

# Response Codes

🕒 11 minute read

The ServiceChannel API returns conventional HTTP status codes as well as in-body error codes and messages.

When you get a response, carefully examine the HTTP status code, in-body error codes, and error message to find the best solution to a problem.

## HTTP Status Codes

Usually, `200` or `201` status codes mark a successful request, `4xx` codes indicate that there is an error in the request itself, while codes in the `5xx` range state that something went wrong on the ServiceChannel end.

The tables below describe HTTP codes that you may receive.

### 1xx Informational

Code	Text	Description
100	Continue	The server has received the request headers. You can send the request body.
101	Switching Protocols	The server is changing to the protocol specified in the <code>Upgrade</code> header.

### 2xx Success

Code	Text	Description
200	OK	The request was successful.
201	Created	The request was successful, and a new resource was created.
202	Accepted	The request has been accepted, but not yet processed.
203	Non-Authoritative Information	The request was successful, but the response data may be from a third party.
204	No Content	The request was successful, but there is no need to return any data.
205	Reset Content	The request was successful, but the server returned no data. Reset the document view to continue.
206	Partial Content	The server has returned only part of the resource due to the range request header.

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# 3xx Redirection

Code	Text	Description
300	Multiple Choices	The request has more than one representation options, for example, different file formats. Select a preferred representation, and redirect your request to the representation location.
301	Moved Permanently	The resource you requested has been <b>permanently</b> moved to a new location. Direct this and all future requests to the URI specified in the <code>Location</code> response header.
302	Found	The resource you requested has been <b>temporarily</b> moved to a new location. Direct this request to the temporary URI specified in the <code>Location</code> response header, but continue using the original URI for future requests.
303	See Other	You can find the response to your request under another URI. Send a GET request to the URI specified in the <code>Location</code> response header.
304	Not Modified	The resource has not been modified since last requested, so there is no new data to return.
305	Use Proxy	Access the requested resource through the proxy provided in the <code>Location</code> response header.
307	Temporary Redirect	The resource you requested has been <b>temporarily</b> moved to a new location. Direct this request to the temporary URI specified in the <code>Location</code> response header, but continue using the original URI for future requests. In contrast to <code>302</code> , you cannot change the request method when reissuing the original request.

# 4xx Client Error

Code	Text	Description
400	Bad Request	The request was not accepted due to bad syntax, missing parameters, insufficient data, etc.
401	Unauthorized	Missing or incorrect authentication credentials ( <a href="https://developer.servicechannel.com/basics/general/authentication/">https://developer.servicechannel.com/basics/general/authentication/</a> ).
403	Forbidden	You are not authorized to request this resource, or the resource is unavailable for some reason.
404	Not Found	The request URI is incorrect, or the resource does not exist.
405	Method Not Allowed	You have used an incorrect request method. The <code>Allow</code> response header specifies methods supported by this resource.
406	Not Acceptable	The format specified in the <code>Accept</code> header is not supported. Usually, the possible format is JSON. See Output Formats ( <a href="https://developer.servicechannel.com/basics/general/responses/#output-formats">https://developer.servicechannel.com/basics/general/responses/#output-formats</a> ) for details.
407	Proxy Authentication Required	Authenticate yourself with the proxy, and then repeat the request adding a suitable <code>Proxy-Authorization</code> header.
408	Request Timeout	The server has timed out while waiting for the request. You can repeat the request without modifications at any later time.
409	Conflict	The server was not able to process the request because of a conflict. Study the response body to recognize the source of the problem. Resolve the conflict, and reissue the request.
410	Gone	The resource you requested is no longer available. Do not request this resource again in the future.
411	Length Required	You have not stated the length of the content, which is required by the server. Add a valid <code>Content-Length</code> header, and repeat the request.
412	Precondition Failed	The server could not meet one or more of the preconditions stated in the request headers.
413	Request Entity Too Large	The request is larger than the server is willing or able to process.
414	Request-URI Too Long	The provided URI is longer than the server is willing or able to interpret. You have probably used too many query-strings in a GET request. In this case, try to convert it into a POST request.
415	Unsupported Media Type	The request contains a media type that the server or resource does not support.
416	Requested Range Not Satisfiable	The server cannot provide the portion of the data that you specified in the <code>Range</code> request header. It is possible that the range is outside the target data size.

