

postnord
Strålfors



connect

Error Messages

OIOREST 1.0.0

Edition 1.4

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1 Introduction

The purpose with this document is to support authorities and their system suppliers in error handling and maintenance of their Afsendersystemer (sending systems).

An Afsendersystem typically uses the OIOREST interface to send Forsendelser (mail) either as Enkeltforsendelse (single mail) or Masseforsendelse (batch mail). Furthermore the fagsystem (central case management system) will probably also use a variety of support services, for example in order to get information on Forsendelsestypes (mail types) and Transaktionslog (transaction log). For further description see “Connect II - System to System Interface Description 1.0.0“.

In order to support error diagnostics, this document contains all error messages that the individual services can return, together with a description of the error handling for each error.

Additionally this document contains the business related errors that can be returned by calling the transaction log, i.e. the errors that may occur after the initial synchronous validation, which is conducted in relation to the service call.

2 Errors from OIOREST interface

The procedure is the same as for the REST interface for, for example, digital mail, and also follows the guidelines in the OIOREST publication in practice

(<https://www.digitaliser.dk/resource/248307/artefact/OIORESTipraksis.pdf?artefact=true&PID=251220>).

The first level is the HTTP return code in the received response. Here, as in all other HTTP communication, the following applies:

2XX **success** (where 200 is OK)

400+ **fail**

Success

If you receive an HTTP response that indicates success, this indicates that the transaction went well. Therefore, you can expect a structure in response to the cases where this is relevant (for example, for a search).

