**Error Handling**

Server API:

A response from the server will have the following structure:

Success Response:

{

<content>

}

Error Response :

"status": {

"code" : "400", // similar to the http status code

"error" :"1020"

}

The table below describe the errors managed by the server and portal.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Operation** | **Code/Http status** | **Error** | **Description** | **Log info** | **UI message** | **Action** |
| **Server** |  |  |  |  |  |  |
| All (1000) | 500 | 1010 | No DB Connection |  | Oops, call admin | Check Connectivity |
|  | 500 | 1020 | Error executing SQL Query |  | Oops, call admin | Check DB data integrity & SQL Query |
|  | 400 | 1010 | Missing /invalid parameters | Invalid /missing property | Oops, call admin | Verify flow data |
|  |  |  |  |  |  |  |
| Send push notification (2000) |  | 2010 | No such user | User Id | Carrier not found | Refresh page |
|  |  | 2020 | User cannot receive msg (no push token) | User Id | Carrier is not able to receive you message | Admin should talk to the carrier to enable push notification |
|  |  | 3200 | Firebase error | User Id, firebase properties, Token, message | Oops | Check Firebase project properties to match app config |
| Add push token |  |  | No such user | User Id | Carrier not found | Verify carrier in DB |
|  |  |  | Invalid parameters - no token | User Id | Oops, call admin | Verify application creates token |
|  |  |  |  |  |  |  |
| Create User (3000) | 400 | 3010 | Invalid/missing parameters | Invalid /missing property | Oops, please make sure all fields have content |  |
|  |  | 3020 | Not unique | First name + Last name + phone, Username | User with this name and phone already exists |  |
|  |  |  |  |  |  |  |
| Update User | 400 | 3040 | Invalid/missing parameters | Invalid/missing property | Oops, please make sure all fields have content |  |
|  | 400 | 3050 | No such user | user Id | Carrier not found | Refresh data |
|  | 400 | 3060 | User not active | user Id | Carrier is not active | Refresh data |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Delete User | 400 | 3070 | Mo such user | User Id | Carrier not found | Refresh data |
|  |  | 3080 | User already in active | User Id | Carrier is already in active | Refresh data |
|  |  |  |  |  |  |  |
| Create parcel (4000) | 400 | 4010 | Invalid/missing parameters | Invalid/missing property | Parcel |  |
|  | 400 | 4020 | Not Unique | Id + updated date | Parcel already exists |  |
|  |  |  |  |  |  |  |
| Assign user to parcel | 400 | 4030 | No such user |  |  |  |
|  |  | 4040 | No such parcel | Parcel id |  |  |
|  |  | 4050 | User inactive | Parcel id, User id | Carrier is in active | Refresh page, verify list of users suggested for assignment or all active |
|  |  | 4060 | Parcel status is invalid for assignment (delivered or exception) | Parcel is, parcel status | Parcel status (<current status>) cannot be changed to <status> |  |
|  |  | 4070 | User cannot receive msg (no push token) | Parcel id, user id | Carrier is not able to receive you message | Admin should talk to the carrier to enable push notification |
|  |  | 4080 | Firebase error | Firebase config | Oops | Check Firebase project properties to match app config |
|  |  |  |  |  |  |  |
| De-assign user from parcel |  | 4081 | Parcel not found | Parcel id | Oops, try to refresh page | Refresh page |
|  |  | 4082 | Parcel is not assigned | Parcel id | Oops, try to refresh page | Refresh page |
|  |  |  |  |  |  |  |
| Add parcel signature |  | 4090 | Invalid parameters – no signature | Parcel id, user id | Parcel must be signed |  |
|  |  | 4100 | No such user | Parcel id, user id | User could not be found | Refresh page |
|  |  | 4110 | No such parcel | Parcel id, user id | Parcel could not be found | Refresh page |
|  |  |  |  |  |  |  |
| Update parcel status |  | 4120 | Invalid/missing parameters | Parcel id, status | Oops, call admin | Refresh page, make sure all parameters are sent to server |
|  |  | 4130 | No such parcel | Parcel id | Parcel could not be found | Refresh page, verify UI received a correct parcel |
|  |  | 4140 | Already delivered | Parcel id | Cannot change status to delivered parcel | Refresh page, verify UI received a correct parcel |
| Delete parcel |  | 4150 | Parcel no found | Parcel id | Oops | Refresh data |
|  |  |  | There is a user assigned to this parcel | Parcel id, user id | There is a carrier assigned to this parcel. De-assign first. |  |
|  |  |  |  |  |  |  |
| **Portal** |  |  |  |  |  |  |
| Import parcels (5000) |  | 5010 | Invalid file name | File name | File name must be of the form ‘yyyy-mm-dd.xls' |  |
|  |  | 5020 | Missing data (no city, no ‘no,’ no customer name etc.) | Excel row data | Excel should contain the following mandatory fields:  שם כרטיס  מזהה  עיר |  |
|  |  | 5030 | Could not read file | File name | Could not open file | Check file not locked and its size > 0 |
|  |  |  |  |  |  |  |