WIDEVINE®

CYPHER FOR DIGITAL MEDIA

STATUS AND ERROR CODES

VERSION: 1.3

Revision History

Version	Date	Description	By
1.0	08/30/2010	Updates for 4.4.5 release	Alex Lee
1.1	10/11/2010	Updates for 4.5.0 release	Alex Lee
1.2	01/20/2011	Additional license response error codes Additional custom error codes for non-license revocation	Alex Lee
1.3	1/24/2011	Add DCP error codes	Alex Lee

CONTENTS

1.   PURPOSE

The purpose of this document is to list the status and error codes of various Widevine components.

2. WIDEVINE CLIENT ERROR CODES

Error Code	Description
0	WVMKStatus_Unknown
200	WVMKStatus_OK
400	WVMKStatus_Bad_Request
401	WVMKStatus_Unauthorized
404	WVMKStatus_Not_Found
405	WVMKStatus_Method_Not_Allowed
407	WVMKStatus_Proxy_Authentication_Required
408	WVMKStatus_Request_Timeout
415	WVMKStatus_Unsupported_Media_Type
451	WVMKStatus_Invalid_Parameter
454	WVMKStatus_Session_Not_Found
455	WVMKStatus_Method_Not_Valid_In_This_State
457	WVMKStatus_Invalid_Range
461	WVMKStatus_Unsupported_Transport
462	WVMKStatus_Destination_Unreachable
463	WVMKStatus_Terminate_Requested
500	WVMKStatus_Internal_Server_Error
501	WVMKStatus_Not_Implemented
503	WVMKStatus_Service_Unavailable
504	WVMKStatus_Service_Response_Error
512 – 768	3rd Party Custom Application Errors (remove existing stored license)
769 – 999	3rd Party Custom Application Errors (retain existing stored license)
1001	WVMKStatus_Invalid_Data_Format
1002	WVMKStatus_Invalid_Data_Version
1003	WVMKStatus_Parse_Error
1004	WVMKStatus_Tamper_Detected
1005	WVMKStatus_Truncated_Media
1006	WVMKStatus_Internal_Error
1007	WVMKStatus_Entitlement_Error
1008	WVMKStatus_Configuration_Error
1008	WVMKStatus_Key_Error
1009	WVMKStatus_Value_Out_Of_Range
1010	WVMKStatus_System_Error
1011	WVMKStatus_Invalid_Response
1012	WVMKStatus_Unsupported_Transport_Type

1013	WVMKStatus_FileSystem_Error
1014	WVMKStatus_User_Cancel
1015	WVMKStatus_InvalidState
2000	WVMKStatus_Warning_Download_Stalled
2001	WVMKStatus_Warning_Need_Key
2002	WVMKStatus_Warning_Not_Available
2003	WVMKStatus_Checking_Bandwidth
2004	WVMKStatus_Error_Download_Stalled
2005	WVMKStatus_Error_Need_Key
2006	WVMKStatus_Error_Out_of_Memory
2007	WVMKStatus_Uninitialized
2008	WVMKStatus_Internal_Error
2009	WVMKStatus_Error_Invalid_Chapter
2010	WVMKStatus_Heartbeat_Configuration_Error
2011	WVMKStatus_Invalid_Keybox
2012	WVMKStatus_Error_NoAdaptiveTracks

3. GETEMMS.CGI RESPONSE CODES

The format for the response to GetEMMs.cgi is a sequence of bytes in network byte order:

- ➢ License status   (4 bytes, unsigned integer)
- ➢ Asset Id   (4 bytes, unsigned integer)
- ➢ Key Id   (4 bytes, unsigned integer)
- ➢ EMM   (sequence of bytes)

WIDEVINE LICENSE STATUS

Value	Description
0	Unknown
1	OK, successful
2	Server-side database error: Asset not found
3	Servers-side database error: Asset save failed
4	Server-side database error: Asset delete failed
5	Server-side database error: Asset already exist
6	Internal error
7	Operation is not allowed
8	Asset is currently blocked (see access criteria settings)
9	Asset is outside license window
10	Asset is outside allowed geographic region
11	Signature is missing in the EMM request
12	Signature is not valid in the EMM request
13	Provider is unknown
14	Network error
15	EMM format error
16	EMM decode failed
17	Client network error
18	Request aborted
19	Client key is missing
20	Registration server is not responding
21	Registration server is down
22	Portal information is missing
23	Portal is unknown
24	Asset Id is missing
25	Owner information is missing
26	Provider information is missing
27	Name is missing
28	Invalid CCI
29	Invalid DCP
30	Invalid license window
31	Policy not found
32	License request rejected due to Policy

