

# Appendix B: Error Messages

*Appendix B contains tables of potential error messages.*

## In this Chapter

In this chapter you will find information on:

- Program error messages
- Database error messages
- Charge error messages

Note: If the error condition is not covered here, please contact  
CrypKey Technical Support at [Support@CrypKey.com](mailto:Support@CrypKey.com).

Table B-1 Program Error Codes

Code	Program Error Message
-20000	"OK",
-20001	"Message corrupted. Can not find the begin block mark. Check the casper.log file for details.",
-20002	"Message corrupted. Can not find the end block mark. Check the casper.log file for details.",
-20003	"Message corrupted. Check the casper.log file for details. Check that you have the correct priv.key file.",
-20004	"Key does not match. Check the casper.log file for details. Check that you have the correct priv.key file.",
-20005	"Can not locate file 'enc.iv'. Make sure this file exists in the install directory.",
-20006	"Can not locate file 'enc.key'. Make sure this file exists in the install directory.",
-20007	"Serial Number and/or Company Name is not valid. Check the casper.log file for details. Check the serial number in CasperWeb.",
-20008	"Too many requests for this Serial Number. Add some more keys using CasperWeb.",

Code	Program Error Message
-20009	"Sorry, we could not process your Authorization request. Check the casper.log file for details.",
-20010	"Error reading configuration from Windows Registry. Check the casper.log file for details."
-20011	"The server is not set up to serve keys. Enable the server in the CasperServer.exe settings."
-20012	"Error during Decode () function. Check the casper.log file for details."
-20013	"Unknown error during Decode () function. Check the casper.log file for details."
-20014	"Unknown error during isSerialNumValid () function. Check the casper.log file for details."
-20015	"Undefined error in SessionDll class. Check the casper.log file for details."
-20016	"Can not locate file 'priv.key'. Make sure this file is in your install directory."
-20017	"Message is too short for the new Decode () function. Check the casper.log file for details."
-20018	"Failed in call to init_crypkey (). Check the casper.log file for details."
-20019	"Failed in call to get_authorization (). Check the casper.log file for details."
-20020	"The CasperServer software is not licensed. Please contact us to get a license.", // 0.83
-20021	"Credit card processing is not currently supported in this scenario. Check the casper.log file for details.",
-20022	"The transaction card type is incorrect. Check the casper.log file for details.",
-20023	"The credit card transaction was not approved. Check the casper.log file for details. If the credit card is valid, try again later.",
-20024	"The call to GetSiteKey failed. Check the casper.log file for details. Check that you have the correct sk32mmttd.dll in the install directory.",
-20025	"Charge mutex abandoned by another thread. Check the casper.log file for details. Try rebooting the server.",
-20026	"Charge mutex wait timed out. Check the casper.log file for details. Try rebooting the server",
-20027	"Callback for user verification failed. Check the casper.log file for details. Check your callback code.", // 0.02
-20028	"Callback for processing completed failed. Check the casper.log file for details. Check your callback code.", // 0.02

Code	Program Error Message
-20029	"Could not allocate memory for callback structure. Check the casper.log file for details.", // 0.02
-20030	"Could not initialize MAPI interface. Check the casper.log file for details. Check that the default profile can log on without an additional password.", // 0.03
-20031	"Could not log on to mail session for MAPI. Check the casper.log file for details. Check that the default profile can log on without an additional password.", // 0.03
-20032	"Could not send mail message. Check the casper.log file for details. Check that you can actually send mail using the default profile in Outlook.", // 0.03
-20033	"Could not log off mail session for MAPI. Check the casper.log file for details.", // 0.03
-20034	"Could not read mail properties. Check the casper.log file for details.", // 0.03
-20035	"Mail property not found. Check the casper.log file for details.", // 0.03
-20036	"Could not copy SBinary in mail setup. Check the casper.log file for details.", // 0.03
-20037	"Invalid object found in mail properties. Check the casper.log file for details.", // 0.03
-20038	"Could not create new mail message. Check the casper.log file for details.", // 0.03
-20039	"Could not open entry for mail folder. Check the casper.log file for details.", // 0.03
-20040	"Could not get status table for mail. Check the casper.log file for details. Check that the default profile can log on without an additional password.", // 0.03
-20041	"Could not query mail properties. Check the casper.log file for details.", // 0.03
-20042	"The credit card option is not licensed. Please contact us for a license.", // 0.04, 0.83
-20043	"The custom callback routine returned a failure code. Check the casper.log file for details. Check you custom callback code.", // 0.05
-20044	"Could not get error message text as CSessionDll error message number is out of range. Check the casper.log file for details.", // 0.06
-20045	"Error while generating new serial number. Check the casper.log file for details.",

