

# 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 " <a href="#">Log in to T1</a> ".
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
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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.

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