Code	Text	Description
417	Expectation Failed	The server could not meet the expectation stated in the <code>Expect</code> request header.
426	Upgrade Required	Switch to a protocol stated in the <code>Upgrade</code> header, and repeat the request.
429	Too Many Requests	You have reached the throttling limit ( <a href="https://developer.servicechannel.com/basics/general/throttling/">https://developer.servicechannel.com/basics/general/throttling/</a> ). Check the <code>Retry-After</code> header to learn how long you should wait before making a follow-up request.

## 5xx Server Error

Code	Text	Description
500	Internal Server Error	Something went wrong, and the server was unable to complete your request. Should this problem persists, click <b>Help</b> in the lower-right corner of the developer portal, and submit a bug report.
501	Not Implemented	The server cannot fulfill the request or does not recognize the request method.
502	Bad Gateway	The server, while acting as a gateway or proxy, received an invalid response from the upstream server.
503	Service Unavailable	The server is currently unavailable.
504	Gateway Timeout	The server, while acting as a gateway or proxy, has waited too long for a response from the upstream server.
505	HTTP Version Not Supported	The server does not support the HTTP version used in the request.

## Internal Error Codes and Messages

While HTTP codes describe the overall situation with the response, the body-based error messages provide more details about the problem. In addition to the descriptive text, the response body contains machine-parsable error codes. While we may change the descriptive text, the codes stay the same.

The ServiceChannel API returns error codes and messages in the response body.

```
{
  "ErrorCodes" : [
    911,
    913,
    702,
    301,
    603
  ],
  "ErrorCode" : 911,
  "ErrorMessage" : "Failed to create workorder: Invalid 'Category'. Invalid 'Priority'. Subscriber has no specified Trade. Contract not found for specified subscribers location, provider and trade. Subscriber has no specified Location"
}
```

Attribute	Data type	Description
ErrorCodes	Array of integers	The list of error codes.
ErrorCode	Integer	The code of the first error found.
ErrorMessage	String	The description of all errors.

Use the tables below to map the error codes you have received to the error reasons.

## 1xx Error Codes

Error Code	Reason
100	NotAllowed
100	EmptyProvider
101	InvalidProviderId
102	UnknownProvider
103	ProviderAlreadyExists
150	TimeoutExpiredError

## 3xx Error Codes

Error Code	Reason
300	EmptyContract
301	ContractUndefined

# 4xx Error Codes

Error Code	Reason
400	EmptySubscriber
401	InvalidSubscriberId
402	UnknownSubscriber
403	InactiveSubscriber

# 5xx Error Codes

Error Code	Reason
501	InternalError
502	DataNotFound
503	BadRequest
504	Unauthorized
505	UnsupportedApplication

# 6xx Error Codes

Error Code	Reason
600	EmptyLocation
601	InvalidLocationId
602	UnknownLocation
603	LocationNotBelongsToSubscriber
604	EmptyLocationCountry
605	LocationAlreadyExists
606	InvalidStoreId
607	LocationEmptyState
608	NoAccessToLocation
609	LocationAddressValidationError
610	LocationAddressRequestValidationError

## 7xx Error Codes

Error Code	Reason
700	EmptyTrade
701	InvalidTrade
702	TradeNotBelongsToSubscriber
703	InvalidPrimaryTrade

## 8xx Error Codes

Error Code	Reason
800	EmptyUser
801	EmptyCreatedBy
802	InvalidUserName
803	NotProviderUser
804	UserHasNoPermissions
805	RestrictedAccount
806	UserAlreadyExists

