

# Integration - API

## Error

### 1 Introduction

The element Error is generalised for all Syna's xml-products so we do not include it in the product specific XSDs. The XSD for Error element is available.

The element is described in Allmän Information (General Information):

#### 5.1 The Element Svar (Reply)

*compulsory element which includes the attribute*

• *"ec" which may assume the following values:*

- |   |      |  |
|---|------|--|
| o | "OK" | Good                                     |
| o | "E " | Call interrupted – see the element Error |
| o | "W " | Warning – see the element Error          |

*The elements Product and Process are returned from the Enquiry.*

*The rest of the elements in Reply are product-specific and are described in detail for each product.*

#### 5.2 The element Error

*Non-compulsory element which includes one or more error messages, Msg*

#### 5.3 The element Msg

*Includes the following attributes:*

- |   |         |   |
|---|---------|---|
| • | "id"    | Error's ID  |
| • | "sev"   | Error's type: E = Error, W = Warning, I=information |
| • | "runid" | Refers to Object number (see Number in Object list) |

### 2 Severity

An Error with "sev=E" suspends the enquiry and no product specific reply is offered. The message describes in plain text why the enquiry is suspended.

An Error with "sev=W" does NOT suspend the enquiry. A product specific reply is submitted but this is perhaps not complete and the message describes in what way this is so. So we suggest that one treats these two types each in their own way and that one always presents the message itself.

We recommend that one treats these two types, E and W, each in its own way and that one always presents the message itself. An Error with "sev=I" is only for purposes of information. The reply is not affected.

### 3 Error codes

Where error codes are concerned these are common to several products and we do not have these documented at product level.

Errors handle everything from incorrect login, suspended services to more product localised Errors. Some error codes are common to several different products; these are so-called standard error codes. \*

The total quantity of error codes is part of Syna's business-sensitive information and this is something we do not disclose.

#### \* Error codes for system messages

| Error   | Level | Message   |
|---------|-------|---|
| XML0027 | 99    | Product &2 is not available.  |
| XML8001 | 99    | XML internal error: &1!   |
| XML8005 | 99    | The ser is not available at present                                 |
| CLS0001 | 98    | The service is not available at present. Please try again later!    |
| CLS0002 | 98    | The service is not available at present. Please try again later!    |
| CLS0020 | 98    | The service is temporarily suspended – monitoring report being run! |
| CLS0098 | 98    | Technical fault 7. Call Syna Support +46 (0)40 25 85 00             |
| CLS0099 | 98    | Technical fault 8. Call Syna Support +46 (0)40 25 85 00             |