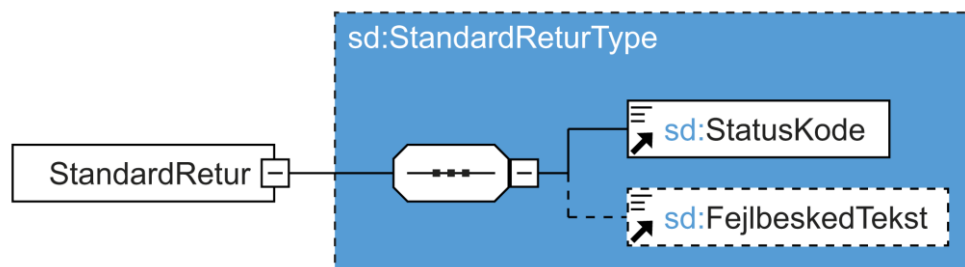
Fail

If a response contains an HTTP return code of 400 or higher, this indicates a fail situation where a REST error resource could be returned describing the error. As an example of this, the error response shown here occurs if one attempts to create a single Forsendelse with an Afsendelsesidentifikator (sender identifier) that has already been received by Strålfors Connect II:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<StandardRetur xmlns="urn:oio:sagdok:2.0.0">
  <StatusKode>1212</StatusKode>
  <FejlbeskedTekst> Afsendelsesidentifikator allerede modtaget </FejlbeskedTekst>
</StandardRetur>
```

Resource

<http://digitaliser.dk/resource/1708063>



Described in the following sections are the errors that are returned by the individual services, as well as a description of the errors handling for each error. The header displays the service is in question.

2.1 Service EnkeltforsendelseOpret (Create single mail)

Error code	http	Description	Error handling
1002		Uventet systemfejl (Unexpected system error)	Contact support
1010	403	Afsendersystem kunne ikke findes (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support
1012	403	Tilslutningsaftalen for afsendersystemet er ikke godkendt. (The connection agreement for Afsendersystem is not approved)	Afsendersystem does not have an approved agreement. If the agreement has already been made, please contact support
1013	400	Skemafejl i afsendt besked. (Scema error in sent message)	The XML must comply with the XSD schema
1100	403	Forsendelsestypen kunne ikke findes (Forsendelsestype could not be found)	The used Forsendelsestype on the Forsendelse does not exist in Strålfors Connect. Please use another Forsendelsestype and send the Forsendelse again. Or contact support if the Forsendelsestype should exist.
1112		Forsendelsestypen har ikke en gyldig version. (Forsendelsestype does not have a valid version)	Check in the Administration portal that the selected Forsendelsestype has a valid version
1113		Det angivne ForsendelsesTypeID passer ikke med default forsendelsestypen, der er låst på afsendersystemet. (The selected ForsendelsesTypeID does not match with the default Forsendelsestype, which is locked for the Afsendersystem)	The Forsendelsestype is locked for the Afsendersystem. Go to the Administration portal, find the Afsendersystem and change the default Forsendelsestype on the Afsendersystem not to be locked. Or if the Forsendelsestype needs to be locked, send the locked Forsendelsestype ID or send no Forsendelsestype ID.
1114		Forsendelsestype ikke angivet, og der er ikke angivet en default	Indicate the Forsendelsestype or set up a default Forsendelsestype for the Afsendersystem in the Administration portal.

		<p>forsendelsestype på afsendersystemet</p> <p>(The Forsendelsestype is not specified and no default Forsendelsestype on the Afsendersystem is configured.)</p>	
1209	400	<p>Indholdet i StreetBuildingIdentifier kan ikke fortolkes som husnummer og bogstav</p> <p>(The content in StreetBuildingIdentifier cannot be interpreted as housenumber and letter)</p>	Housenumber and letter cannot be interpreted to a number and a letter. Check that the housenumber and letter is specified correctly.
1209	400	<p>Meddelelse ugyldig ([vejledning]) (Message invalid ([guideline]))</p>	Occurs for example when the ID in URI and XML is not matching. Match up the ID's and send again.
1212	409	<p>Afsendelseidentifikator allerede modtaget</p> <p>(Afsendelseidentifikator already received)</p>	The specified ID on the Forsendelse is already received by Strålfors Connect. Please indicate another ID - or contact support.
1234	400	<p>Landekoden skal indeholde en valid Landekode. Landekode <xxxx> er ikke valid.</p> <p>(The country code must include a valid Landekode [country code]. Landekode <xxxx> is not valid.)</p>	The country code does not comply with the standard in the XML schema. Please correct and send again.
1235	400	<p>Modtageradressen skal indeholde et validt dansk postnummer, hvis modtager adressen er dansk. Postnummer <xxxx> er ikke et validt dansk postnummer.</p> <p>(The recipient's address must include a valid Danish postal code if the recipient's address is Danish. Postnummer <xxxx> is not a Danish postal code)</p>	State a Danish zip code on recipient.
1237	400	<p>Struktureret modtager adresse skal have dansk landekode</p>	State a Danish country code for recipient. (DK, GL, FO)

		(A structured recipient address must have a Danish country code)	
1241	400	<p>En adresse skal være angivet i ModtagerAdresse, når PaatrykModtagerAdresseIndikator er sat til true</p> <p>(An address must be indicated in ModtagerAdresse when PaatrykModtagerAdresseIndikator is set to true)</p>	Set PaatrykModtagerAdresseIndikator as false or state address for recipient (structured or unstructured).
1243	400	<p>AfsendelsesDatoTid må højst være 5 dage ud i fremtiden</p> <p>(AfsendelsesDatoTid must be no more than five days in the future)</p>	In order to send digital post, the AfsendelsesDatoTid must be max 5 days into the future. Correct the date to an earlier date or wait sending the Forsendelse.
1245		<p>Der forsøges at oprette forsendelser til en Masseforsendelse, der har status lukket eller masseforsendelsen findes ikke.</p> <p>(An attempt is made to create mail for a Masseforsendelse, the status of which is closed or the Masseforsendelse does not exist)</p>	<p>An attempt to create a Forsendelse for a Masseforsendelse, that has status 'lukket' (closed).</p> <p>Create a new Masseforsendelse or send the Forsendelse as single Forsendelse.</p>
1254		<p>Landekodeidentifikationsskemaet er ukendt. Kun ISO_3166_ALPHA_2 og ISO_3166_ALPHA_3 er tilladt.</p> <p>(The country code identification form is not known. Only ISO_3166_ALPHA_2 and ISO_3166_ALPHA_3 are allowed.)</p>	Use country code ISO-3166 ALPHA-2 or ALPHA-3.
1261		<p>Hastebrev kan ikke sendes som economique eller bulkmail</p> <p>(Urgent letters cannot be sent as economique or bulk)</p>	<p>Indicate another 'postkategori' (postal category) for the Forsendelse.</p> <p>The 'postkategori' can be 'Prioritaire or 'Rekommanderet'.</p>