# 9xx Error Codes

Error Code	Reason
900	EmptyWoProblem
901	InvalidWoProblemSource
902	InvalidWoProblemDescription
903	InvalidWoProblemCode
904	InvalidWoStatus
905	InvalidWoNte
906	InvalidWoCaller
907	InvalidWoCallDate
908	InvalidWoScheduledDate
909	InvalidWoScheduledDateGreaterThanMaxAllowed
910	EmptyWoCategory
911	InvalidWoCategory
912	EmptyWoPriority
913	InvalidWoPriority
914	InvalidWoCurrency
915	InvalidWoSetupId
916	AttachmentsRequired
917	InvalidWoldentifier
918	EquipmentRequired
919	WoNteOverflow
920	InvalidWoPurchaseNumber
921	InvalidWoStateForUpdate
922	InvalidPagingParameter
923	InvalidWoNumber
924	CheckInDenied
925	CheckOutDenied
926	WoScheduledDateLessThanReassignDate



Error Code	Reason
927	WoScheduledDateLessThenCallDate
928	InvalidWoActionReason
929	EmptySubscriberProperty
930	WorkOrderUpdateError
931	MissedWoNteDetails
932	InvalidLinkedWoldentifier
933	WolsOnHold
934	InvalidWoTrade
935	InvalidStarScore
936	WorkOrderAlreadyRated
937	AttachmentThumbnailNotAvailable
938	InvalidWoldentifierOrPin
939	WorkOrderCreateError
939	InvalidTimeZoneHeader
940	RefrigerantWasUsedShouldBeYesOrNo
941	CheckInDeniedOutsideGeolocation
942	CheckOutDeniedOutsideGeolocation
943	LeakDetectorAuditShouldBeCreated
944	CheckInOutPremature

## 10xx Error Codes

Error Code	Reason
1000	InvalidSetupId
1001	IssueListNotFound
1002	InvalidIssueListField
1010	InvalidSiteAuditParameters

# 11xx Error Codes

Error Code	Reason
1100	InvalidOtherDesc
1101	InvalidTax2Name
1102	InvoiceInconsistentAmounts
1103	InvoiceInvalidTotal
1104	InvoiceTotalGreaterNte
1105	InvoiceExists
1106	CreatingInvoiceError
1107	DuplInvNumber
1108	InvoiceTotalNull
1109	InvComplDateNull
1110	InvDateLessComplDate
1111	InvoiceNotAuto
1112	ESignatureRequired
1113	InvWoNotFound
1114	InvWrongWoCurr
1115	InvWoCurrNotFound
1116	InvoicingDisabled
1117	InvCreationUnexpectedRes
1119	InvoiceInvalidLaborAmount
1120	InvoiceInvalidMaterialAmount
1121	InvDateOld
1122	InvDateGreater
1123	InvoiceTaxNotValidated
1123	InvoiceMaterialDescriptionLengthOverflow
1124	InvoiceMaterialPartNumberLengthOverflow
1125	TaxValidationError
1126	TaxExemptionError

Error Code	Reason
1127	InvalidInvoiceNumber
1128	GetApprovalLevelsError
1129	InvoiceAddUsersToMliLevelsError
1130	InvoiceAddDeleteLocationsToMliLevelUserError
1131	InvoiceUpdateMLiLevelError
1132	InvoiceDeleteMliLevelError
1133	InvoiceDeleteUsersFromMliLevelError
1134	ApprovalLevelNameLengthOverflow
1135	GstTaxError
1136	Tax2Error
1137	GetApprovalLevelsAndLocationsByUserError
1138	GetAssignedUserShortInfoError
1139	AssignAllLocationsToApprovalLevelAndUserError
1140	GetLocationsForApprovalLevelAndAssignedUserError
1141	GetLocationsBySubscriberError
1142	AssignUserWithLocationsToApprovalLevelError
1143	ReAssignUserWithLocationsToNewApprovalLevelError
1144	ReAssignLocationsToApprovalLevelAndUserError
1145	OutstandingBalance
1146	InvoiceTaxDetailsEmpty
1147	InvoiceTaxDetailsIncorrectSum
1148	MultipleUsersForLocationIsNotAllowed
1149	UserAssignedToOtherLevel
1150	UserDoesNotExist
1151	LaborLineItemRequired
1152	MaterialLineItemRequired
1153	InvoiceDoesntExist
1154	InvoiceStarUnstarFailed