Code	Program Error Message
-20046	"Error while sending email in ProcessInternetMessage (). Check the casper.log file for details. Check that you can send and receive email using Outlook using it's default profile and no additional password.",
-20047	"Error in eReceipt body: financial data insertion point tag \<data>\" not found. Add this tag in the eReceipt settings in CasperServer.exe.", // 0.11
-20048	"Password is either NULL or too long. Check the casper.log file for details. Set the executable password using CasperWeb.", // 0.13
-20049	"Password block is NULL. Check the casper.log file for details.", // 0.13
-20050	"Error while formatting currency text. Check the casper.log file for details.", // 0.14
-20051	"Error while formatting date text. Check the casper.log file for details.", // 0.14
-20052	"Error while trying to grab Charge Mutex. Check the casper.log file for details. Try rebooting the server.", // 0.16
-20053	"Undefined error in CSessionDll::ChargeIt (). Check the casper.log file for details.", // 0.16
-20054	"Error in CSessionDll::ChargeIt () getting exchange rate. Check the casper.log file for details.", // 0.16
-20055	"Undefined error in CSessionDll::ProcessInternetMessage (). Check the casper.log file for details.", // 0.17
-20056	"Undefined error in CSessionDll::CasperGetSiteKeyNoDB (). Check the casper.log file for details.", // 0.17
-20057	"Error because of skipped Charge Mutex. Check the casper.log file for details. Try rebooting the server.", // 0.18
-20058	"Invalid credit card charge method from settings page. Check the casper.log file for details.", // 0.19
-20059	"For the multi company option, database usage is required; turn on the database in the Casper Server settings page.", // 0.20
-20060	"Cannot display licensing dialog; failed in call to init_crypkey (). Check the casper.log file for details.", // 0.21
-20061	"Could not load sk32mmttd.dll library. Check the casper.log file for details. Make sure this file is in the install directory.", // 0.22
-20062	"Could not find get_company function in sk32mmttd.dll library. Check the casper.log file for details.", // 0.22

Code	Program Error Message
-20063	"Found get_company function in sk32mmt.dll library, but the multi company option is not on. Check the casper.log file for details.", // 0.23
-20064	"Undefined error in CSessionDll::calcStateTax (). Check the casper.log file for details.", // 0.24
-20065	"Undefined error in CSessionDll::calcCountryTax (). Check the casper.log file for details.", // 0.24
-20066	"Error calculating taxes in CSessionDll::ProcessInternetMessage (). Check the casper.log file for details.", // 0.24
-20067	"No company numbers found when trying to decrypt incoming message. Check the casper.log file for details. Set up company numbers using the settings in CasperServer.exe.", // 0.25
-20068	"Credit card type of NONE specified but price is not zero. Check the casper.log file for details. If you really want a price of zero, set the price in CasperWeb.", // 0.26
-20069	"CSessionDll::ChargeIt error releasing ParaData Input semaphore. Check the casper.log file for details.", // 0.27
-20070	"Undefined error in CKPager::SendPageToService (). Check the casper.log file for details. Check the pager settings in CasperServer.exe.", // 0.28
-20071	"Pager object has not been created in CPager::Sendpage (). Check the casper.log file for details. Check the pager settings in CasperServer.exe.", // 0.28
-20072	"Undefined error in CKPager::SendPageTelus (). Check the casper.log file for details. Check the pager settings in CasperServer.exe.", // 0.28
-20073	"Undefined error in CKPager::SendPage (). Check the casper.log file for details. Check the pager settings in CasperServer.exe.", // 0.28
-20074	"Pager type in configuration is not recognized in CKPager::SendPage (). Check the casper.log file for details. Check the pager settings in CasperServer.exe.", // 0.28
-20075	"Message does not contain a site code. Check the casper.log file for details.",
-20076	"Tried to charge credit card a zero value. Check the casper.log file for details. Check price setting for this product in CasperWeb.", // 0.29
-20077	"Could not open public key. Check the install directory for the public key.", // 0.31
-20078	"Error calling R_SealInit.", // 0.31