1700	403	<p>Intet klient certifikat medsendt</p> <p>(No client certificate attached.)</p>	Enclose certificate. If certificate is enclosed, please contact support.

1701	403	Ingen adgang (No access)	Contact support
1702	403	Certifikatet er blevet revokeret. (The certificate has been revoked.)	The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1703	403	Certifikatet er ikke gyldigt. (The certificate is not valid)	The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1704	403	Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat. (Certificate is not of the type VOCES; MOCES or FOCES)	Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.

2.2 Service ForsendelseTilbagekald (Mail recall)

Error code	http	Description	Error handling
1010	403	Afsendersystem kunne ikke findes (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support
1012		Tilslutningsaftalen for afsendersystemet er ikke godkendt/gyldig. (The connection agreement for the Afsendersystem has not been approved/is not applicable.)	Afsendersystem does not have an approved agreement. If the agreement has already been made, please contact support
1205	404	Forsendelsen findes ikke (Forsendelse does not exist)	The AfsendelsesID is referring to a Forsendelse that is not created in Strålfors Connect. Please verify the AfsendelsesID is correct.
1700	403	Intet klient certifikat medsendt (No client certificate attached.)	Enclose certificate. If certificate is enclosed, please contact support.
1701	403	Ingen adgang	Contact support

		(No access)	
1702	403	Certifikatet er blevet revokeret. (The certificate has been revoked.)	The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1703	403	Certifikatet er ikke gyldigt. (The certificate is not valid)	The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1704	403	Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat. (Certificate is not of the type VOCES; MOCES or FOCES)	Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.

2.3 Service MasseforsendelseOpret (create batch mail)

Error code	http	Description	Error handling
1002		Uventet systemfejl (Unexpected system error)	Contact support
1010	403	Afsendersystem kunne ikke findes. (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support
1011	403	Forsendelsestypen hører ikke til det angivne afsendersystem (The Forsendelsestype does not belong to the indicated Afsendersystem)	The Forsendelsestype specified on the Forsendelse cannot be used by the given Afsendersystem. (e.g. printer application). Please use another Forsendelsestype and send again. Contact support if the Forsendelsestype should belong to the indicated Afsendersystem.
1012	403	Tilslutningsaftalen for afsendersystemet er ikke godkendt/gyldig. (The connection agreement for the Afsendersystem has not been approved/is not applicable.)	Afsendersystem does not have an approved agreement. If the agreement has already been made, please contact support

1013	400	Skemafejl i afsendt besked. (Schema error in sent message)	The XML must comply with the XSD schema
1100	403	Forsendelsestypen kunne ikke findes (Forsendelsestype could not be found)	The used Forsendelsestype on the Forsendelse does not exist in Strålfors Connect. Please use another Forsendelsestype and send the Forsendelse again. Or contact support if the Forsendelsestype should exist.
1113		Det angivne ForsendelsesTypeID passer ikke med default forsendelsestypen, der er låst på afsendersystemet. (The selected ForsendelsesTypeID does not match with the default Forsendelsestype, which is locked for the Afsendersystem)	The Forsendelsestype is locked for the Afsendersystem Go to the Administration portal, find the Afsendersystem and change the default Forsendelsestype on the Afsendersystem not to be locked. Or if the Forsendelsestype needs to be locked, send the locked Forsendelsestype ID or send no Forsendelsestype ID.
1209	400	Indholdet i StreetBuildingIdentifier kan ikke fortolkes som husnummer og bogstav (The content in StreetBuildingIdentifier cannot be interpreted as housenumber and letter)	Housenumber and letter cannot be interpreted to a number and a letter. Check that the housenumber and letter is indicated correctly.
1210		Den valgte masseforsendelse findes ikke eller den er allerede lukket (The chosen Masseforsendelse does not exist or it has been closed.)	Check if the MasseforsendelseID is correct. Indicate another MasseforsendelseID and send again.
1234	400	Landekoden skal indeholde en valid Landekode. Landekode <xxxx> er ikke valid. (The country code must include a valid Landekode [country code]. Landekode <xxxx> is not valid.)	The country code does not comply with the standard in the XML schema. Please correct and send again.
1243	400	AfsendelsesDatoTid må højst være 5 dage ud i fremtiden (AfsendelsesDatoTid must be no more than five days in the future)	In order to send digital post, the AfsendelsesDatoTid must be max 5 days into the future. Correct the date to an earlier date or wait sending the Forsendelse.

1254		Landekodeidentifikationsskemaet er ukendt. Kun ISO_3166_ALPHA_2 og ISO_3166_ALPHA_3 er tilladt. (The country code identification form is not known. Only ISO_3166_ALPHA_2 and ISO_3166_ALPHA_3 are allowed.)	Use country code ISO-3166 ALPHA-2 or ALPHA-3.
1261		Hastebrev kan ikke sendes som economique eller bulkmail (Urgent letters cannot be sent as economique or bulk)	Indicate another 'postkategori' (postal category) for the Forsendelse. The 'postkategori' can be 'Prioritaire or 'Rekommanderet'.
1700	403	Intet klient certifikat medsendt (No client certificate attached.)	Enclose certificate. If certificate is enclosed, please contact support.
1701	403	Ingen adgang (No access)	Contact support
1702	403	Certifikatet er blevet revokeret. (The certificate has been revoked.)	The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1703	403	Certifikatet er ikke gyldigt. (The certificate is not valid)	The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1704	403	Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat. (Certificate is not of the type VOCES; MOCES or FOCES)	Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.

