SensusAccess web APIs v2 errors documentation

This document describes the ErrorCodes and ErrorMessages in the SensusAccess web APIs version 2 and the reasons for occurring the errors in the system. If you want to make your own error messages, you can do so by looking at the ErrorCode you received from the APIs.

Accessibility

ErrorCode	ErrorMessage	Conditions
1010	Unable to convert the document type from {0} to {1}.	The error is a general error that occurs when there are any unhandled errors, for example: - Unknown error - Database update error - Core conversion failure
1020	Unable to convert the document from {0} to {1} because the conversion did not complete in time and timed out.	The error occurs when the conversion did not complete within a timeframe i.e. 2 hours. There is also a case when there are internal dependable jobs and the internal job did not complete in time. For example, when a user posts a job from .docx to MP3, there will be two jobs internally: - .docx to .txt - .txt to .mp3 When the first job did not complete in the allocated time i.e. in 2 hours, the second job receives the timeout error.
1030	The job is converted from {0} to {1} successfully but due to some reason unable to send the email.	The error occurs when a conversion is completed but due to some reason, the email is not delivered to the client. You don't need to handle the error if you do not choose **DeliveryMethod=Email** because in that case, the system doesn't need to deliver email from the backend.
1040	{Any job failure error message} + Due to some reason unable to send the email.	The error occurs when the Job conversion is failed with job status -1 and is unable to notify the client via email from the backend. If you have not given **DeliveryMethod=Email**, you don't need to handle the case because the system will not notify you from the backend.

		The ErrorMessage will contain a job failure error along with the email delivery failure message. The email failure might be due to the mail service being down or an SMTP issue.
1070	Due to some reason, the OCR server is unable to process the document.	The error occurs when the OCR service is unable to process the document.
1080	The OCR service is unavailable.	This error occurs when the OCR service is unavailable.
1150	The job is created successfully but there is a problem while placing the job in the queue. The reason could be the queuing system is down or has some issue.	The error occurs when there is a problem with the queueing system. This error is raised from the SensusAccess Job dispatcher.
1160	Unable to convert the PDF document as it seems to be protected	The error occurs if the user posts a PDF file that is password protected.
1170	Accessibility conversion does not support the file type.	The error occurs when the user posts unsupported file types for the conversion to API.
1180	When the DeliveryMethod=Email is chosen, you have to provide DeliveryEmail with a valid email address.	The error occurs when the user chooses the DeliveryMethod=Email but does not provide DeliveryEmail while POSTing the job to the API.
1190	The API credentials are wrong while POSTing the job to the API.	The error occurs when you provide the wrong credentials while POSTing the job to the API.
1200	Unable to convert source document into XML.	The error occurs when the source document cannot be converted to XML which is the first step in converting .tex/.zip to HTML5.
1210	Unable to convert intermediate XML document into HTML5.	The error occurs when the intermediate XML document cannot be converted to HTML5 which is a second step in converting .tex/.zip to HTML5.
1220	Unable to add MathJax script to HTML5 document.	The error occurs when adding the script file to the HTML5 document. This is the final step in converting the .tex/.zip file to HTML5.
1230	The .zip file should contain at least a .tex file type to convert to HTML5.	The error occurs when you provide a .zip file without a .tex file.

MP3

ErrorCode	ErrorMessage	Conditions
1010	Unable to convert the document type from {0} to {1}.	The error is a general error that occurs when there are any unhandled errors, for example: - Unknown error

