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Version 2024-11-06

Task Failures

When a task fails, the [Get Task endpoint](#) endpoint returns a `failureCode` indicating the problem that occurred during processing.

SAFETY failures

Failure codes that start with `SAFETY.` indicate that the task was rejected because of content moderation. Content moderation is performed on both task inputs as well as outputs.

When a failure code is in the form `SAFETY.INPUT.*`, it indicates that one of the inputs contained content that was deemed unsupportable. When in the form `SAFETY.OUTPUT.*`, it indicates that content moderation rejected the output of the task.

The end of the failure code indicates the likely source of rejection. `SAFETY.INPUT.TEXT`, for instance, indicates that prompt text was rejected. If multiple inputs would be rejected, you will receive a failure for the first one that was tested.

While we make a best-effort attempt to ensure the accuracy of the third component of these failure codes, they may not correspond exactly to inputs. You may, for instance, receive a `SAFETY.INPUT.TEXT` failure on a task that provides no `promptText` argument. You should treat these as diagnostic messages only rather than exposing them to users.

Note

Unlike other failures, credits are not refunded for `SAFETY` failures.

You should not retry these generations.

INTERNAL.BAD_OUTPUT failures

Failure codes in the form `INTERNAL.BAD_OUTPUT.*` represent generations that were rejected by our internal systems for quality or system error reasons.

One possible cause for this failure is overlaid text or graphics present in input images that are not part of the scene itself. If you hit this error, we recommend avoiding using overlaid text or graphics in input images, and instead adding these to the task output.

You may retry these generations, but they are not likely to succeed.

INPUT_PREPROCESSING.SAFETY.TEXT

This failure code indicates that input prompt text was rejected for content moderation reasons.

You should not retry these generations.

INPUT_PREPROCESSING.INTERNAL

This failure code indicates that there was a problem performing content moderation.

You may retry these generations, but you should add a delay.

ASSET.INVALID

One of the inputs that you provided (an image, video, etc.) is not acceptable for the type of task that you ran. This often indicates a problem with the dimensions, duration, or other properties of the media you provided.

You should not retry these errors, as they indicate a problem with your inputs.

INTERNAL or a null value

`INTERNAL` or an undefined or null value indicates that there was an internal problem processing the task.

You may retry these generations, but you should add a delay.

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