Error Code	Reason
1155	InvoiceBatchUpdateInvalidInvoiceStatusError
1156	InvoiceBatchUpdateLimitExceededError
1157	InvoiceNotAvailableForCurrentUser
1158	InvoiceBatchUpdateInvalidRuleSetStructure
1159	InvoiceBatchUpdateInvalidMliStructure
1160	InvoiceBatchUpdateStatusError
1161	InvoiceMaterialUnitTypeInvalid
1162	ExistingBatchNumber
1163	InvoiceResolutionTextRequired
1164	GetInvoiceDefaultApprovalCodesError
1165	InvoiceInvalidTravelAmount
1166	InvoiceTravelDescriptionLengthOverflow
1167	InvoiceTravelUnitTypeInvalid
1168	TravelLineItemRequired
1169	TravelDetailsDisabled
1170	OnOffShoreDisabled
1171	InvoiceInvalidLaborCount
1172	InvoiceInvalidMaterialCount
1173	InvoiceInvalidTravelCount
1174	SubscriberNotRegisteredForTaxValidation
1175	ManyDecimalsInAmountError
1176	DecimalPartQstTaxError
1177	LaborRatesDiscrepancy
1178	PayInvoicesError
1179	InvoiceNumberRequirementsError
1180	InvoiceNumberIncorrect
1181	InvoiceNumberRegExPatternError
1182	GetInvoicesPendingApprovalByLocationError

Error Code	Reason
1183	ReAssignInvoicesToUsersFailed
1184	ReAssignInvoicesUsersMatched
1185	GetUsersForReassignInvoiceError
1186	InvalidTimeRangeActivity
1187	OutsourcedSourceInvoiceNotFound
1188	OthersLineItemsDisabled
1189	InvoiceInvalidOtherAmount
1190	InvoiceInvalidOtherCount
1191	InvoiceOtherDescriptionLengthOverflow
1192	OtherLineItemRequired
1193	OtherLineItemsNotNegativeValueRequired
1194	InvalidLaborSkillLevel
1195	InvalidLaborType
1196	InvalidTechnicianQuantity
1197	GetInvoicesCommonCategoriesError
1198	InvoiceExplainDisputeEmpty

# 12xx Error Codes

Error Code	Reason
1200	TemplateParseSuccess
1201	TemplateIncorrectHeaderError
1202	TemplateEmptyTemplateError
1203	TemplateWrongFieldsCountError
1204	TemplateFieldNotFoundError
1205	TemplateFieldRequiredError
1206	TemplateParseIntError
1207	TemplateFieldSizeError
1208	TemplateInvalidValueError
1209	TemplateFieldFormatError
1210	TemplateFieldMaxRangeError
1211	TemplateFieldMinRangeError
1212	TemplateProviderNotEntered
1213	TemplateInvalidSubscriberError
1214	TemplateVendorNotFoundError
1215	TemplateMissedProviderError
1216	TemplateProviderNotFoundError
1217	TemplateProviderSubsccriberLinkError
1218	TemplateTradeDispatchRankError
1219	TemplateInvalidTradeForSubscriberError
1220	TemplateStoreNotFoundError
1221	TemplateNotStoresForStateError
1222	TemplateNotStoresForCountryError
1223	TemplateNotStoresForDistrictError
1224	TemplateNotStoresForRegionError
1225	TemplateMultiplePimaryProvidersForTradeStoreError
1226	TemplateDuplicatePrimaryRelationshipError