2.4 Service ForsendelserOpret (Create mail)

Error code	http	Description	Error handling
1010	403	Afsendersystem kunne ikke findes (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support

1012	403	<p>Tilslutningsaftalen for afsendersystemet er ikke godkendt.</p> <p>(The connection agreement for Afsendersystem is not approved)</p>	Afsendersystem does not have an approved agreement. If the agreement has already been made, please contact support
1244	413	<p>Filen overstiger 100 MB og kan derfor ikke modtages.</p> <p>(The file surpasses 100 MB and can therefore not be received)</p>	Placeholder.
1245		<p>Der forsøges at oprette forsendelser til en Masseforsendelse, der har status lukket eller masseforsendelsen findes ikke.</p> <p>(An attempt is made to create mail for a Masseforsendelse, the status of which is closed or the Masseforsendelse does not exist)</p>	<p>An attempt to create a Forsendelse for a Masseforsendelse, that has status 'lukket' (closed).</p> <p>Create a new Masseforsendelse or send the Forsendelse as single Forsendelse.</p>
1700	403	<p>Intet klient certifikat medsendt</p> <p>(No client certificate attached.)</p>	Enclose certificate. If certificate is enclosed, please contact support.
1701	403	<p>Ingen adgang</p> <p>(No access)</p>	Contact support
1702	403	<p>Certifikatet er blevet revokeret.</p> <p>(The certificate has been revoked.)</p>	The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1703	403	<p>Certifikatet er ikke gyldigt.</p> <p>(The certificate is not valid)</p>	The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.

1704	403	<p>Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat.</p> <p>(Certificate is not of the type VOCES; MOCES or FOCES)</p>	<p>Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.</p>
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2.5 Service TransaktionslogForsendelseHent (Get mail transactionlog)

Error code	http	Description	Error handling
1010	403	<p>Afsendersystem kunne ikke findes</p> <p>(Afsendersystem could not be found)</p>	<p>Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support</p>
1205	404	<p>Forsendelsen findes ikke</p> <p>(Forsendelse does not exist)</p>	<p>The AfsendelsesID is referring to a Forsendelse that is not created in Strålfors Connect. Please check if AfsendelsesID is correct.</p>
1700	403	<p>Intet klient certifikat medsendt</p> <p>(No client certificate attached.)</p>	<p>Enclose certificate. If certificate is enclosed, please contact support.</p>
1701	403	<p>Ingen adgang</p> <p>(No access)</p>	<p>Contact support</p>
1702	403	<p>Certifikatet er blevet revokeret.</p> <p>(The certificate has been revoked.)</p>	<p>The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.</p>
1703	403	<p>Certifikatet er ikke gyldigt.</p> <p>(The certificate is not valid)</p>	<p>The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.</p>
1704	403	<p>Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat.</p> <p>(Certificate is not of the type VOCES; MOCES or FOCES)</p>	<p>Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.</p>

2.6 Service TransaktionslogForsendelserHent (Get mails transaction log)

Error code	http	Description	Error handling
1010	403	Afsendersystem kunne ikke findes (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support
1013	400	Skemafejl i afsendt besked. (Scema error in sent message)	The XML must comply with the XSD schema
1700	403	Intet klient certifikat medsendt (No client certificate attached.)	Enclose certificate. If certificate is enclosed, please contact support.
1701	403	Ingen adgang (No access)	Contact support
1702	403	Certifikatet er blevet revokeret. (The certificate has been revoked.)	The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1703	403	Certifikatet er ikke gyldigt. (The certificate is not valid)	The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1704	403	Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat. (Certificate is not of the type VOCES; MOCES or FOCES)	Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.

2.7 Service TransaktionslogMasseforsendelseHent (get batch mail transaction log)

Error code	http	Description	Error handling
1010	403	Afsendersystem kunne ikke findes (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support
1013	400	Skemafejl i afsendt besked. (Scema error in sent message)	The XML must comply with the XSD schema
1210		Den valgte masseforsendelse findes ikke eller den er allerede lukket (The chosen Masseforsendelse does not exist or it has been closed.)	Check if the MasseforsendelseID is correct. Indicate another MasseforsendelseID and send again.
1700	403	Intet klient certifikat medsendt (No client certificate attached.)	Enclose certificate. If certificate is enclosed, please contact support.
1701	403	Ingen adgang (No access)	Contact support
1702	403	Certifikatet er blevet revokeret. (The certificate has been revoked.)	The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1703	403	Certifikatet er ikke gyldigt. (The certificate is not valid)	The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1704	403	Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat.	Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this

		(Certificate is not of the type VOCES; MOCES or FOCES)	certificate to call the service. Otherwise contact support.
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2.8 Service ForsendelsesTyperHent (get mail type)

Error code	http	Description	Error handling
1002		Uventet systemfejl (Unexpected system error)	Contact support
1010	403	Afsendersystem kunne ikke findes (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support
1700	403	Intet klient certifikat medsendt (No client certificate attached.)	Enclose certificate. If certificate is enclosed, please contact support.
1701	403	Ingen adgang (No access)	Contact support