		- Database update error
		- Core conversion failure
1020	Unable to convert the document from {0} to {1} because the conversion did not complete in time and timed out.	The error occurs when the conversion did not complete within a timeframe i.e. 2 hours. There is also a case when there are internal dependable jobs and the internal job did not complete in time. For example, when a user posts a job from .docx to MP3, there will be two jobs internally: - .docx to .txt - .txt to .mp3 When the first job did not complete in the allocated time i.e. in 2 hours, the second job receives the timeout error.
1030	The job is converted from {0} to {1} successfully but due to some reason unable to send the email.	The error occurs when a conversion is completed but due to some reason, the email is not delivered to the client. You don't need to handle the error if you do not choose **DeliveryMethod=Email** because in that case, the system doesn't need to deliver email from the backend.
1040	Any job failure error message + Due to some reason unable to send the email.	The error occurs when the Job conversion is failed with job status -1 and is unable to notify the client via email from the backend. If you have not given **DeliveryMethod=Email**, you don't need to handle the case because the system will not notify you from the backend. The ErrorMessage will contain a job failure error along with the email delivery failure message. The email failure might be due to the mail service being down or an SMTP issue.
1070	Due to some reason, the OCR server is unable to process the document.	The error occurs when the OCR service is unable to process the document.
1080	The OCR service is unavailable.	This error occurs when the OCR service is unavailable.
1150	The job is created successfully but there is a problem while placing the job in the queue. The reason could be the queuing system is down or has some issue.	The error occurs when there is a problem with the queueing system. This error is raised from the SensusAccess Job dispatcher.
1160	Unable to convert the PDF document as it seems to be protected	The error occurs if the user posts a PDF file that is password protected.
1170	MP3 conversion does not support the file type.	The error occurs when the user posts unsupported file types for the conversion to API.

1180	When the DeliveryMethod=Email is chosen, you have to provide DeliveryEmail with a valid email address.	The error occurs when the user chooses the DeliveryMethod=Email but does not provide DeliveryEmail while POSTing the job to the API.
1190	The API credentials are wrong while POSTing the job to the API.	The error occurs when you provide the wrong credentials while POSTing the job to the API.

E-Book

ErrorCode	ErrorMessage	Conditions
1010	Unable to convert the document type from {0} to {1}.	The error is a general error that occurs when there are any unhandled errors, for example: - Unknown error - Database update error - Core conversion failure
1020	Unable to convert the document from {0} to {1} because the conversion did not complete in time and timed out.	The error occurs when the conversion did not complete within a timeframe i.e. 2 hours. There is also a case when there are internal dependable jobs and the internal jobs did not complete in time. For example, when a user posts a job from .png to EPUB, there will be two jobs internally: - .png to .pdf - .pdf to EPUB When the first job did not complete in the allocated time i.e. in 2 hours, the second job receives the timeout error.
1030	The job is converted from {0} to {1} successfully but due to some reason unable to send the email.	The error occurs when a conversion is completed but due to some reason, the email is not delivered to the client. You don't need to handle the error if you do not choose **DeliveryMethod=Email** because in that case, the system doesn't need to deliver email from the backend.
1040	{Any job failure error message} + Due to some reason unable to send the email.	The error occurs when the Job conversion is failed with job status -1 and is unable to notify the client via email from the backend. If you have not given **DeliveryMethod=Email**, you don't need to handle the case because the system will not notify you from the backend.

ErrorCode	ErrorMessage	Conditions
		The ErrorMessage will contain a job failure error along with the email delivery failure message. The email failure might be due to the mail service being down or an SMTP issue.
1070	Due to some reason, the OCR server is unable to process the document.	The error occurs when the OCR service is unable to process the document.
1080	The OCR service is unavailable.	This error occurs when the OCR service is unavailable.
1100	Unable to prepare the document prior to DAISY conversion. + {Any job failure error message}	To convert any document (pdf, images, .doc, .rtf) to Daisy the document must be converted to .docx prior to Daisy conversion. The error occurs when there is an error to convert the document to .docx prior to daisy conversion. The error messages might contain other error messages with the "Unable to prepare the document prior to DAISY conversion."
1120	Unable to convert document to EPUB with media overlay	The error occurs when the document is unable to convert EPUB3 with media overlay. This is likely caused by the source document not being properly marked up for DAISY conversion
1130	Unable to convert document to EPUB3	The error occurs when the document is unable to convert EPUB. This is likely caused by the source document not being properly marked up for DAISY conversion
1150	The job is created successfully but there is a problem while placing the job in the queue. The reason could be the queuing system is down or has some issue.	The error occurs when there is a problem with the queueing system. This error is raised from the SensusAccess Job dispatcher.
1160	Unable to convert the PDF document as it seems to be protected	The error occurs if the user posts a PDF file that is password protected.
1170	EBook conversion does not support the file type.	The error occurs when the user posts unsupported file types for the conversion to API.
1180	When the DeliveryMethod=Email is chosen, you have to provide DeliveryEmail with a valid email address.	The error occurs when the user chooses the DeliveryMethod=Email but does not provide DeliveryEmail while POSTing the job to the API.
1190	The API credentials are wrong while POSTing the job to the API.	The error occurs when you provide the wrong credentials while POSTing the job to the API.

