

Common API Routing Layer Errors

4xx Errors

403 - Forbidden - This error can be raised by either the API Router or the upstream API provider. The API Router will return this status code if the call is coming from an IP address that has been blocked. Looking in Splunk, for the API request that generated the 403, if the entry's `timer_api` = 0, then it was blocked due to the IP being blocked. In this case, for more details, please contact Platform Software. Otherwise, the upstream API provider returned a 403. In this case, you should contact the API provider.

413 - Request Body Too Large - If a request body is larger than 5 MB than the request will be rejected by the routing layer. For more details, you should contact the API callee.

460 - Token Decode Failure - Token being sent is invalid and cannot be decoded. For more details, you should contact Platform Software.

461 - Client Authorization Failure - Client was not found or client was marked as inactive. For more details, you should contact Platform Software.

462 - Incorrect Environment - The access token being sent was for a different region than it was being used, i.e. using a production access token in staging. For more details, you should contact Platform Software.

470 - Malformed URI Protocol - The HTTP request or response was malformed. First double check that the request was not malformed. For more details, you should contact the API Provider.

5xx Errors

529 - Upstream Service Throttle - The upstream service for the call is not able to handle the volume of traffic being sent and is being throttled by the routing layer. For more details, you should contact the API provider.

560 - General API Router Server Error - There is something wrong with the API Router's server configuration. For more details, you should contact Platform Software.

561 - Client Authorization Error - The call to authorization a client failed due to a server error. For more details, please contact Platform Software.

570 - Authorization Server Timeout - The request to the OAuth authorization server timed out. For more details, you should contact Platform Software.

571 - Authorization Server Request Failure - The call to the OAuth authorization server failed for some reason other than timing out. For more details, you should contact Platform Software.

572 - Upstream Service Timeout - The upstream service took too long to respond and the connection was terminated. The criteria for this timeout is that the overall request took longer than 15 seconds to send the first byte. For more details, you should contact the API provider.

573 - Uncategorized Downstream Service Error - Something went wrong with the upstream service, but did not fall into another category. For more details, you should contact the API provider.

574 - Token Decode Timeout - The call to decode the access token timed out. For more details, you should contact Platform Software.

575 - Token Decode Failure - The call to decode the access token failed for some reason not already covered. For more details, you should contact Platform Software.

576 - Unhandled Exception on API Router - Some exception was raised on the API Router and was not caught. For more details, you should contact Platform Software.

578 - TCP Connection Timeout - It took longer than 2 seconds to establish the TCP connection with the upstream service. This is typically due to network issues or improperly configured security groups and firewalls. For more details, you should contact Platform Software.