1702	403	Certifikatet er blevet revokeret. (The certificate has been revoked.)	The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1703	403	Certifikatet er ikke gyldigt. (The certificate is not valid)	The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1704	403	Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat. (Certificate is not of the type VOCES; MOCES or FOCES)	Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.

2.9 Service KanalvalgHent (get channel selection)

Error code	http	Description	Error handling
1002		Uventet systemfejl (Unexpected system error)	Contact supporten
1010	403	Afsendersystem kunne ikke findes (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support
1011	403	Forsendelsestypen hører ikke til det angivne afsendersystem (The Forsendelsestype does not belong to the indicated Afsendersystem)	The Forsendelsestype specified on the Forsendelse cannot be used by the given Afsendersystem. (e.g. printer application). Please use another Forsendelsestype and send again. Contact support if the Forsendelsestype should belong to the indicated Afsendersystem.
1012	403	Tilslutningsaftalen for afsendersystemet er ikke godkendt. (The connection agreement for Afsendersystem is not approved)	Afsendersystem does not have an approved agreement. If the agreement has already been made, please contact support
1100	403	Forsendelsestypen kunne ikke findes (Forsendelsestype could not be found)	The used Forsendelsestype on the Forsendelse does not exist in Strålfors Connect. Please use another Forsendelsestype and send the Forsendelse again. Or contact support if the Forsendelsestype should exist.
1700	403	Intet klient certifikat medsendt (No client certificate attached.)	Enclose certificate. If certificate is enclosed, please contact support.
1701	403	Ingen adgang (No access)	Contact support
1702	403	Certifikatet er blevet revokeret. (The certificate has been revoked.)	The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.

1703	403	Certifikatet er ikke gyldigt. (The certificate is not valid)	The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.
1704	403	Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat. (Certificate is not of the type VOCES; MOCES or FOCES)	Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.

2.10 Collected list of errors

Error code	http	Error description	Error handling
1002		Uventet systemfejl (Unexpected system error)	Contact support
1010	403	Afsendersystem kunne ikke findes (Afsendersystem could not be found)	Afsendersystem is not known by Strålfors Connect. If an agreement has been made, please contact support
1011	403	Forsendelsestypen hører ikke til det angivne afsendersystem (The Forsendelsestype does not belong to the indicated Afsendersystem)	The Forsendelsestype specified on the Forsendelse cannot be used by the given Afsendersystem. (e.g. printer application). Please use another Forsendelsestype and send again. Contact support if the Forsendelsestype should belong to the indicated Afsendersystem.
1012	403	Tilslutningsaftalen for afsendersystemet er ikke godkendt. (The connection agreement for Afsendersystem is not approved)	Afsendersystem does not have an approved agreement. If the agreement has already been made, please contact support
1013	400	Skemafejl i afsendt besked. (Scema error in sent message)	The XML must comply with the XSD schema
1100	403	Forsendelsestypen kunne ikke findes (Forsendelsestype could not be found)	The used Forsendelsestype on the Forsendelse does not exist in Strålfors Connect. Plese use another Forsendelsestype and send the Forsendelse again. Or contact support if the Forsendelsestype should exist.
1113		Det angivne ForsendelsesTypeID passer ikke med default forsendelsestypen, der er låst på afsendersystemet. (The selected ForsendelsesTypeID does not match with the default Forsendelsestype, which is locked for the Afsendersystem)	The Forsendelesestype is locked for the Afsendersystem. Go to the Administration portal, find the Afsendersystem and change the default Forsendelsestype on the Afsendersystem not to be locked. Or if the Forsendelsestype needs to be locked, send the locked Forsendelsestype ID or send no Forsendelsestype ID.

1114		Forsendelsestype ikke angivet, og der er ikke angivet en default forsendelsestype på afsendersystemet (The Forsendelsestype is not specified and no default Forsendelsestype on the Afsendersystem is configured.)	Indicate the Forsendelsestype or set up a default Forsendelsestype for the Afsendersystem in the Administration portal.
1205	404	Forsendelsen findes ikke (Forsendelse does not exist)	The AfsendelsesID is referring to a Forsendelse that is not created in Strålfors Connect. Please check if AfsendelsesID is correct.
1209	400	Meddelelse ugyldig ([vejledning]) (Message not valid [guidance])	Occurs for example when the ID in URI and XML is not matching. Match up the ID's and send again.
1210		Den valgte masseforsendelse findes ikke eller den er allerede lukket (The chosen Masseforsendelse does not exist or it has been closed.)	Check if the MasseforsendelseID is correct. Indicate another MasseforsendelseID and send again.
1212	409	Afsendelseidentifikator allerede modtaget (Afsendelseidentifikator already received)	The ID that indicated on the Forsendelse is already received by Strålfors Connect. Please indicate another ID - or contact support.
1214	409	Masseforsendelsesidentifikator allerede modtaget (Masseforsendelsesidentifikator is already received.)	Use another value. If the problem still occurs, please contact support.
1216		Parameter, som er låst på forsendelsestypen, er oprettet med en anden værdi, end den der er angivet på forsendelsestypen. Parameter: [parameternavn]. (Parameter which is locked on the Forsendelsestype is created with another value than the one indicated on the Forsendelsestype. Parameter: [parametername])	Placeholder.
1234	400	Landekoden skal indeholde en valid Landekode. Landekode <xxxx> er ikke valid.	The country code does not comply with the standard in the XML schema. Please correct and send again.