Braille

ErrorCode	ErrorMessage	Conditions

1010	Unable to convert the document type from {0} to {1}.	The error is a general error that occurs when there are any unhandled errors, for example: - Unknown error - Database update error - Core conversion failure
1020	Unable to convert the document from {0} to {1} because the conversion did not complete in time and timed out.	The error occurs when the conversion did not complete within a timeframe i.e. 2 hours. There is also a case when there are internal dependable jobs and the internal job did not complete in time. For example, when a user posts a job from .pdf to .pef, there will be two jobs internally: - .pdf to .txt - .txt to .pef When the first job did not complete in the allocated time i.e. in 2 hours, the second job receives the timeout error.
1030	The job is converted from {0} to {1} successfully but due to some reason unable to send the email.	The error occurs when a conversion is completed but due to some reason, the email is not delivered to the client. You don't need to handle the error if you do not choose **DeliveryMethod=Email** because in that case, the system doesn't need to deliver email from the backend.
1040	{Any job failure error message} + Due to some reason unable to send the email.	The error occurs when the Job conversion is failed with job status -1 and is unable to notify the client via email from the backend. If you have not given **DeliveryMethod=Email**, you don't need to handle the case because the system will not notify you from the backend. The ErrorMessage will contain a job failure error along with the email delivery failure message. The email failure might be due to the mail service being down or an SMTP issue.
1070	Due to some reason, the OCR server is unable to process the document.	The error occurs when the OCR service is unable to process the document.
1080	The OCR service is unavailable.	This error occurs when the OCR service is unavailable.
1150	The job is created successfully but there is a problem while placing the job in the queue. The reason could be the queuing system is down or has some issue.	The error occurs when there is a problem with the queueing system. This error is raised from the SensusAccess Job dispatcher.

1160	Unable to convert the PDF document as it seems to be protected	The error occurs if the user posts a PDF file that is password protected.
1170	Braille conversion does not support the file type.	The error occurs when the user posts unsupported file types for the conversion to API.
1180	When the DeliveryMethod=Email is chosen, you have to provide DeliveryEmail with a valid email address.	The error occurs when the user chooses the DeliveryMethod=Email but does not provide DeliveryEmail while POSTing the job to the API.
1190	The API credentials are wrong while POSTing the job to the API.	The error occurs when you provide the wrong credentials while POSTing the job to the API.

Daisy

ErrorCode	ErrorMessage	Conditions
1020	Unable to convert the document from {0} to {1} because the conversion did not complete in time and timed out.	The error occurs when the conversion did not complete within a timeframe i.e. 2 hours. There is also a case when there are internal dependable jobs and the internal jobs did not complete in time. For example, when a user posts a job from .pdf to Daisy TalkingBook, there will be two jobs internally: - .pdf to .docx - .docx to TalkingBook When the first job did not complete in the allocated time i.e. in 2 hours, the second job receives the timeout error.
1030	The job is converted from {0} to {1} successfully but due to some reason unable to send the email.	The error occurs when a conversion is completed but due to some reason, the email is not delivered to the client. You don't need to handle the error if you do not choose **DeliveryMethod=Email** because in that case, the system doesn't need to deliver email from the backend.
1040	{Any job failure error message} + Due to some reason unable to send the email.	The error occurs when the Job conversion is failed with job status -1 and is unable to notify the client via email from the backend. If you have not given **DeliveryMethod=Email**, you don't need to handle the case because the system will not notify you from the backend.

