Error pages (default title and messages)

Error 1 - UnknownCustomerId - "Unknown line"

Reason: A missing or invalid customer ID has been passed into a waiting room URL.

Default Title: *Unknown line.*

Default message:*The link you used seems to be broken. We cannot recognize the line it is referring to.*

Error 2 UnknownEventId - "Unknown line"

Reason: The waiting room is in the Idle phase with the Hide event Idle Logic applied OR a missing or invalid event ID has been passed into a waiting room URL.

Default Title: *Unknown line.*

Default message:*The link you used seems to be broken. We cannot recognize the line it is referring to.*

Error 3 - EventNotFound - "Unknown line"

This error page is not in use.

Default Title: *Unknown line.*

Default message:*The link you used seems to be broken. We cannot recognize the line it is referring to.*

Error 4 - AfterWindow - "Your queue number is no longer valid"

Reason: The visitor has exceeded the Queue number validity time (Waiting room | Settings | Display tab) Or The visitor’s QueueId has been canceled due to cancel action, cancel API call, or CAPTCHA replay.

Default Title: Y*our queue number is no longer valid.*

Default message: *Queue numbers are only valid for 0 minutes. Unfortunately, your queue number has now expired.*

Error 5 - MaxNoOfRedirectsPerQId - "Used queue number", "Rejected queue number"

Reason: The visitor has exceeded the Max redirects per user (Waiting room | Settings | Display tab). This can be exceeded because of link sharing or reuse, integration errors, or technical issues on the target website.

There are **two subcases** for error id 5 which can be distinguished by header text.

**Case 1**: MaxNoOfRedirectsPerQIdHeaderText\_UsedBefore - common scenario when end-user shares link with queue-id or try to use it more times.

Default Title: *Used queue number.*

Default message: *You have been redirected before using this queue number. This queue number has been used at: dd/mm/yyyy xx:xx:xx.*

**Case 2**:  MaxNoOfRedirectsPerQIdHeaderText\_Rejected - indicates there might be an error in the integration and client's website doesn't recognize queue-it accepted cookie and end-user is redirected between target page and queue multiple times in a short time span.

Default Title: *Rejected queue number.*

Default message: *There has been an error, and your queue number has been rejected. We have reported the issue, and apologize for any inconvenience. Unfortunately, you will need to click the button below to get a new place at the end of the queue.*

Error 6 - KnownUserV3 - "An error has occurred"

Reason: The queueittoken query string parameter is invalid due to expiry, configuration error, or tampering (section 5.4.4 of the [Technical Integration white paper](https://support.queue-it.com/hc/en-us/articles/115004935514)).

Default Title: *An error has occurred.*

Default message: *An unexpected error has occurred. Please inform the Queue-it team by e-mail at: support@queue-it.com.*

Error 7 - ChallengeSolveTimeout - "Solving captcha took too long"

Reason: The visitor took too long to solve the challenge (e.g., CAPTCHA).

Default Title: *Solving captcha took too long.*

Default message: *The captcha has to be solved in 5 minutes. Otherwise, you have to start over, e.g. by clicking the button below to get a new place at the end of the line.*

Error 8 - ChallengeBlocked - "An error has occurred"

Reason: The visitor’s browser has blocked scripts from Queue-it’s domain; challenges (e.g., CAPTCHA) cannot be presented.

Default Title: *An error has occurred.*

Default message: *An unexpected error has occurred. Please inform the Queue-it team by e-mail at: support@queue-it.com.*

Error 9 - InvalidQueueitEnqueueToken - "Restricted Access"

Reason: For waiting rooms with Require enqueue token enabled, the visitor did not provide a valid token or provided no token at all.   
A token is invalid if it has been tampered with or expired.

Default Title: *Restricted Access.*

Default message: *You have attempted to enter a waiting room, but the access link is invalid. Please ensure you are using the correct valid link.*

Error 10 - MissingCustomDataKey - "Restricted Access"

Reason: For waiting rooms with Require user identification key: Require Key enabled, the visitor did not provide a key.

Default Title: *Restricted Access.*

Default message: *You have attempted to enter a waiting room, but the access link is invalid. Please ensure you are using the correct valid link.*

Error 11 - CustomDataUniqueKeyViolation - "Restricted Access"

Reason: For waiting rooms with Require user identification key: Require Unique Key enabled, the visitor provided a key that is not unique.

Default Title: *Restricted Access.*

Default message: *You have attempted to enter a waiting room, but the access link is invalid. Please ensure you are using the correct valid link.*