		(The country code must include a valid Landekode [country code]. Landekode <xxxx> is not valid.)	
1235	400	<p>Modtageradressen skal indeholde et validt dansk postnummer, hvis modtager adressen er dansk. Postnummer <xxxx> er ikke et validt dansk postnummer.</p> <p>(The recipient's address must include a valid Danish postal code if the recipient's address is Danish. Postnummer <xxxx> is not a Danish postal code)</p>	State a Danish zip code on recipient.
1237	400	<p>Struktureret modtager adresse skal have dansk landekode</p> <p>(A structured recipient address must have a Danish country code)</p>	State a Danish country code for recipient. (DK, GL, FO)
1241	400	<p>En adresse skal være angivet i ModtagerAdresse, når PaatrykModtagerAdresseIndikator er sat til true</p> <p>(An address must be indicated in ModtagerAdresse when PaatrykModtagerAdresseIndikator is set to true)</p>	Set PaatrykModtagerAdresseIndikator as false or state address for recipient (structured or unstructured).
1242	400	<p>BrugerNavn skal være angivet, når PatrykBrevDatoIndikator er sat til true.</p> <p>('BrugerNavn' (user name) must be indicated when PatrykBrevDatoIndikator is set to 'true')</p>	Set PaatrykBrevDatoIndikator to 'false' or indicate 'BrugerNavn'
1243	400	<p>AfsendelsesDatoTid må højst være 5 dage ud i fremtiden</p> <p>(AfsendelsesDatoTid must be no more than five days in the future)</p>	In order to send digital post, the AfsendelsesDatoTid must be max 5 days into the future. Correct the date to an earlier date or wait sending the Forsendelse.
1244	413	<p>Filen overstiger 100 MB og kan derfor ikke modtages.</p> <p>(The file surpasses 100 MB and can therefore not be received)</p>	Placeholder.

1245	409	<p>Der forsøges at oprette forsendelser til en Masseforsendelse, der har status lukket eller masseforsendelsen findes ikke.</p> <p>(An attempt is made to create mail for a Masseforsendelse, the status of which is closed or the Masseforsendelse does not exist)</p>	<p>An attempt to create a Forsendelse for a Masseforsendelse, that has status 'lukket' (closed).</p> <p>Create a new Masseforsendelse or send the Forsendelse as single Forsendelse.</p>
1254		<p>Landekodeidentifikationsskemaet er ukendt. Kun ISO_3166_ALPHA_2 og ISO_3166_ALPHA_3 er tilladt.</p> <p>(The country code identification form is not known. Only ISO_3166_ALPHA_2 and ISO_3166_ALPHA_3 are allowed.)</p>	<p>Use country code ISO-3166 ALPHA-2 or ALPHA-3.</p>
1261		<p>Hastebrev kan ikke sendes som economique eller bulkmail</p> <p>(Urgent letters cannot be sent as economique or bulk)</p>	<p>Indicate another 'postkategori' (postal category) for the Forsendelse. The 'postkategori' can be 'Prioritaire or 'Rekommanderet'.</p>
1700	403	<p>Intet klient certifikat medsendt</p> <p>(No client certificate attached.)</p>	<p>Enclose certificate. If certificate is enclosed, please contact support.</p>
1701	403	<p>Ingen adgang</p> <p>(No access)</p>	<p>Another certificate has been enclosed than the one indicated when creating the Afsendersystem. Contact support.</p>
1702	403	<p>Certifikatet er blevet revokeret.</p> <p>(The certificate has been revoked.)</p>	<p>The certificate has been revoked. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.</p>
1703	403	<p>Certifikatet er ikke gyldigt.</p> <p>(The certificate is not valid)</p>	<p>The certificate is not valid. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.</p>
1704	403	<p>Certifikatet er ikke et VOCES, MOCES eller FOCES certifikat.</p> <p>(Certificate is not of the type VOCES; MOCES or FOCES)</p>	<p>Another type of certificate than the allowed certificates (VOCES, MOCES, FOCES) is currently used. Check which certificate is used to create the Afsendersystem and use this certificate to call the service. Otherwise contact support.</p>

3 Errors occurring in the 'transaktionslog'

When receiving a Forsendelse in the Strålfors Connect interface, a synchronous validation is conducted, which can return an error. These are described in the previous section under the individual services MasseforsendelseOpret and EnkeltforsendelseOpret .

If the synchronous validation is successful, Strålfors Connect initiates the Forsendelse.

A 'kanalvalg' (channel selection) is conducted based on the preferences, a validation of the values related to the Forsendelsestype, print may be conducted, and a price of the Forsendelse is calculated.

If all validations and calculations are successful, a transaction of the Forsendelse to either Digital post or Fysisk post is conducted.

If a validation or calculation is not successful, an error occurs. This error is saved in the transaction log and the Forsendelse will not be sent, meaning that the recipient does not receive any mail.

Hence, it is necessary to correct the error either in the settings (e.g. on the Forsendelsestype in the Administration portal) or in the Forsendelse from the central case management system itself. The Forsendelse must be sent again after this correction.

If an error occurs in the transaction to either 'Digital Post' or printing and enveloping at Strålfors, the error will also be saved in the transaction log ("Forsendelseslog" in the Administration portal). Such errors are typically caused by technical problems, e.g. wrong settings towards Digital Post or similar.

General validation and- enrichment errors:

Error code	Error text	Error handling
1006	Uventet systemfejl (Unexpected system error)	Contact support
1007	Yderligere alternative kanaler findes ikke (No further fallback 'kanaler' (channels) found)	This error occurs when no suitable channel was found for the letter to fall back on. Ensure in the Forsendelsestype that there are channels below the Digital Post priority and that the letter metadata contains data required for the lower channel.
1208	Meddelelsen indeholder et bilag med en filtype som ikke er brugbar til den valgte kanal (The Forsendelse contains an attachment with a file type that is not feasible for the chosen 'kanal' (channel))	For Forsendelser via 'fysisk post' only attachments with the format PDF can be sent. All types of attachments can be sent to 'digital post'. Check that the attachments have the correct format.