Code	Program Error Message
-20079	"Error calling R_SealUpdate.", // 0.31
-20080	"Callback function returned with an unknown state; most likely a coding error in the callback routine.", // 0.61
-20081	"Could not find GetSiteLocation function in sk32mmtd.dll library. Check the casper.log file for details.", // 0.63
-20082	"Bad license renewal; mismatch of license locations in license renewal. Tried to get a license for a different location than was originally installed. Contact your software vendor to remedy.", // 0.63
-20083	"No email reply address in original email or in encrypted message. The customer will not receive the notification.", // 0.70
-20084	"Transaction was aborted because Casper is no longer handling this company's product. An email with further details was sent to the user's email address. You may also contact the vendor of the software you are trying to purchase.", // 0.86
-20085	"Transaction was aborted because the Gizmo XML config file is not valid.", // 0.87
-20086	"Transaction was aborted because the Email redirect XML config file is not valid.", // 0.86
-20087	"Error creating CasperFraudCOM object.", // 1.07
-20088	"Fraud protection has been triggered and credit card transactions have been stopped. Reenable processing via the settings page.", // 1.07
-20089	"The payment was requested via PayPal, however a credit card number was also given.",
-20090	"The unique id passed in is invalid or not found.",
-20091	"The PayPal payment has not been completed."

Table B-2 Database Error Codes

Code	Database Error Message
-10000	"OK",
-10001	"Undefined error in IsSerialNumValid (). Check the casper.log file for details.",
-10002	"Could not log on to database in IsSerialNumValid (). Set the password in the CasperServer.exe settings.",
-10003	"Could not query customer data. Add the customer to the database using CasperWeb.",
-10004	"No data returned in query of customer data; serial number is probably not valid. Check the customer's information using CasperWeb.",
-10005	"Could not query license count data. Check the customer's information using CasperWeb.",
-10006	"No more keys for this serial number available. Add more keys for this customer using CasperWeb.",
-10007	"Could not read required values from Windows Registry in IsSerialNumValid ().",
-10008	"The company name for this serial number does not match. Check the casper.log file for details.",
-10009	"Undefined error in CasperGetSiteKey (). Check the casper.log file for details.",
-10010	"Could not log on to database in CasperGetSiteKey (). Set the password in the CasperServer.exe settings.",
-10011	"Could not query site key data. Check the customer's information using CasperWeb.",
-10012	"There is no record for this serial number. Check the customer's information using CasperWeb.",
-10013	"Could not get site key using GetSiteKey (). Check the installation of sk32mmttd.dll.",
-10014	"Could not update site key history. Check the casper.log file for details.",
-10015	"Could not read required values from Windows Registry in CasperGetSiteKey (). Check the casper.log file for details.",
-10016	"Could not get error message text as database error message number is out of range. Check the casper.log file for details.", // 0.02
-10017	"Could not query maximum serial number in getNewSerialNumber (). Check the casper.log file for details.", // 0.03
-10018	"No data returned while querying maximum serial number in getNewSerialNumber (). Check the casper.log file for details.", // 0.03