Error Code	Reason
1227	TemplateAmbiguousDataError
1228	TemplateIncorrectSubscriber
1229	TemplateDuplicateRanking
1230	TemplateLongitudeRangeError
1231	TemplateLatitudeRangeError
1240	TemplateMissedSubscriberError
1241	TemplateMissedStoreIdError
1242	TemplateInvalidSubscriberIdError
1243	TemplateOpenCloseDateError
1244	TemplateInvalidCountryError
1245	TemplateInvalidStateForCountryError
1246	TemplateInvalidLocationTypeError
1247	TemplateMissingFullAndShortNameError
1248	TemplateMissingCountryError
1249	TemplateDuplicatedDataError
1250	TemplateParentLocationNotFoundError
1251	TemplateParseDateTimeError
1252	TemplateParseDecimalError
1253	TemplateSquareValueRangeError
1254	TemplateInvalidSquareMeasureError
1260	TemplateLocationNotFoundError
1261	TemplateDuplicatedLocationFoundError
1262	TemplateInvalidLocationHeaderError
1263	TemplateDuplicatedLocationHeaderError
1264	TemplateHeaderContainsEmptyFieldsError
1265	TemplateLocHeadersShortHeaderError
1266	TemplateHeaderContainsDuplicatesError
1267	TemplateLocationNotesStoreIdFieldLengthError

Error Code	Reason
1268	TemplateLocationNotesNoteValueFieldLengthError
1280	TemplateInvalidPhoneError
1281	TemplateDuplicateTelecomRecordError
1282	TemplateTelecomRecordExistsError
1290	TemplateInvalidCategory
1291	TemplateDifferentRanksForProviderAssignments
1292	TemplateDuplicateRankError
1293	TemplateProviderNonCompliant

## 13xx Error Codes

Error Code	Reason
1301	EmptyRequest

## 14xx Error Codes

Error Code	Reason
1400	StoreIdRequiredError
1401	InvalidUserIdError
1402	InvalidStoreIdError
1403	AmbiguousError
1404	MliHierarchyFiledCountError
1405	MliHierarchyMaxUserNameError
1406	MliHierarchyDuplicateUserError
1407	MLiHirarchyUserExistInOtherLevelError



# 15xx Error Codes

Error Code	Reason
1501	GetRuleSetListError
1502	RuleSetDuplicateNameError
1503	RuleSetDuplicateActionError
1504	RuleSetConflictedActionError
1505	RuleSetRuleSetDoesNotExistsError
1506	RuleSetTradeDoesNotExistError
1507	RuleSetCategoryDoesNotExistError
1508	RuleSetMliLevelDoesNotExistError
1509	GetRuleSet
1510	CreateUpdateRuleSetError
1511	DeleteRuleSet
1512	GetRuleSetCategoriesTradesCountError
1513	GetRuleSetByInvoice
1514	GetCategoryTradeIdsAreSelectedError
1515	ProposalAboveMlpLimitError

# 17xx Error Codes

Error Code	Reason
1700	UserFilterGetError
1701	UserFilterCreateUpdateError
1702	UserFilterDeleteError
1703	UserFilterSetAsDefaultError

# 20xx Error Codes

Error Code	Reason
2001	PaymenowScProviderIdOrFbCompanyIdMustBeProvided
2002	PaymenowBannersForProvidersOnly
2003	PaymenowFeatureDisabled
2004	PaymenowBannerInfoNotFound
2005	PaymenowBannerInvalidNavigationUrl
2006	PaymenowRequestedProvidersIsNotAssigned
2007	PaymenowEmptyRequestedProviders

# 21xx Error Codes

Error Code	Reason
2100	PaymentManagerFeatureDisabled
2101	PaymentManagerFeatureDisabledForSubscriber
2102	PaymentSystemCurrentlyUnavailable
2103	CurrencyNotSupported
2104	PaymentSystemAccountNotFound
2105	FeatureIsOff
2106	EarlyPayFeatureWithoutPaymentManagetFeatureError
2107	FtpTestError
2108	AcceptTermsAndConditionsRequestInvalid
2109	PaymentSystemAccountError
2110	SendReportToFTP
2111	SchedulingError
2112	BadPaymentData
2113	InvoicesCanNotBeRepaid
2114	InvoicesCanNotBeRescheduled

## 24xx Error Codes

Error Code	Reason
2400	BadgeVerificationFailed
2401	BadgeTempPassEmpty
2402	BadgeScanRequired

