

# PA2 - Errors

- Error Types
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Generally, an error is anything that happens during a run of DOTS Phone Append 2 that causes the service to fail. If an error occurs, an XML error message, similar to the one below, will result instead of the PhoneInfoResult output described above:

## Example:

	<b>*Error!*</b>  <Type>Authorization</Type> <TypeCode>1</TypeCode> <Desc>Your license key does not work on this service.</Desc> <DescCode>8</DescCode>
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There are four error types described below.

## Error Types

Type	TypeCode	Billable	Standard Across All Gen2 Web Services
Authorization	1	No	Yes
User Input	2	Yes	No
Service Objects Fatal	3	No	Yes
Domain Specific	4	Yes	No

## Error type 1: Authorization

These are standard to all Generation 2 DOTS Web Services.

Desc Code	Description
0	Please provide a valid license key for this web service.
1	The daily allowable number of transactions for this license key has been exceeded.
2	The monthly allowable number of transactions for this license key has been exceeded.
3	The total allowable number of transactions for this license key has been exceeded.
4	There are not enough transactions available. Check your daily /monthly transaction limits.

5	This license key has expired.
6	This license key has not yet been activated.
7	This operation is limited to specific usage. Please contact customer service to have your key enabled.
8	Your license key does not work on this service.

## Error type 2: User Input

User Input errors are caused when a user inputs an invalid value or fails to provide a certain input field altogether. If a developer creates a request and mistypes a parameter name, it will probably cause a User Input Error.

Desc Code	Description
1	Please enter a LicenseKey.
2	Please enter a City/State or PostalCode.
3	Please provide a name.

## Error type 3: Service Objects Fatal

The Desc will always be the same and the DescCode has no meaning. This is standard to all Generation 2 DOTS Web Services. This is a rare error that signals either an application fault in the DOTS Phone Append 2 service or a Network/Connectivity issue.

DescCode	Desc
1	Unhandled error. Please contact Service Objects.

## Error type 4: Domain Specific

Domain specific errors represent the common errors seen in Service Objects services. Domain Specific errors indicate that the service completed successfully but the result is not good.

DescCode	Description
1	No phone number found for the given criteria.
2	Bad address information. Required fields: City/state or Postal Code are missing.
3	Operation not supported.