Code	Database Error Message
-10019	"Could not log on to database in getNewSerialNumber (). Set the password in the CasperServer.exe settings.", // 0.03
-10020	"Undefined error in getNewSerialNumber (). Check the casper.log file for details.", // 0.03
-10021	"Serial number contains non-alphanumeric character in getNewSerialNumber (). Make sure that your serial numbers contain only the letters (a-z) and the numbers (0-9).", // 0.03
-10022	"Could not read required values from Windows Registry in getNewSerialNumber (). Check the casper.log file for details.", // 0.03
-10023	"Create new serial number from block not yet implemented in getNewSerialNumber ().", // 0.03
-10024	"Unknown serial number type requested in getNewSerialNumber (). Check the casper.log file for details.", // 0.03
-10025	"Could not query cryptcorp in updateTables (). Check the casper.log file for details.", // 0.03
-10026	"New serial number already exists in query of cryptcorp in updateTables (). Check the casper.log file for details.", // 0.03
-10027	"Could not read required values from Windows Registry in updateTables (). Check the casper.log file for details.", // 0.03
-10028	"Undefined error in preUpdateTables (). Check the casper.log file for details.", // 0.03
-10029	"Could not query default_licenses in updateTables (). Check the casper.log file for details.", // 0.03
-10030	"Product code not found in query of default_licenses in updateTables (). Check the casper.log file for details and make sure the product code is defined properly in CasperWeb.", // 0.03
-10031	"Bad column name returned in result set of default_licenses in updateTables (). Check the casper.log file for details.", // 0.03
-10032	"Error while inserting into prot_curr in updateTables (). Check the casper.log file for details.", // 0.03
-10033	"Bad column name returned in result set of other data query in updateTables (). Check the casper.log file for details.", // 0.03
-10034	"Could not query other data in updateTables (). Check the casper.log file for details.", // 0.03
-10035	"Product code not found in query of other data in updateTables (). Check the casper.log file for details



Code	Database Error Message
	and make sure the product code is defined properly in CasperWeb.", // 0.03
-10036	"Bad column name returned in result set of maximum serial number in getNewSerialNumber (). Check the casper.log file for details.", // 0.03
-10037	"Undefined error in postUpdateTables (). Check the casper.log file for details.", // 0.03
-10038	"Could not log on to database in preUpdateTables (). Set the password in the CasperServer.exe settings.", // 0.03
-10039	"Could not log on to database in postUpdateTables (). Set the password in the CasperServer.exe settings.", // 0.03
-10040	"Could not query default_licenses for price in checkProductCode (). Check that you have set the price for this product code in CasperWeb.", // 0.04
-10041	"Product code not found in query of default_licenses in checkProductCode (). Check that you have defined this product code properly in CasperWeb.", // 0.04
-10042	"Bad column name returned in result set of default_licenses for price in checkProductCode (). Check the casper.log file for details.", // 0.04
-10043	"Could not log on to database in checkProductCode (). Set the password in the CasperServer.exe settings.", // 0.04
-10044	"Could not query PrePaid information in query of prot_curr for getPrePaidInformation (). Check the casper.log file for details and make sure that data is entered properly for this serial number in CasperWeb.", // 0.05
-10045	"Information not found in query of prot_curr in getPrePaidInformation (); check that serial number is in database using CasperWeb.", // 0.05
-10046	"Bad column name returned in result set of prot_curr for information in getPrePaidInformation (). Check the casper.log file for details.", // 0.05
-10047	"Could not log on to database in getPrePaidInformation (). Set the password in the CasperServer.exe settings.", // 0.05
-10048	"Undefined error in getPrePaidInformation (). Check the casper.log file for details.", // 0.05
-10049	"Could not read required values from Windows Registry in getProductname (). Check the casper.log file for details.", // 0.06

Code	Database Error Message
-10050	"Could not log on to database in getProductName (). Set the password in the CasperServer.exe settings.", // 0.06
-10051	"Could not query bundles for product name in getProductName (). Check the casper.log file for details and verify product setup in CasperWeb.", // 0.06
-10052	"Information not found in query of bundles in getProductName (). Check the casper.log file for details and verify product setup in CasperWeb.", // 0.06
-10053	"Bad column name returned in result set of bundles for product name in getProductName (). Check the casper.log file for details.", // 0.06
-10054	"Could not read required values from Windows Registry in getExchangeRate (). Check the casper.log file for details.", // 0.07
-10055	"Could not log on to database in getExchangeRate (). Set the password in the CasperServer.exe settings.", // 0.07
-10056	"Could not query exhcange_rate for product name in getExchangeRate (). Check the casper.log file for details and make sure that you have entered at least one exchange rate using CasperWeb..", // 0.07
-10057	"Information not found in query of exchange_rate in getExchangeRate (); check that you have entered exchange rate data into CasperWeb.", // 0.07
-10058	"Bad column name returned in result set of echange_rate for product name in getExchangeRate (). Check the casper.log file for details.", // 0.07
-10059	"License already issued for this site code. Check the casper.log file for details.", // 0.08
-10060	"Invalid Site Code. Check the casper.log file for details.", // 0.08
-10061	"Product number from site code does not match product number for this serial number. You are using the serial number for the wrong product. Check the casper.log file for details and make sure that the data is set up correctly in CasperWeb.", // 0.08
-10062	"The product number for this serial number is zero; change it in the database using CasperWeb.", // 0.08

