

# API Calls Error Messages

| Object(s)     | Error message  | Description   |
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| Any           | "invalid_parameters", "\$mandatory_field parameter is required"  | A mandatory field is missing in the request.  |
| Any           | "invalid_user", "Invalid user id link to this access token"  | Admin user and token mismatch.  |
| Any           | 'User not found'   | The data user you were trying to display or update could not be found.  |
| Any           | "insufficient_permissions", "The user associated with this access token has insufficient permissions to perform this action" | The access token used is linked to an admin user on the system. The admin user does not have the necessary permission to perform this action. |
| Any           | "invalid_parameters", "invalid_customer_id parameter supplied"   | Invalid customer id.  |
| Any           | "invalid_parameters", "The redirect url is invalid"  | On trying to authenticate with the token, the redirect url is found to be invalid.  |
| Any           | "invalid_parameters", "filter_type parameter contains an invalid value"  | The filter value provided is invalid.   |
| Any           | "invalid_parameters", "max_number parameter contains an invalid value"   | The number provided is out of bounds.   |
| Customers     | "invalid_parameters", "The account_code filter value supplied is invalid"  | The customer account code provided in the filter value is invalid.  |
| Notifications | "invalid_parameters", "notification_notification_id not found"   | On updating customer notifications,   |
| Usage         | "invalid_parameters", "The period value cannot be in the future"   | The date range/ date period provided is in the future.  |
| Usage         | "invalid_parameters", "The period value supplied is invalid"   | The date range/ date period provided is invalid.  |
| Usage         | "no_data_found", "No usage info found for this hotspot voucher"  | On getting usage info for a data user, no usage was found for the provided hotspot voucher.   |

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| <b>Usage</b>   | "no_data_found", "No usage info found for this radius user"  | On getting usage info for a data user, no usage was found for the provided radius user.           |
| <b>Top-ups</b> | "invalid_parameters", "The topup_size supplied is invalid"   | The topup size requested has an out of bounds value. The topup size bounds is between 0 and 1000. |
| <b>Top-ups</b> | "invalid_parameters", "The topup_cost_per_gb supplied is invalid"  | The cost per GB provided for the topup is invalid.  |
| <b>Top-ups</b> | "invalid_parameters", "The topup_cost supplied is invalid"   | The topup cost value is not a number or invalid.  |
| <b>Top-ups</b> | "invalid_parameters", "The topup_discount supplied is invalid"   | The topup discount value is not a number or invalid.  |
| <b>Top-ups</b> | "invalid_parameters", "The topup_id supplied is invalid"   | The topup id value is invalid.  |
| <b>Top-ups</b> | "invalid_parameters", "The topup size supplied does not match the pre-defined size of the topup_id supplied" | The topup size supplied does not match the pre-defined size of the topup id supplied.             |
| <b>Top-ups</b> | "invalid_parameters", "A valid topup id must be supplied for this radius user"                               | A valid topup id must be supplied for this radius user.   |
| <b>Top-ups</b> | "invalid_parameters", "Api user does not have permission to add a discount to the topup"                     | Api user does not have permission to add a discount to the topup.                                 |
| <b>Top-ups</b> | "invalid_parameters", "Api user does not have permission to override the topup cost"                         | Api user does not have permission to override the topup cost.                                     |
| <b>Top-ups</b> | "invalid_parameters", "User does not have permission to perform complimentary topup"                         | If topup cost = 0.00; Api user does not have permission to perform complimentary topup.           |
| <b>Top-ups</b> | invalid_parameters", "topup_description required for complimentary topups"                                   | If topup cost = 0.00; A topup description is required for complimentary topups.                   |
| <b>Top-ups</b> | "invalid_parameters", "User does not have permission to perform topups on LTE accounts via the mobile app"   | Admin user does not have permission to perform topups on LTE accounts via the mobile app.         |
| <b>Top-ups</b> | "invalid_parameters", "End User topups not enabled"  | Topups not enabled for customers.   |

