

Customer Information Manager (CIM) API Error Code Tool

When you integrate to the product APIs for Customer Information Manager (CIM), the Authorize.Net Payment Gateway may return the following error codes:

API Error Code: E00001

Error Code Text: An error occurred during processing. Please try again.

Description: An unexpected system error occurred while processing this request.

API Error Code: E00002

Error Code Text: The content-type specified is not supported.

Description: The only supported content-types are text/xml and application/xml.

API Error Code: E00003

Error Code Text: An error occurred while parsing the XML request.

Description: This is the result of an XML parser error.

API Error Code: E00004

Error Code Text: The name of the requested API method is invalid.

Description: The name of the root node of the XML request is the API method being called. It is not valid.

API Error Code: E00005

Error Code Text: The merchantAuthentication.transactionKey is invalid or not present.

Description: Merchant authentication requires a valid value for transaction key.

API Error Code: E00006

Error Code Text: The merchantAuthentication.name is invalid or not present.

Description: Merchant authentication requires a valid value for name.

API Error Code: E00007

Error Code Text: User authentication failed due to invalid authentication values.

Description: The name/and or transaction key is invalid.

Other Tips: Try switching between production and developer test URL's. The test URL requires a separate developer test account, which can be set up by filling out the following form:

<http://developer.authorize.net/testaccount>.

API Error Code: E00008

Error Code Text: User authentication failed. The payment gateway account or user is inactive.

Description: The payment gateway or user account is not currently active.

API Error Code: E00009

Error Code Text: The payment gateway account is in Test Mode. The request cannot be

processed.

Description: The requested API method cannot be executed while the payment gateway account is in Test Mode.

Other Tips: Testing ARB and developer test URLs requires a separate developer test account, which can be set up by filling out the following form: <http://developer.authorize.net/testaccount>.

API Error Code: E00010

Error Code Text: User authentication failed. You do not have the appropriate permissions.

Description: The user does not have permission to call the API.

API Error Code: E00011

Error Code Text: Access denied. You do not have the appropriate permissions.

Description: The user does not have permission to call the API method.

API Error Code: E00013

Error Code Text: The field is invalid.

Description: One of the field values is not valid.

API Error Code: E00014

Error Code Text: A required field is not present.

Description: One of the required fields was not present.

API Error Code: E00015

Error Code Text: The field length is invalid.

Description: One of the fields has an invalid length.

API Error Code: E00016

Error Code Text: The field type is invalid.

Description: The field type is not valid.

API Error Code: E00019

Error Code Text: The customer taxId or driversLicense information is required.

Description: The customer tax ID or driver's license information (driver's license number, driver's license state, driver's license DOB) is required for the subscription.

API Error Code: E00027

Error Code Text: The test transaction was unsuccessful.

Description: An approval was not returned for the test transaction.

API Error Code: E00029

Error Code Text: Payment information is required.

Description: Payment information is required when creating a subscription or payment profile.

API Error Code: E00039

Error Code Text: A duplicate record already exists.

Description: A duplicate of the customer profile, customer payment profile, or customer address was already submitted.

API Error Code: E00040

Error Code Text: The record cannot be found.

Description: The profileID, paymentProfileId, or shippingAddressId for this request is not for this merchant.

API Error Code: E00041

Error Code Text: One or more fields must contain a value.

Description: All of the fields were empty or missing.

API Error Code: E00042

Error Code Text: The maximum number of payment profiles allowed for the customer profile is {0}.

Description: The maximum number of payment profiles for the customer profile has been reached.

API Error Code: E00043

Error Code Text: The maximum number of shipping addresses allowed for the customer profile is {0}.

Description: The maximum number of shipping addresses for the customer profile has been reach.

API Error Code: E00044

Error Code Text: Customer Information Manager is not enabled.

Description: The payment gateway account is not enabled for Customer Information Manager (CIM).

API Error Code: E00045

Error Code Text: The root node does not reference a valid XML namespace.

Description: An error exists in the XML namespace. This error is similar to E00003.

API Error Code: E00051

Error Code Text: The original transaction was not issued for this payment profile.

Description: If the customer profile ID, payment profile ID, and shipping address ID are included, they must match the original transaction.

API Error Code: I00001

Error Code Text: Successful

Description: The request was processed successfully.

API Error Code: I00003

Error Code Text: The record has already been deleted.

Description: The record has already been deleted.