1215	Parameter, som er krævet på forsendelsestypen, er oprettet uden værdi. Parameter: [parameternavn].	A parameter on the Forsendelse is missing a value. Please add missing value to the Forsendelse and send again.

	(The required parameter for the Forsendelsestype is created without value. Parameter: [parametername])	
1216	Parameter, som er låst på forsendelsestypen, er oprettet med en anden værdi, end den der er angivet på forsendelsestypen. Parameter: [parameternavn]. (Parameter which is locked on the Forsendelsestype is created with another value than the one indicated on the Forsendelsestype. Parameter: [parametername])	Placeholder.
1217	Parameter, der er angivet med et udfaldsrum på forsendelsestypen, er oprettet med en værdi, der ikke er indeholdt i udfaldsrummet. Parameter: [parameternavn]. (Parameters indicated with constraints on the Forsendelsestype is created with a value that is not part of the constraints. Parameter: [parametername])	Error is thrown when the sent data does not match the allowed parameters on the Forsendelsestype. E.g. when on the Forsendelsestype parameter "Simplex/Duplex" only "Simplex" is selected via "Tilladte valgmuligheder" and the value sent by the system is "Duplex". Check in the Administration portal under "Forsendelsestyper" that the allowed parameters on the used Forsendelsestype match up with the parameters you are trying to send.
1219	Kanal på forsendelse er ikke tilladt på forsendelsestypen (Channel on the Forsendelse is not allowed for the Forsendelsestype)	Correct the channel to comply with the allowed channels on the Forsendelsestype and send again.
1224	Den vedhæftede fil er større end den maksimalt tilladte grænse for fysisk post på 100 MB	Error occurs when the processed outbound package of a single letter PDF towards Straalfors internal SFTP exceeds 100MB. Please decrease the size of the Forsendelse to take up 100 MB or less.

	(Attached file is larger than the allowed maximum for physical post (100 MB))	Testsystem
1239	Forsendelsen vejer mere end 2000 g (The Forsendelse weighs more than 2000 g)	The Forsendelse is too heavy to be sent as 'fysisk post' (physical mail). Consider sending via 'digital post'.
1240	Virus eller anden malware er opdaget i dokumentet (Virus or other malware has been detected in the file.)	Error occurs when the Forsendelse or any attachment is detected to contain malware or a virus. Please make sure that the files does not contain any malware or virus.
1252	Forsendelsen kan ikke sendes via de kanaler, der er angivet på forsendelsestypen. Kanalen med første prioritet på forsendelsestypen fejler med følgende:[Fejlkode, Fejltekst] (The Forsendelse cannot be sent via the 'kanaler' (channels) indicated on the Forsendelsestype. The channel with '1. Prioritet' (first priority) on the Forsendelsestype is failing with the following: [Error code, Error text])	Placeholder.
1500	URL bilag kunne ikke hentes [URL] (URL attachment could not be retrieved [URL])	The indicated URL-attachment could not be downloaded. Check if the UR refers to an attachment, and if it can be downloaded, then send again.
1501	URL til URL-bilag har ikke korrekt format [URL] (The URL for the URL-attachment does not have correct format [URL])	The format of the URL for the selected 'URL-bilag' (URL-attachment) is no correct. Indicate a correct URL for attachment, then send again.
1502	Det var ikke muligt at tælle antal sider i URL-bilag [URL]	Det er ikke muligt at tælle siderne i det angivne URL-bilag, og forsendelsen kan derfor ikke sendes til fysisk post. Overvej at sende forsendelsen med digital post.

	(It was not possible to count number of pages in URL-bilag [URL])	It was not possible to count the number of pages in the specified URL-bilag, therefore the Forsendelse cannot be sent via 'fysisk post'. Consider sending the Forsendelse via 'digital post'.
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Validation- and enrichment errors, only applies for Forsendelser to digital post:

Error code	Error text	Error handling
1222	Der mangler modtager CPR/CVR ved forsendelse via Digital Post (Civil registration number/Company registration number is missing on the Forsendelse via Digital Post)	In order to send the Forsendelse to Digital Post, a CPR/CVR of the recipient must be specified. Please specify CPR/CVR or select another channel and send again.
1223	Der mangler meddelelse titel ved forsendelse via Digital Post Missing "Meddelsestitel" (message title) on Forsendelse via Digital Post.	In order to send the Forsendelse to Digital Post, a title on the Forsendelse must be indicated. Please indicate title and send again, or select a different channel.
1231	Modtageren har ikke tilvalgt forsendelse via digital post. (The recipient has not chosen to receive mail via 'digital post')	The recipient has not chosen to receive mail via 'digital post'. Correct the 'materiale' (MeddelsesIndholdType) and try again. Otherwise select another 'kanal' (channel).
1236	Værdien i parameteren 'Materiale' (MeddelelseIndholdType) er ugyldig. (The value of the parameter 'Materiale' (MeddelelseIndholdType) is invalid)	The parameter 'Materiale' on the Forsendelse is set to a value which is unknown by e-Boks. Change 'Materiale' or leave the field empty and try again.
1255	Den angivne postkasse findes ikke (The indicated mailbox does not exist)	The mailbox used as 'svarpostkasse' in e-Boks does not exist. Please provide the correct mailbox.

1256	<p>Postkasse fra myndighedshierarki kan kun anvendes til myndigheder, og postkasse fra borgerhierarki kan kun anvendes til borgere</p> <p>(Mailbox from authority hierarchy can only be used for authorities, and mailbox from citizen hierarchy can only be used for citizens.)</p>	<p>A wrong mailbox is indicated for answers in e-Boks. Please correct to match recipient and mailbox.</p>
