ERROR MANAGEMENT

ERROR HANDLING

If the function succeeds, the immediate return value is zero. If the function fails, the immediate return value is a non zero error code listed below. We recommend that transactions be attempted three times (when applicable) before presenting the user with a dialog containing both error code and description. Refer to the specific error code below to determine if the error must be retried.

ERROR CODES

The error codes presented here are the standard set of error codes that an application integrated to the *Secure Transport Network* may encounter. The following table defines the error code. Applications should handle these error codes as part of their error handling mechanism. In the future, new error codes may be introduced. If an application encounters an error that is not listed in the table below, it should display the error as Network Error (`VXN: <code>`).

Error Code	Error Text	Origin	Processor Received?	ReTry Trans?	Description
001	Authentication Failed — Invalid ID(s)	API	No	No	The ID(s) sent by the application cannot be authenticated because they are either missing or do not meet the correct requirements (for example, the ID length is too long OR the ID string is empty)
002	Invalid Packet ID	API	Unknown	Yes	The Packet ID in the Response does not match the ID of the Request.
005	Invalid Data Length	API	No	No	The length of the packet is too long and cannot be received by the payment processor.
006	Invalid Session Context	*Secure Transport* Host	No	No	The session context is invalid and therefore the transaction could not be completed.
008	Network Error	*Secure Transport* Host	Unknown	Yes	The request could not be processed.
009	Send Error	API	No	Yes	An error was encountered when the request was being sent.
011	Timeout Error	API	Unknown	Yes	Cannot sent the request or receive the response because of a Timeout Error.
013	Authentication Failed	API	No	No	The transaction could not be authenticated because the Merchant ID (MID), Terminal ID (TID) and/or DID)is/are invalid. These IDs do not match the ones located in the *Secure Transport* database.
014	Null Query	API	No	No	Cannot send or receive request because the query is null-filled.
030	No Memory	API	Unknown	No	System resources are low and the program cannot run.

Error Code	Error Text	Origin	Processor Received?	ReTry Trans?	Description
035	Invalid Service Name	API	No	No	Cannot send or receive request because the service name is invalid.
040	Service Unavailable	API	No	No	Cannot send or receive request because the service is unavailable
041	XML Error	API	No	Yes	Cannot send or receive request because of an XML error.
042	HTTP Error	API	No	Yes	Cannot send or receive request because an HTTP access error.
043	Internet Error	API	No	Yes	Cannot send or receive request because of an internet error
044	Incorrect URL(s)	API	No	No	The format of the URL is incorrect.
045	No Service	API	No	No	Cannot find URLs of the service provider(s). For example, when the API parses the URLs it gets from Service Discovery, it will only accept HTTPS URLs and ignore any HTTP URLs. If all the URLs it receives are HTTP URLs, they will all be ignored and a 045 error will be returned.
046	XML Parse Error	API	Unknown	Yes	Cannot create XML parser.
047	Request Overflow	API	No	No	Request is too long, currently limited to 1250 bytes per transaction.
048	Incorrect Response	API	Unknown	Yes	The format of the response is invalid based on the *Secure Transport* XML v3 DTD specification.
051	Response Overflow	API	Unknown	Yes	Response is too long, currently limited to 1250 bytes per transaction.
052	Internet Timeout	API	Unknown	Yes	When sending request/receiving response from Internet, there was no result after exceeding timeout period.
053	Send Error	API	No	Yes	An error encountered when the request was being sent.
054	Receive Error	API	Unknown	Yes	An error encountered when the request was being received
055	Retry Registration	API	No	Yes	Registration is not yet complete. You must retry the `VxnRegisterMerchant` transaction.
056	Duplicate Registration	API	No	Yes	There is already a registration ticket created for this merchant. Contact *Secure Transport* Technical Support for more information.
057	Registration Failed	API	No	No	Your Merchant Registration has failed. Contact *Secure Transport* Technical Support for more information.
058	Access Denied	API	No	No	Generally, occurs when you try to register a merchant after a merchant has already been activate to use the *Secure Transport Network*.
059	Either MID or TID is not correct	API	No	No	A Merchant may see this error the first time they try to register. The Merchant should double-click their MID, TID, and Service ID. If these parameters are correct, retry the transaction. If the transaction is retried and the merchant keeps receiving the error, the Merchant should contact *Secure Transport* Technical Support for more information.
060	Data not found in provisioning database	API	No	No	Normally, this error occurs when trying to activate a Merchant (calling `VxnRegisterMerchant`)

Error Code	Error Text	Origin	Processor Received?	ReTry Trans?	Description
062	Invalid SSL certificate	API	No	No	This error is returned when there are ROOT certificates in the API and these Certificates cannot validate the Server's Certificates. Please also read the footnote below for more information regarding Windows® Vista.[a]
080	No Root Certificate	API	No	No	On a Windows® platform, this error is returned when there are no ROOT certificates in the API and, as a result, the Server's Certificates cannot be validated.
200	Host Busy	*Secure Transport* Host	No	Yes	The processor's Server is currently busy and is unable to service the request. For example, the device sends a second request prior to getting the response from the first one.
201	Host Unavailable	*Secure Transport* Host	Yes	Yes	The processor's Server is currently unavailable. For example, the server is sending a NAK.
202	Host Connect Error	*Secure Transport* Host	No	Yes	Could not connect to the Processor's Server.
203	Host Drop	*Secure Transport* Host	Yes	Yes	The Processor's Server disconnected during the transaction before sending a response.
204	Host Comm Error	*Secure Transport* Host	Unknown	Yes	An Error was encountered while communicating with the Processor's Server.
205	No Response	*Secure Transport* Host	Yes	Yes	No response OR or bad response from the Processor's Server.
206	Host Send Error	*Secure Transport* Host	Unknown	Yes	An error was encountered while sending the request to the Processor and the Server daemon cannot continue sending packets to the Processor because the connection is broken.
405	*Secure Transport* Timeout	*Secure Transport* Host	Unknown	Yes	The request could not be processed.
505	Network Error	*Secure Transport* Host	Unknown	Yes	The request could not be processed.

a.Footnote regarding Error 62.

Error 62 may also be generated by the **Vista Operating System** *if Vista does not have the Root Certificate required by the Datawire Servers. To remedy this error, you can install the necessary root certificate as outlined in the steps below.*

1. Using Internet Explorer on your Vista machine, access the Datawire-specific production URL (https://XXX.datawire.net) and the appropropriate root certificate will be installed. Internet Explorer will display, "Hello World!! If you are reading this page, you have successfully connected to this webserver".

2. Retart your application to allow the root certificate to become available to the API.

3. Retry sending your transactions.