	
meeting_link_invalid	The meeting does not exist or the link is invalid.	
meeting_password_incorrect	The meeting password is incorrect.	
meeting_locked	The meeting is locked.	
meeting_full	The meeting is full.	
meeting_ended	The bot attempted to join a meeting that has already ended and can no longer be joined.	
google_meet_internal_error	The bot errored due to a Google Meet internal issue.	
<pre>google_meet_sign_in_failed</pre>	The bot was not able to sign in to google.	
<pre>google_meet_sign_in_captcha_failed</pre>	The bot was not able to sign in to google because of captcha.	
google_meet_bot_blocked	The bot was disallowed from joining the meeting.	F <u>N</u> C
google_meet_sso_sign_in_failed	The bot was not able to sign in to google with SSO.	
<pre>google_meet_sign_in_missing_login_credentials</pre>	The bot was not able to sign in to google because login credentials were not configured.  Ask AI	( <u> </u>

sub_code	Message	F
		c
<pre>google_meet_sign_in_missing_recovery_credentials</pre>	The bot was not able to sign in to google because recovery credentials were not configured.	
google_meet_sso_sign_in_missing_login_credentials	The bot was not able to sign in to google with SSO because login credentials were not configured.	
google_meet_sso_sign_in_missing_totp_secret	The bot was not able to sign in in to google with SSO because TOTP secret was missing from password.	
google_meet_video_error	The bot was not able to join the call due to Google Meet video error.	
<pre>google_meet_meeting_room_not_ready</pre>	The bot was not able to join the call as the meeting room was not ready.	
google_meet_login_not_available	There were not enough available logins (Google accounts) in the supplied google_login_group_i d for the bot to use.	(
<pre>google_meet_permission_denied_breakout</pre>	The bot tried to join an active Google Meet breakout room and was rejected.	١
zoom_sdk_credentials_missing	The bot was not able to join because Zoc Ask Al credentials were no	

sub_code	Message	F
	configured.	
zoom_sdk_update_required	A newer version of the Zoom SDK is required to join this meeting.	
zoom_sdk_app_not_published	The SDK credentials configured in Recall dashboard have not been approved by Zoom. Bots using unapproved Zoom credentials can only join meetings hosted in the workspace of the user that created the credentials.	lı k c z y y
zoom_email_blocked_by_admin	The Zoom account this bot is joining from has been disallowed to join this meeting by the Zoom workspace administrator.	
zoom_registration_required	The bot failed to join because registration is required for this Zoom meeting.	
zoom_captcha_required	The bot failed to join because captcha is required for this Zoom meeting.	
zoom_account_blocked	The account this bot is joining from has been blocked by Zoom.	V t 2 c t c
zoom_invalid_join_token	Zoom's SDK reje Ask Al join token provided by	

sub_code	Message	F a
	the bot. This can happen due to an expired token, the token missing permissions (for instance, being generated for the wrong meeting), or the token being invalid.	
zoom_invalid_signature	The Zoom SDK was not able to generate a valid meeting-join signature.  This could mean that your Zoom SDK credentials are invalid, or the meeting link is malformed.	F t C E y
zoom_internal_error	The bot errored due to an internal Zoom error.	
zoom_join_timeout	The request to join the Zoom meeting timed out.	
zoom_email_required	The bot failed to join because providing an email is required to join this Zoom meeting.	F 1 t c <u>F</u> <u>N</u>
zoom_web_disallowed	The Zoom meeting host has disallowed joining from the web which prevents the bot from joining the meeting.	F C € n
	Ask Al	

sub_code	Message	F
		t k n
zoom_connection_failed	The bot failed to join the meeting due to a Zoom server error.	
zoom_error_multiple_device_join	The bot failed to join the meeting due to another participant with the same credentials having joined the meeting.	
zoom_meeting_not_accessible	The Zoom meeting was not accessible for the bot.	
zoom_meeting_host_inactive	The request to join the Zoom meeting failed, as the meeting host has been disabled or restricted. You will not be able to join this meeting.	
zoom_invalid_webinar_invite	The invite to the Zoom webinar was invalid. Check the password and any tokens passed in.	
microsoft_teams_call_dropped	The bot got call dropped error from MS Teams and was unable to re-join the call.	
microsoft_teams_sign_in_credentials_missing	The bot failed to join a Microsoft Teams meeting requiring all participants to be signed-in. The bot was not signed in and thus was not able the call.  Ask AI	

sub_code	Message	F
microsoft_teams_sign_in_failed	The bot failed to join a Microsoft Teams meeting requiring all participants to be signed-in. The bot was not signed in or failed to sign in to its configured Microsoft account.	11 c r t <u>1</u> ç
microsoft_teams_internal_error	The bot errored due to a Microsoft Teams server error.	
microsoft_teams_captcha_detected	The bot failed to join due to captcha being enabled for anonymous participants.	L N E t r t a s a c r s
microsoft_teams_bot_not_invited	The bot failed to join a Microsoft Teams meeting as it was not the account that was invited.	F <u>v</u> <u>a</u> <u>t</u> t
microsoft_teams_breakout_room_unsupported	The bot was moved to a Microsoft Teams breakout room, but they are not supported by Recall.	
microsoft_teams_event_not_started_for_external	The bot failed to ; Microsoft Teams Ask Al that prevents external	

sub_code	Message	F a
	participants from joining before the event begins.	
microsoft_teams_2fa_required		Y 7 2 E <u>f</u> 9 C t
webex_join_meeting_error	The bot failed to join a Webex meeting because the meeting was invalid, or Webex credentials are not set up properly.	11 c r t

Updated 2 months ago

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