# Ecommerce Error Messages

Last updated: Jul 28, 2019

* When an ecommerce transaction occurs, the outcome is typically directed to Vubiz where it is processed.
* This is a very complex process which must be very carefully analyzed before being processed.
* At the end of the process an XML document is produced looking something like this:

<?xml version="1.0" encoding="utf-8"?>  
<soap:Envelope xmlns:soap="<http://schemas.xmlsoap.org/soap/envelope/>" xmlns:xsi="<http://www.w3.org/2001/XMLSchema-instance>" xmlns:xsd="<http://www.w3.org/2001/XMLSchema>">  
<soap:Body>  
<soap:Fault>  
<faultcode>soap:Client</faultcode>  
<faultstring>The remote server returned an error: (486) Can only add a Learner if Account is auto-enroll.&lt;br /&gt;.</faultstring>  
<faultactor>PostSalesTrans</faultactor>  
<detail>  
<Error xmlns="<http://vubiz.com/>">  
<ErrorNumber>1000</ErrorNumber>  
<ErrorMessage>The remote server returned an error: (486) Can only add a Learner if Account is auto-enroll.&lt;br /&gt;.</ErrorMessage>  
<ErrorSource>vuecommerce.asmx</ErrorSource>  
</Error>  
</detail>  
</soap:Fault>  
</soap:Body>  
</soap:Envelope>

* The <ErrorMessage> can be one of about 50 different messages.
* This is an ugly list or messages returned (in C# code):

case 200: msg = "200 Password Successfully Updated."; break; // this is only used for "P" transactions

case 430: msg = "430 The New and Old Passwords are the same."; break;

case 431: msg = "431 The Account Id is not valid."; break;

case 432: msg = "432 The New Password already exists."; break;

case 433: msg = "433 The Old Password does NOT exist."; break;

case 434: msg = "434 The Old Password must be an Active Learner or Facilitator."; break;

case 435: msg = "435 The New Password is not valid."; break;

case 436: msg = "436 The Old Password is not valid."; break;

case 486: msg = "486 Can only add a Learner if Account is auto-enroll."; break;

case 443: msg = "443 Missing Action parameter, requires V (validate), C (commit) or P (new password)."; break;

case 444: msg = "444 The service did not receive any form POST values to process."; break;

case 467: msg = "467 No Programs have been selected."; break;

case 450: msg = "450 Missing " + parm1 + "."; break;

case 451: msg = "451 Invalid " + parm1 + "."; break;

case 452: msg = "452 CustomerId " + parm1 + " is not a Parent account."; break;

case 453: msg = "453 OrderId '" + parm1 + "' has already been posted (Account Id: " + parm2 + ", Password: " + parm3 + ")."; break;

case 469: msg = "469 Service was accessed with an incorrect Transaction Type."; break;

case 470: msg = "470 You are trying to Add On to a Group site that does not exist."; break;

case 445: msg = "445 You are trying to Add On to a Parent site rather than a Group site."; break;

case 446: msg = "446 You are trying to Add On to a Group site that has not been purchased."; break;

case 471: msg = "471 You are trying to Add On to a Group site with a password that does not exist."; break;

case 472: msg = "472 You are trying to Add On to a Group site with a password that is not assigned to a facilitator."; break;

case 474: msg = "474 Line item is not extended properly."; break;

case 475: msg = "475 Line item is not totalled properly."; break;

case 473: msg = "473 Line item " + parm1 + " contained a invalid Program Id (" + parm2 + ")."; break;

case 466: msg = "466 Line item " + parm1 + " contained a Program Id (" + parm2 + ") that is not in the current catalogue."; break;

case 477: msg = "477 Line item " + parm1 + " must have a quantity of 1."; break;

case 461: msg = "461 Line item " + parm1 + " cannot have a negative price (you can negate the quantity)."; break;

case 478: msg = "478 Line item " + parm1 + " is not extended properly."; break;

case 479: msg = "479 Line item " + parm1 + " is not totalled properly."; break;

case 480: msg = "480 Line item " + parm1 + " in line item " + parm2 + " is not in the catalogue."; break;

case 481: msg = "481 Quantities are not totalled properly."; break;

case 482: msg = "482 GST is not totalled properly."; break;

case 483: msg = "483 PST is not totalled properly."; break;

case 484: msg = "484 HST is not totalled properly."; break;

case 485: msg = "485 Extensions are not totalled properly."; break;

case 490: msg = "490 Application Error ..." + parm1 + parm2; break;

case 497: msg = "497 Unable to Generate Group Account (full) - Contact Systems."; break;

case 498: msg = "498 Unable to Generate Group Account (" + parm1 + " used) - Contact Systems."; break;

case 499: msg = "499 Group Services are temporarily suspended."; break;

default: msg = "400 Unrecognized Error Number"; break;