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| <b>Top-ups</b>          | "invalid_parameters", "Uncapped account, topup not possible"                          | Topup is not possible on uncapped account.   |
| <b>Top-ups</b>          | "invalid_parameters", "The auto_topup_increment size supplied is invalid"             | If the auto topup increment is not between 0 and 1000; The auto_topup_increment size supplied is invalid.                    |
| <b>Top-ups</b>          | "invalid_parameters", "The auto_topup_limit size supplied is invalid"                 | If the auto topup limit is not between 0 and 1000; The auto topup limit size supplied is invalid.                            |
| <b>Top-ups</b>          | "invalid_parameters", "The username supplied is invalid"                              | The data account username supplied is invalid.   |
| <b>Top-ups</b>          | "invalid_parameters", "End User auto topups not enabled"                              | End User auto topups not enabled.  |
| <b>Top-ups</b>          | "invalid_parameters", "Uncapped account, auto topup is not possible"                  | Uncapped data account, auto topup is not possible.   |
| <b>Helpdesk Tickets</b> | "invalid_parameters", "The ticket_id filter value supplied is invalid"                | The ticket id filter value supplied is invalid.  |
| <b>Helpdesk Tickets</b> | "invalid_parameters", "The short_code filter value supplied is invalid"               | The short code filter value supplied for the ticket is invalid.  |
| <b>Helpdesk Tickets</b> | "invalid_parameters", "no file attached"  | On submitting an attachment to a helpdesk ticket note; No file attached/ file not found.                                     |
| <b>Helpdesk Tickets</b> | "invalid_parameters", "reason_id parameter is required"                               | If the reason field is set to mandatory on the help desk setup, a reason field value must be supplied on assigning a ticket. |
| <b>Helpdesk Tickets</b> | "invalid_parameters", "This ticket is closed and cannot be re-assigned"               | This ticket is closed and cannot be re-assigned.   |
| <b>Helpdesk Tickets</b> | "invalid_parameters", "The assigned_id value supplied is invalid for this department" | The admin user you are trying to assign the ticket to is not in the help desk department specified.                          |
| <b>Helpdesk Tickets</b> | "invalid_parameters", "Error re-assigning this ticket"                                | There was an error re-assigning the ticket.  |
| <b>Helpdesk Tickets</b> | "invalid_parameters", "The on_hold_till value cannot be in the past"                  | The date value till when a ticket should be on hold for cannot be in the past.   |

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| <b>Helpdesk Tickets</b>         | "invalid_parameters", "The on_hold_till value supplied is invalid"                                | The date value till when a ticket should be on hold for should be a valid date format. 'Y-m-d' |
| <b>Helpdesk Tickets</b>         | "invalid_parameters", "This ticket is closed and cannot be followed"                              | An admin user can only follow open tickets.  |
| <b>Helpdesk Tickets</b>         | "invalid_parameters", "This ticket is already closed"   | On trying to close a ticket that is already closed.  |
| <b>Hotspot Prepaid Products</b> | "invalid_parameters", "The hotspot_id filter value supplied is invalid"                           | The hotspot id filter value supplied is invalid.   |
| <b>Hotspot Prepaid Products</b> | "invalid_parameters", "The username supplied is not a prepaid data account"                       | The username supplied is not a prepaid data account.   |
| <b>Hotspot Prepaid Products</b> | "invalid_parameters", "The bundle_discount supplied is invalid"                                   | The bundle discount is not a value from 0 to 100.  |
| <b>Hotspot Prepaid Products</b> | "invalid_parameters", "The product_id supplied is invalid"  | The product id supplied for the data account is invalid.                                       |
| <b>Hotspot Prepaid Products</b> | "invalid_parameters", "The product_id supplied is disabled"                                       | The product id supplied for the data account is disabled                                       |
| <b>Hotspot Prepaid Products</b> | "invalid_parameters", "Api user does not have permission to add a discount to the prepaid bundle" | Api user does not have permission to add a discount to the prepaid bundle.                     |