		The ErrorMessage will contain a job failure error along with the email delivery failure message. The email failure might be due to the mail service being down or an SMTP issue.
1070	Due to some reason, the OCR server is unable to process the document.	The error occurs when the OCR service is unable to process the document.
1080	The OCR service is unavailable.	This error occurs when the OCR service is unavailable.
1100	Unable to prepare the document prior to DAISY conversion. + {Any job failure error message}	To convert any document (pdf, images, .doc, .rtf) to Daisy the document must be converted to .docx prior to Daisy conversion. The error occurs when there is an error to convert the document to .docx prior to daisy conversion. The error messages might contain other error messages with the "Unable to prepare the document prior to DAISY conversion."
1110	Unable to convert the document into DAISY. Please check that the document is marked up correctly.	The error occurs when the document is unable to convert Daisy. This is likely caused by the source document not being properly marked up for DAISY conversion
1150	The job is created successfully but there is a problem while placing the job in the queue. The reason could be the queuing system is down or has some issue.	The error occurs when there is a problem with the queueing system. This error is raised from the SensusAccess Job dispatcher.
1160	Unable to convert the PDF document as it seems to be protected	The error occurs if the user posts a PDF file that is password protected.
1170	Daisy conversion does not support the file type.	The error occurs when the user posts unsupported file types for the conversion to API.
1180	When the DeliveryMethod=Email is chosen, you have to provide DeliveryEmail with a valid email address.	The error occurs when the user chooses the DeliveryMethod=Email but does not provide DeliveryEmail while POSTing the job to the API.
1190	The API credentials are wrong while POSTing the job to the API.	The error occurs when you provide the wrong credentials while POSTing the job to the API.

Translation

ErrorCode	ErrorMessage	Conditions
1010	Unable to convert the document type from {0} to {1}.	The error is a general error that occurs when there are any unhandled errors, for example: - Unknown error - Database update error - Core conversion failure

1020	Unable to convert the document from {0} to {1} because the conversion did not complete in time and timed out.	The error occurs when the conversion did not complete within a timeframe i.e. 2 hours.
		
		There is also a case when there are internal dependable jobs and the internal job did not complete in time.
		
		For example, when a user posts a job from .docx to MP3, there will be two jobs internally:
		    - .docx to .txt
		    - .txt to .mp3
		When the first job did not complete in the allocated time i.e. in 2 hours, the second job receives the timeout error.

1030	The job is converted from {0} to {1} successfully but due to some reason unable to send the email.	The error occurs when a conversion is completed but due to some reason, the email is not delivered to the client. You don't need to handle the error if you do not choose **DeliveryMethod=Email** because in that case, the system doesn't need to deliver email from the backend.
1040	{Any job failure error message} + Due to some reason unable to send the email.	The error occurs when the Job conversion is failed with job status -1 and is unable to notify the client via email from the backend. If you have not given **DeliveryMethod=Email**, you don't need to handle the case because the system will not notify you from the backend. The ErrorMessage will contain a job failure error along with the email delivery failure message. The email failure might be due to the mail service being down or an SMTP issue.
1070	Due to some reason, the OCR server is unable to process the document.	The error occurs when the OCR service is unable to process the document.
1080	The OCR service is unavailable.	This error occurs when the OCR service is unavailable.
1150	The job is created successfully but there is a problem while placing the job in the queue. The reason could be the queuing system is down or has some issue.	The error occurs when there is a problem with the queueing system. This error is raised from the SensusAccess Job dispatcher.
1160	Unable to convert the PDF document as it seems to be protected	The error occurs if the user posts a PDF file that is password protected.
1170	Accessibility conversion does not support the file type.	The error occurs when the user posts unsupported file types for the conversion to API.
1180	When the DeliveryMethod=Email is chosen, you have to provide DeliveryEmail with a valid email address.	The error occurs when the user chooses the DeliveryMethod=Email but does not provide DeliveryEmail while POSTing the job to the API.

1190	The API credentials are wrong while POSTing the job to the API.	The error occurs when you provide the wrong credentials while POSTing the job to the API.
1240	Unable to read the uploaded document for the conversion. Please try again.	The error occurs when the uploaded document is corrupt or some other reason unable to read the contents of the document.
1250	The source And target language is identical.	The error occurs when your provide same language on the options SourceLangauge and TargetLanguage.
1260	Source language not supported.	The error occurs when you provide unsupported language on the SourceLanguage option.
1270	Target language not supported.	The error occurs when you provide unsupported language on the TargetLanguage option.
1280	The source document is too big. This account is limited to {0} characters	The error occurs when the source document text characters are langer than the limit allocated by Sensus on each job.
1290	Your translation subscription has surpassed the limit of {0} jobs. Please contact administrator to increase the limit.	The error occurs when the conversion job limit is exceeded than the limit allocated by Sensus on the subscription.
1300	Unable to load account settings for SiteId {0}.	The error occurs when due to some reason the responsible agent is unable to load settings.
1310	Your translation subscription has been expired. Please contact administrator.	The error occurs when the subscription has been expired.