33	Policy server is not responding
34	Error processing token sent by client
35	Invalid geo-graphic region
36	Invalid Nonce
37	Invalid Hardware Id
38	Invalid Token
39	Invalid asset Id
40	Invalid name
41	Invalid client diversity
42	Invalid Key Id
43	Model not supported
44	Invalid keybox system Id
45	No device license is available
46	Unknown code
47	Invalid access criteria
48	Geographic region is missing
49	Key verification failed
50	Hash in client token failed
51	Unable to get key for client token verification
52	Wrong system Id sent by client
53	Revoked client version
54	Client version tampered
55	Client version missing
56	Asset provider already exists
57	Missing diversity information
58	Missing token
59	Client model tampered
60	Asset key is too large
61	Failed decryption
62	Too many assets
63	Make not supported
64	Policy already exists
65	Invalid XML
66	Provider violation
67	Portal verification failed
68	Portal override not allowed
512 – 768	3rd party-defined error codes (remove existing stored license, if any)
769 – 999	3rd party-defined error codes (retain existing stored license, if any)

4.   DCP ERROR CODES

Value	Description
0	Unknown
1	Normal
2	Debugger detected
3	Heartbeat failure
4	Thread early exit
5	DCP not running
6	Illegal application
7	Excessive writes
8	Excessive network usage
9	Excessive memory usage
10	Virtual machine detected
11	RDP detected
12	Unhandled exception

5.   VOD DEALER PACKAGE STATUS

Status (if query by id)	GUI status (if query by name)	Description
	Not Processed	Package exists on ftp server but has not been processed.
queued	Pull Queue	Package has been added to the pull queue.
processing importStarted importCompleted	Pulling	Package is being pulled from source.
	Validating	Package is being validated. The file sizes and checksums are being checked.
	Encrypt Queue	Package has been added to the encrypt queue.
encryptionStarted encryptionCompleted	Encrypting	Assets in the package are being encrypted.
	Updating Metadata	Package metadata is being updated
importFailed	Pull Failed	Problem importing file(s) from source.
	Validation Failed	File size or checksum in metadata does not match physical file.
processingFailed	Encryption Failed	Problem occurred during encryption.
	Metadata Update Failed	Problem updating the metadata
exporting exportStarted exportCompleted	Push Queue	Package has been added to the push queue
	Pushing	Package is being pushed to destination
exportFailed	Export Failed	Problem exporting file(s) to destination.
exportRetry		Export failed and will retry. Please take action to fix ftp problem.
successful	Completed	Package had been process without error
unknown	General Error	Unknown error was returned.
canceled		Request has been canceled.
packageDeleteStarted		Starting delete of package from source ftp server.
packageDeleteCompleted		Successfully completed delete of package from source ftp server.
packageDeleteFailed		Package delete failed.
error		Error returned from PackageNotify or PackageQuery. Check errorText attribute.

6. VOD DEALER FTP ERRORS

FTP Error Description	FTP Error Code	Error Text
FTP Server not running	NA	Connection refused
Can't open data connection	425	Connection timed out
		No route to host
		Connection refused
		Failed to establish connection.
		Read timed out
Requested action not taken. File unavailable (e.g. file not found, no access)	550	<file name>: Disk quota exceeded
Connection closed; transfer aborted	426	
Timeout for receiving data from server	n/a	
Not logged in, wrong username or password	530	
Requested file action not taken. File unavailable (e.g. file busy)	450	
Requested action aborted. local error in processing.	451	Failure writing to local file.
		Transfer aborted. Input/output error
Need account for storing files	532	
Requested action not taken. File name not allowed	553	Could not create file.
Requested file action aborted. Exceeded storage allocation (for current directory or dataset)	552	Transfer aborted. Disk quota exceeded
Syntax error, command unrecognized. This may include errors such as command line too long	500	OOPS: child died
Misc. FTP error	5XX	