

Jabber for Windows FAQ: What are the definitions of the error codes received in Jabber for Windows?



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Introduction

This document describes the error codes received in the Error Window of Cisco Jabber for Windows and also provides the error code descriptions.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Jabber for Windows.

Components Used

The information in this document is based on Cisco Jabber for Windows Versions 9.1.x and 9.2.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

What are the definitions of the error codes received in Cisco Jabber for Windows?

The Cisco Jabber for Windows error codes are displayed in this format:

`<service-id>:<error-code>`

Service IDs

This table shows the different Service IDs, names, and descriptions:

<i>Service ID</i>	<i>Service Name</i>	<i>Description</i>
1000	System Service	This is the main Jabber service, which starts all other services and orchestrates the login process.
1100	Contact Service	This service is responsible for all contact resolution and searching.
1200	Instant Message (IM) & Presence Service	This service is responsible for all presence and IM services, as well as presence (primary) authentication.

All of the three services can have error codes associated with them that appear as the second part of the error code. Here are some examples of the different error codes for each Service ID.

System Service (Service ID 1000) Error Codes

<i>Error Code</i>	<i>Description</i>
1	Unknown
2	Unable to start feature set (IM, Contacts, Telephony, Voicemail, History)

Contact Service (Service ID 1100) Error Codes

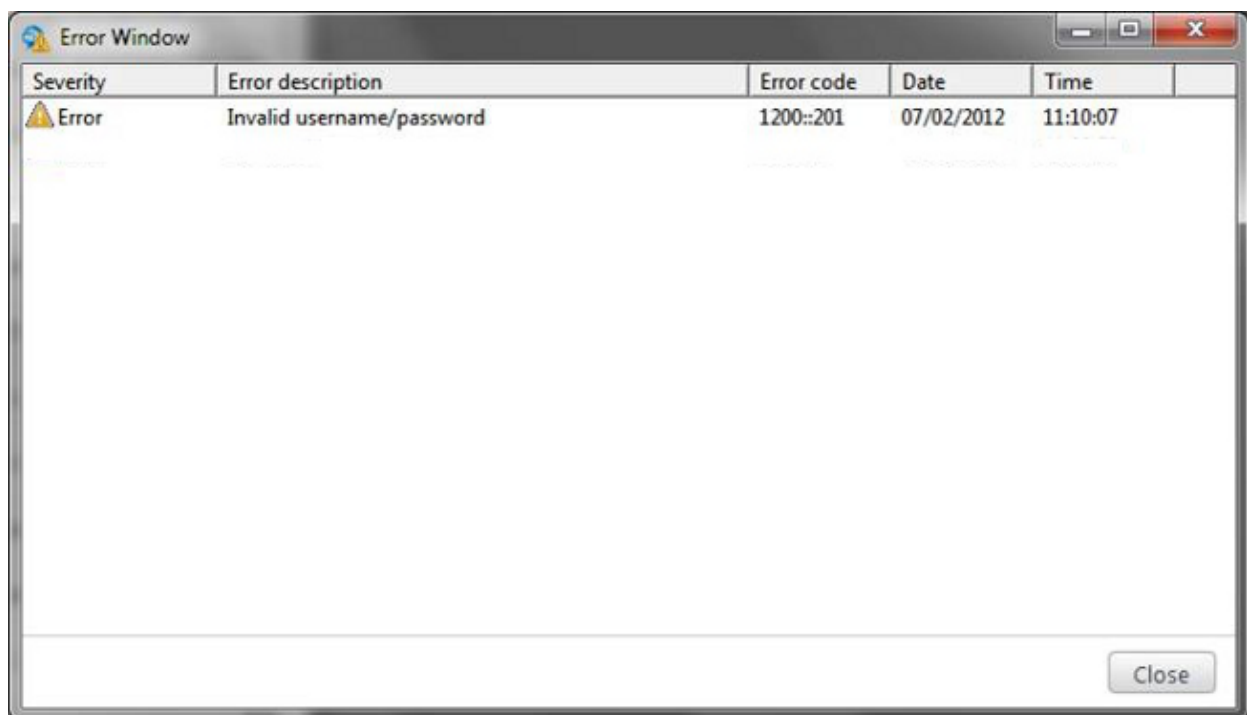
<i>Error Code</i>	<i>Description</i>
1	Unknown
2	Add contact failed
3	Set friendly name failed
4	Remove contact failed
5	Add group failed
6	Remove group failed
7	Add contact group size exceeded
8	Add contact list size exceeded (total # contacts = 1000, total # contacts per group = 600)
9	Move contact failed
10	Add enterprise group failed
11	Remove enterprise group failed

IM Service (Service ID 1200) Error Codes

<i>Error Code</i>	<i>Error Description</i>
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1	Unknown
200	Unknown Login Error
201	Authentication Failure
202	Internal Server Error
203	Account Expired
204	Upgrade Required
205	SignIn Cancelled
206	Account Locked
207	Account Inactive
208	Unable To Connect To The Server
300	SignIn Timeout
301	Username Not Specified
302	Password Not Specified
303	Server Not Specified
304	SignIn Process Failed
400	SignOff Timeout
401	SignOff Request Failure
402	ShutDown Failure
403	Presence Service Startup Failed

As an example, if you see **1200::201** in the error window, there is an authentication issue (based on the error codes previously described):



The **1200** refers to the IM & Presence Service, and the **201** refers to an authentication failure.