1257	<p>Den angivne postkasse emne findes ikke eller hører ikke til angivne postkasse</p> <p>(The indicated 'postkasse emne' (mailbox subject) does not exist or does not belong to the indicated mailbox.)</p>	<p>The subject does not belong to the indicated mailbox at e-Boks. Please correct the match the data between mailbox and subject.</p>

Validation and enrichment errors, that only relates to Forsendelser via 'fysisk post':

Error code	Error text	Error handling
1207	Meddelelsen indeholder en filtype som ikke er brugbar til den valgte kanal. (The Forsendelse contains an attachment with a file type that is not feasible for the chosen 'kanal' (channel))	Forsendelser sent via 'fysisk post' must be in PDF format. Change the format of the Forsendelse and send again. Or select 'digital post' as the 'kanal' (channel) as there are no restrictions here.
1208	Meddelelsen indeholder et bilag med en filtype som ikke er brugbar til den valgte kanal (The Forsendelse contains an attachment with a file type that is not feasible for the chosen 'kanal' (channel))	Attachments that are sent via 'fysisk post' must be in PDF format. Change the format of the attachment(s) and send again. Or select 'digital post' as 'kanal'(channel), as there are no restrictions here.
1224	Den vedhæftede fil er større end den maksimalt tilladte grænse for fysisk post på 100 Megabyte (Attached file is larger than the allowed maximum for physical post (100 MB))	Error occurs when the processed outbound package of a single letter PDF towards Straalfors internal SFTP exceeds 100MB. Please decrease the size of the Forsendelse to take up 100 MB or less.
1225	Der mangler kuverttype information ved forsendelse via fysisk post (Information about 'kuverttype' envelope type is missing for Forsendelse to physical post.)	In order to send the Forsendelse to fysisk post (physical post) a 'kuverttype' (envelope type) must be indicated (C4 or C5) on the Forsendelse. Please indicate 'kuverttype' and send again.
1226	Der mangler sort/hvid eller farve information ved forsendelse via fysisk post (Black/white or colour information is missing for the Forsendelse to physical post)	In order to send the Forsendelse via physical post, colourselection ('S/H' or 'Farve') must be indicated on the Forsendelse. Please indicate colour selection and send again.

1227	<p>Der mangler simplex/duplex information ved forsendelse via fysik post</p> <p>(Information about 'simplex/duplex' is missing for the Forsendelse via physical post)</p>	<p>In order to send the Forsendelse via physical post, the simplex/duplex information must be indicated for the printed letter. Please indicate simplex/duplex and send again.</p>
1228	<p>Der mangler postkategori information ved forsendelse via fysisk post</p> <p>(Information about 'postkategori' (postal category) is missing for the Forsendelse via physical mail)</p>	<p>In order to send the Forsendelse via physical post, the 'postkategori' (prioritaire, economique,...) must be indicated on the Forsendelse. Please indicate 'postkategori' and send again.</p>
1229	<p>Ingen adresse i kuvertrude.</p> <p>(No address in envelope window)</p>	<p>In case the shipment was received with no address metadata for the channel fysisk post – the solution will automatically try to find the address from the envelope window area. This error occurs when no address was sent in metadata and the solution failed to find any valid address in the envelope window. Without a valid address, the letter is not able to be sent via the fysisk post channel. Use a different channel or provide an address and send again.</p>
1262	<p>Der kan ikke anvendes BilagIdentifikator i forsendelse til fysisk post</p> <p>(BilagIndetiikator (attachment identifier) cannot be used for the Forsendelse via 'fysisk post' (physical post))</p>	<p>BilagsIdentifikator is used to add attachments to Forsendelse via Digital Post. BilagsIdentifikator refers to attachments that has been created in e-Boks, and is attached to the Forsendelse in e-Boks before the recipient has access to the Forsendelse in e-Boks.</p>
1263	<p>Du skal angive en fysik adresse med landekode og postnummer (for danske adresser) for at sende et volumenbrev eller et specialbrev.</p> <p>(Indicate a physical address with country code and zip code (for Danish addresses) in order to send a volume letter or a special letter)</p>	<p>Placeholder.</p>

1290	Vægten overstiger det tilladte for kuverten (The weight surpasses the allowed maximum for the envelope.)	The Forsendelse is too heavy for the envelope type. Weight limits are as follows: <ul style="list-style-type: none"> • C5 < 50 g • C4 < 250 g • MA < 2000 g
1291	Kriterier for Bulk ikke overholdt (Criteria for bulk are not complied with.)	Forsendelser to bulk must not weigh more than 1000 g or have a foreign recipient.

Errors related to production:

Error code	Error text	Error handling
1238	Brevproduktionen er fejlet. Kontakt systemadministrator. (Letter production has failed. Contact system administrator)	Placeholder.

Errors related to price calculation:

Error code	Error text	Error handling
1610	Fejl i prisberegningen. Kontakt support. (Error in price calculation. Contac support.)	An error has occurred in the calculation of the price on the Forsendelse. Please contact support for further instructions.
1612	Forsendelsens vægt overstiger det tilladte for postkategorien. (The weight of the Forsendelse surpasses the allowed maximum for the postal category.)	Edit the Forsendelse to comply with the weight limits. For example, change 'postkategori' if it is Bulk.
1613	Manglende inputparameter. Prisberegning kan ikke foretages. (Missing input parametres. Price calculation cannot be conducted.)	Contact support.

Errors when sending Forsendelse to 'digital post':

Error code	Error text	Error handling
1560	Fejl i forbindelse med kald til e-Boks [Fejlmeddelelse fra e-Boks] (Error related to call towards e-Boks [Error message from e-Boks])	A technical error has occurred related to the transaction of the Forsendelse to e-Boks. Contact support.