

# Sample IT Ticket Error Codes

Reference sheet for demos and RAG testing • Generated 2026-01-29

## Error code catalog

Error Code	Category	Meaning (plain English)	Typical fix / next step
NET_500	Network	Server-side/network failure (timeout, gateway issue, or service unavailable).	Check service status, load balancer/gateway logs, and retry. If persistent, escalate to infra/network team.
AUTH_404	Login	User or auth resource not found; often wrong username, missing account, or misrouted auth call.	Verify username/tenant, confirm account exists, and check auth endpoint routing/config.
PAY_409	Payment	Conflict while processing payment (duplicate request or state mismatch).	Idempotency check, verify order state, and ensure payment is not submitted twice.
PAY_502	Payment	Upstream payment gateway error (bad gateway).	Check gateway health, circuit breaker metrics, and retry with backoff; alert vendor if ongoing.
DB_401	Database	Unauthorized access to DB or missing permissions for the DB user/role.	Verify credentials/secret, IAM role grants, and security group rules (port 3306/5432 as applicable).
ETL_422	Data Pipeline	Input data is valid JSON/CSV but fails validation rules (schema mismatch).	Inspect failing records, update schema mapping, and add validation logs for rejected rows.
API_429	API	Rate limit exceeded.	Reduce request rate, add retries with exponential backoff, and consider increasing quota/limits.

## Tip for RAG demos

Store the error code as metadata and keep descriptions short. At query time, retrieve the most relevant rows and ground the response in the retrieved text.