

Platform - Errors

Error Structure

There are three locations an error can appear in the results depending on the type of error and method called. Global errors occur before the requested method can be evaluated. Method errors occur when the method cannot continue and complete all operations. Methods which fall into this category usually do not support partial success. Attribute errors occur when a specific attribute cannot be changed but this does not prevent the method from completing all of its other operations.

Global Errors

Global errors occur when an error is thrown before the requested method can be evaluated. These include errors such as invalid method, invalid session, service unavailable, etc. The error appears directly within the root `printfection_response` element.

```
<printfection_response>
  <error>
    <code>3</code>
    <description>The API key is not valid.</description>
  </error>
</printfection_response>
```

Method Errors

When an error occurs which prevents the method from executing a method error is returned. Methods which create or set information which do not support partial success use the method error format. Methods which either get information or delete objects do not support partial success and both use method errors.

Get methods include all methods which pull information from Printfection. These methods usually only require read access such as the `printfection.pfql.query` method. Get methods will return either the requested data or the error element.

```
<printfection_response>
  <pfql_query>
    <error>
      <code>x</code>
      <description>y</description>
    </error>
  </pfql_query>
</printfection_response>
```

Delete methods include all methods which completely remove items from Printfection such as the `printfection.products.delete` method. Delete methods will return either an 'OK' response or an error element.

```
<printfection_response>
  <products_delete>
    <error>
      <code>x</code>
      <description>y</description>
    </error>
  </products_delete>
</printfection_response>
```

Attribute Errors

Methods which create new objects or set information about items usually support partial success. Regardless of whether they do or do not support partial success all methods which create or set information will have the same type of error response. These methods may create or set multiple attributes in one call. This means if a user calls to set both the price and description of a product, one of those may fail and one may succeed. Each piece of data which is attempted to be set will have an element with either an 'OK' response or an error element. If an item is created there will be an element which includes the ID of the new item. The name of this element depends on the type of item.

If a response does not include the element of a piece of data which should have been set by the call then it can be assumed this piece of data was never processed. This usually happens when a method call creates an object as well as sets attributes for that item. If the object fails to be created then the code to set the attributes of the object will never even be evaluated.

```
<printfection_response>
  <products_set>
    <description>OK</description>
    <price>
      <error>
        <code>x</code>
        <description>y</description>
      </error>
    </price>
  </products_set>
</printfection_response>
```

Even methods which support partial success may encounter errors which do not allow the method to continue, such as an insufficient permission error. If this occurs, the response will contain a single method error instead of attribute errors.

Methods which create a product and modify a product's design do not allow partial success. These include methods such as `printfection.products.create`, `printfection.products.sides.set`, `printfection.products.layers.set`, etc. The response of these methods will contain a single method error instead of attribute errors.

Tips

When evaluating the response of an API call there are a few basic rules to follow to ensure there were no errors when making the call. First, check for global errors. If the first element under the `printfection_response` element is an error you can stop there as you know the call completely failed. Second, check for a method error such as an invalid permissions error. This error will exist as the first element within the method's name element. Lastly, if the method call supports partial success check to ensure each attribute was set successfully. The error for attributes will exist as the first element within the name of each element.

Error Codes

Code	Description
1	Unknown error.
2	Service is not available.
3	The API key is not valid.
4	Invalid signature.
5	Invalid session key or the session has expired. Direct the user to authenticate the application to obtain another key.
6	The application has reached the limit in the current time window. Please wait and try again later.
7	Temporary failure, please try again.
8	Invalid method.
9	A required parameter is missing.
10	A parameter's value is invalid.
11	Invalid response format.
12	Invalid version.
13	Insufficient permission.
14	Your PFQL statement is not indexable.
15	The field you requested does not exist.
16	The table you requested does not exist.
17	The file you uploaded is invalid.
18	Unable to update data.
19	Unable to create/ add item.
20	Unable to delete/ remove item.
21	Error while parsing your PFQL statement.