## 25xx Error Codes

Error Code	Reason
2500	SolvedIssueInvalidSubscriber
2501	SolvedIssueInvalidLocationId
2502	SolvedIssueInvalidCategoryId
2503	SolvedIssueInvalidTradeId
2504	SolvedIssueInvalidPriorityId
2505	SolvedIssueInvalidSource
2506	SolvedIssueInvalidProblemCode

## 26xx Error Codes

Error Code	Reason
2600	SubmitFeedbackErrorWoStatus
2601	SubmitFeedbackInvalidAnswer
2602	SubmitFeedbackInvalidTrackingNumber
2603	SubmitFeedbackInvalidSubscriber
2604	SubmitFeedbackInvalidScore
2605	SubmitFeedbackUnsatisfactoryCommentRequired
2606	SubmitFeedbackInvalidReviewId
2607	SubmitFeedbackInvalidSetupId

## 27xx Error Codes

Error Code	Reason
2700	S3SaveError
2701	AbsSaveError

## 28xx Error Codes

Error Code	Reason
2800	GoodDataLoginFailed
2801	GoodDataElementUriError
2802	GoodDataReportResultUriError
2803	GoodDataReportResultEmpty
2804	GoodDataDesReportResCountError
2805	GoodDataDesReportResConvertError
2806	GoodDataDesDisplayFormAttributeEmpty

## 30xx Error Codes

Error Code	Reason
3001	InvalidProposalAmountLimit

# 31xx Error Codes

Error Code	Reason
3100	AssetTypeDuplicateNameError
3101	AssetTypeDoesntExistError
3102	AssetTypeFailUpdateRefrigerantPurpose
3103	AssetTypeDeleteFailed
3104	ExistingAssetsFoundForAssetType
3105	CantModifyAssetTypeParentId
3106	InvalidAssetTypeName
3107	AssetTypeInheritanceError
3108	ExistingProposalsFoundForAssetType
3109	InstallPurchaseDateOverflow

# 32xx Error Codes

Error Code	Reason
3200	PartsChangeFailed
3201	PartsReasonCodeError
3202	PartsUseDateError
3203	PartsRefrigerantAlreadyExists
3204	PartsChargeHistoryAlreadyExists
3205	PartsNotFound
3206	BulkPartUseIncorrectWorkOrder
3207	BulkPartsByIdsNotFound
3208	BulkPartsMultipleWosError
3209	BulkPartsIncorrectIsRefrigerantParam
3210	BulkPartsIsRefrigerantCanNotbeChanged
3211	BulkPartsReasonCodeChangeError
3212	BulkPartsInvalidAssetAndReasonCodeParams
3213	BulkPartsInvalidAssetId
3214	BulkPartsInvalidInitialChargeCode
3215	BulkPartsAssetDoesntContainCharge
3216	BulkPartsIsInventoryFlagError
3217	BulkPartsLeakAlreadyInProcessError
3218	BulkPartsInvalidDateRangeError
3219	BulkPartsMoeNumberRequiredError

# 33xx Error Codes

Error Code	Reason
3301	BadNotificationSubscriptionEventType

## 34xx Error Codes

Error Code	Reason
3401	MlpImportLevelError
3402	UpdateMlpUserLevelError

## 35xx Error Codes

Error Code	Reason
3501	InvalidHolidayName
3502	DuplicateHolidayName
3503	HolidaysDeleteFailed
3504	HolidaysExcludeInsertFailed
3505	HolidaysUpdateFailed
3506	HolidaysInsertFailed
3507	HolidaysExcludeDeleteFailed
3508	BusinessHoursDeleteFailed
3509	BusinessHoursUpdateFailed
3510	BusinessHoursInsertFailed
3511	InvalidTime
3512	HolidayForDeleteNotFound

## 36xx Error Codes

Error Code	Reason
3601	InvalidChecklistId

## 37xx Error Codes

Error Code	Reason
3701	NoLinkBetweenSubscriberAndProvider

# 38xx Error Codes

Error Code	Reason
3801	WorkforceCreateContractorError

# 40xx Error Codes

Error Code	Reason
4000	MaxThresholdExceeded
4001	MaxTriggerRateExceeded
4002	LeakPriorityIsRequired

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