

Appendix

Error messages and possible causes and solutions

This appendix lists the common messages in T1 along with their possible causes and suggested solutions.

Login page

| Error code (if any) | Error description | Possible cause | Possible solution |
|---------------------|--|---|---|
| 1 | Username does not exist | Username does not exist in T1 | Contact Trasix support team |
| 2 | Invalid password | Password is not correct | Reset your password if you cannot remember it. Refer to " Log in to T1 ". |
| 3 | Email is not confirmed | Your email is not confirmed yet | Check your email and open the email received from Support to confirm your account. The link is valid for 72 hours only, if expired, please contact Trasix support team. |
| 4 | User is deactivated | User is not active in T1 | Contact Trasix support team |
| 5 | User Accountid is deactivated | Company account related to the user is inactive | Contact Trasix support team |
| 1000 | Technical Exception Occurred, {Exception StackTrace} | There is a technical error in T1 API | Contact Trasix support team |

Forget password page

| Error code (if any) | Error description | Possible cause | Possible solution |
|---------------------|-------------------|----------------|-------------------|
|---------------------|-------------------|----------------|-------------------|

| | | | |
|------|--|---|---|
| | User does not exist or is not confirmed | You have entered an email that does not exist or the email is not confirmed yet | Check your email and open the email received from Support to confirm your account. The link is valid for 72 hours only, if expired, please contact Trasix support team. |
| 1000 | Technical Exception Occurred, {Exception StackTrace} | Technical Exception Occurred, {Exception StackTrace} | Contact Trasix support team |

Single Sign On (SSO) page

| Error code (if any) | Error description | Possible cause | Possible solution |
|---------------------|---------------------------------------|--|--|
| | Unable to Login - {Exception message} | SSO response is not changed or SAML token is not in correct format | This issue should be fixed by the Development team |

Other errors

| Error code (if any) | Error description | Possible cause | Possible solution |
|---------------------|--|--|--|
| | Authorization error | You do not have access to the specific module | Contact Trasix support team |
| | Invalid Segmentation | Article / Customer may not have valid segmentations. | Contact Trasix support team to apply the correct segmentations to articles / customers |
| 401 | Your session has expired, please login again | As mentioned in the error description | You need to login again |

Terminology

- {Exception StackTrace} - T1 API exception stacktrace

- {ErrorMessage} - T1 API response Error Message