Code	Database Error Message
-10063	"Company number from site code does not match company number for this serial number. You are using the serial number for the wrong product. Check the casper.log file for details and make sure that the company number is set correctly in CasperWeb.", // 0.09
-10064	"The company number for this serial number is zero. Update the company number using CasperWeb.", // 0.09
-10065	"Could not log onto database to check company number. Set the password in the CasperServer.exe settings.", // 0.10
-10066	"Error in query of default_licenses for company number. Check the casper.log file for details.", // 0.10
-10067	"No data returned in query of default_licenses for company number. Check the casper.log file for details.", // 0.10
-10068	"Bad column name in result set of default_licenses for company number. Check the casper.log file for details.", // 0.10
-10069	"Tried to add on a license to a site code that does not already have a license. Purchase the base license first, and then try to add the add on license to it. Check the product setup in CasperWeb.", // 0.11
-10070	"Error in query of crypcorp for time bomb flag. Check the casper.log file for details.", // 0.12
-10071	"No data returned in query of crypcorp for time bomb flag. Check the casper.log file for details.", // 0.12
-10072	"Bad column name in result set of crypcorp for time bomb flag. Check the casper.log file for details.", // 0.12
-10073	"The end time for the license is in the past, so a license cannot be granted. Change the end data for the customer's license in CasperWeb.", // 0.12
-10074	"CasperWatchProc: error in query of exchange rate. Check the casper.log file for details.", // 0.13
-10075	"CasperWatchProc: no data returned in query of exchange rate. Check the casper.log file for details.", // 0.13
-10076	"CasperWatchProc: bad column name in result set of exchange rate. Check the casper.log file for details.", // 0.13
-10077	"Error updating database with customer data for a prepaid license in PrePaidOverwriteUpdate ().", // 0.60
-10078	"Error in query of PrePaidGetState. Check the casper.log file for details.", // 0.61
-10079	"No data returned in query of PrePaidGetState. Check the casper.log file for details.", // 0.61

Code	Database Error Message
-10080	"Bad column name in result set of PrePaidGetState. Check the casper.log file for details.", // 0.61
-10081	"Error in query of PrePaidUnderwrite. Check the casper.log file for details.", // 0.61
-10082	"No data returned in query of PrePaidUnderwrite. Check the casper.log file for details.", // 0.61
-10083	"Bad column name in result set of PrePaidUnderwrite. Check the casper.log file for details.", // 0.61
-10084	"Error in query of license renewal flag. Check the casper.log file for details.", // 0.63
-10085	"No data returned in query of license renewal flag. Check the casper.log file for details.", // 0.63
-10086	"Bad column name in result set of license renewal flag. Check the casper.log file for details.", // 0.63
-10087	"Error in query of license renewal previous site code. Check the casper.log file for details.", // 0.63
-10088	"No data returned in query of license renewal previous site code. Check the casper.log file for details.", // 0.63
-10089	"Error in query of PrePaidGetState (2). Check the casper.log file for details.", // 0.61
-10090	"No data returned in query of PrePaidGetState (2). Check the casper.log file for details.", // 0.61
-10091	"Bad column name in result set of PrePaidGetState (2). Check the casper.log file for details.", // 0.61
-10092	"Database error during CSV file import. Check the import log file and the casper.log file for details.", // 0.66
-10093	"Database error in CasperDatabaseCOM object." // 0.76

