# Error Codes

## On this page

SAP Open Connectors error messages take a few forms depending on whether the error occurs with platform API requests or API provider responses to connector API requests.

## Platform Errors

Platform errors include:

- HTTP response code — The response codes follow the general standard where 100s are informational, 200s indicate success, 300s indicate redirection, and 400s are errors.
- `requestId` — A unique identifier for the request. You can provide this to support when troubleshooting.
- `message` — Provides a narrative description of the result of the request.

If the error is coming directly from SAP Open Connectors, you will only see a `requestId` and `message`. SAP Open Connectors sends the HTTP Response code in this scenario. If you need additional help determining the issue, open a support ticket and provide the specific `requestId`.

## Platform Error Example

```
Status: 404 Not Found
{
    "requestId": "5b0437c6e4b07731ae39b533",
    "message": "No account found with ID 123456"
}
```

## API Provider Errors

To save you time we took a list of error codes from the API providers. If a response returns a message that includes a specific detail about the method call, we send our error code along with any additional data included in the body of the message.

In addition to the response code, `requestId`, and `message`, error responses from API providers include a `ProviderMessage`. The `ProviderMessage` is the exact error message that we receive from that API provider.

## API Provider Error Example

```
{
    "message": "Failed to upload file. File with the same name already exists. Change the name of
the file you're uploading or set the overwrite query parameter to true.",
    "requestId": "53dbca9430045c016b46566c",
    "providerMessage": "Item with the same name already exists"
}
```

## HTTP Status Codes

We provide the following HTTP status codes:

| Response Code | Error |
|---|---|
| 200 | OK – Everything worked as expected. |
| 400 | Bad Request – Often due to a missing request parameter. |
| 401 | Unauthorized – An invalid connector token, user secret and/or org secret provided. |
| 403 | Forbidden – Access to the resource by the provider is forbidden. |
| 404 | Not found - The requested resource is not found |
| 405 | Method Not Allowed – Incorrect HTTP verb used, e.g., GET used when POST expected. |
| 406 | Not Acceptable – The response content type does not match the "Accept" header value. |
| 409 | Conflict – A resource being created already exists. |
| 415 | Unsupported Media Type – The server cannot handle the requested Content-Type. |
| 500 | Server Error – Something went wrong on the server. |