Table B-3 Charge Error Codes

Code	Charge Error Message
-15000	"OK",
-15001	"Undefined error in ActiveCharge ().",
-15002	"Cannot initialize OLE library.",
-15003	"Cannot find PSCharge.Charge object in pscharge.dll -- this may indicate that the PC-Charge DLL is not registered",
-15004	"Cannot create OLE object using CreateDispatch ()",
-15005	"sys.pcc file exists, indicating that PC-Charge is not running",
-15006	"Credit card number (PAN) is not valid.",
-15007	"Did not capture credit card transaction (authorization failed).",
-15008	"OLE exception.",
-15009	"OLE dispatch exception.",
-15010	"Calling ReleaseSemaphore on ParaDataInput semaphore failed.", // 0.03
-15011	"Failed waiting for vPOS semaphore.", // 0.03
-15012	"Wait for vPOS semaphore abandoned.", // 0.03
-15013	"Wait for vPOS semaphore timed out.", // 0.03
-15014	"Undefined error waiting for vPOS semaphore", // 0.03
-15015	"Could not get temporary file name in vPOS processing.", // 0.03
-15016	"Could not open temporary file in vPOS processing.", // 0.03
-15017	"Could not create temporary pipe for stdout in vPOS processing.", // 0.03
-15018	"Could not redirect stdout to temporary pipe in vPOS processing.", // 0.03
-15019	"Could not duplicate read handle in vPOS processing.", // 0.03
-15020	"Could not create temporary pipe for stdin in vPOS processing.", // 0.03
-15021	"Could not redirect stdin to temporary pipe in vPOS processing.", // 0.03
-15022	"Could not duplicate write handle in vPOS processing.", // 0.03
-15023	"Could not create child process in vPOS processing.", // 0.03
-15024	"Could not re-redirect stdin in vPOS processing.", // 0.03

Code	Charge Error Message
-15025	"Could not re-redirect stdout in vPOS processing.", // 0.03
-15026	"Could not write to temporary pipe in vPOS processing.", // 0.03
-15027	"Could not close read end of temporary pipe in vPOS processing.", // 0.03
-15028	"Could not close write end of temporary pipe in vPOS processing.", // 0.03
-15029	"Could not close duplicated read end of temporary pipe in vPOS processing.", // 0.03
-15030	"The path contains an executable; remove it from the Casper Server settings. The path should contain only the path.", // 0.04
-15031	"Undefined error in CActiveCharge::ChargeParaData", // 0.05
-15032	"General CInternet exception in CActiveCharge::InternetPost; check the setting of the ParaData page name.", // 0.05
-15033	"Bad URL in CActiveCharge::InternetPost; check the setting of the ParaData page name.", // 0.05
-15034	"Bad parameter in CActiveCharge::InternetPost", // 0.05
-15035	"Bad parameter in ParaDataReply::InternetDecode", // 0.05
-15036	"Bad parameter in ParaDataReply::InternetStore", // 0.05
-15037	"Bad field name in ParaDataReply::InternetStore", // 0.05
-15038	"User put \"\".exe\" in path in ParaData processing.", // 0.05
-15039	"Could not get temporary file name in ParaData processing.", // 0.05
-15040	"Could not open temporary file in ParaData processing.", // 0.05
-15041	"Could not read environment variable in ParaData processing.", // 0.05
-15042	"Could not open temporary output file in ParaData processing.", // 0.05
-15043	"Undefined error in ParaDataSend.", // 0.05
-15044	"Error while posting data with ParaDataSend from CActiveCharge::ChargeParaData.", // 0.05
-15045	"Error reading environment variables in ParaDataSend.", // 0.06
-15046	"Parameters supplied to ParaDataSend are incorrect.", // 0.06

Code	Charge Error Message
-15047	"Length parameter returned from ParaDataSend is zero.", // 0.05
-15048	"Error while sending data to COM object ParaDataSend from CActiveCharge::ChargeParaData.", // 0.05
-15049	"Error while sending data to COM object (2) ParaDataSend from CActiveCharge::ChargeParaData.", // 0.08
-15050	"Error while sending data to COM object PayGateway from CActiveCharge::ChargeParaData.", // 0.09
-15051	"Error while sending data to COM object (2) PayGateway from CActiveCharge::ChargeParaData.", // 0.09
-15052	"Error while sending data to COM object (3) PayGateway from CActiveCharge::ChargeParaData." , // 0.09
-15053	"Error opening Java output file for CamCharge class from CActiveCharge::ChargeCamTech", // 0.10
-15054	"Error executing Java from CActiveCharge::ChargeCamTech", // 0.10
-15055	"Error while parsing AVS configuration file.", // 0.91
-15056	"Address Verification Service declined this transaction because the address given does not match the billing address.", // 0.91
-15057	"Error while parsing CVV2 configuration file.",
-15058	"CVV2 service declined this transaction because the number given does not match."