

Chat

Error Codes

Product Documentation



Copyright Notice

©2013-2024 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

Trademark Notice



All trademarks associated with Tencent Cloud and its services are owned by Tencent Cloud Computing (Beijing) Company Limited and its affiliated companies. Trademarks of third parties referred to in this document are owned by their respective proprietors.

Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.

Error Codes

Last updated : 2024-11-11 14:59:21

1. Chat SDK Error Codes

Note

For web SDK error codes, see [here](#).

Common error codes

Error Code	Description
4001	File message failed: The corresponding URL is not a storage resource assigned by Chat.
4002	File message failed: Internal server network error.
4003	Image message failed: Incorrect format returned by CI.
4004	Image message failed: Invalid image format.
4005	File message failed: Illegal or blocked files cannot be sent.
6015	Operation in progress. Optimize the control over API calls. For example, if another initialization operation is performed before the first initialization operation is called back, the system returns this error code.
6017	Invalid parameter. Check the error information to locate the invalid parameter.
6022	Local I/O operation error. Check whether you have the read/write permission or whether the disk is full.
6027	Incorrect JSON format. Check the error information to locate the specific field.
6028	Insufficient memory. A memory leak may occur. Analyze and identify the location with high memory usage by using the Instrument tool on the iOS platform or the Profiler tool on the Android platform.
6001	PB parsing failed. Internal error.
6002	PB serialization failed. Internal error.
6013	The Chat SDK has not been initialized. Try again after the Chat SDK is initialized and the response is returned through callback.

6005	Failed to load the local database, possibly due to file corruption.
6019	Operation on the local database failed. This error may be caused by a lack of permissions for some directories or file corruption in the database.
7001	Cross-thread error. Cross-thread operations are not supported. Internal error.
7002	TinyId is empty. Internal error. Check whether the UserID exists and is valid.
7003	Invalid UserID. A UserID cannot be empty and must be printable ASCII characters (0x20-0x7e) containing up to 32 bytes in length.
7004	The file does not exist. Check whether the file path is correct.
7005	The file size exceeds the limit. The maximum permitted size of an uploaded file is 100 MB.
7006	The file is empty. The file cannot be 0 bytes. When uploading an image, audio, video, or document, ensure that the file is generated correctly.
7007	Failed to open the file. Check whether the file exists or has been opened exclusively, which causes the SDK to fail to open it.
7008	Exceeded the API call frequency limit. Check and control the API call frequency.
7009	The ongoing operation was unexpectedly terminated due to the invocation of the unInitSDK interface. For example, if a login is in progress and the unInitSDK interface is called, the login operation will be terminated.
7010	The database operation failed.
7011	The queried data does not exist in the database.
7012	An internal error occurred in the SDK.
7013	The current package does not support this API. Please upgrade to the Premium edition package.
7014	Invalid request. Check the API call meets requirements.
7015	Sensitive words found in SDK local content moderation.

Account error codes

Error Code	Description
6014	You have not logged in to the Chat SDK or have been forcibly logged out. Log in to the Chat SDK first and try again after a successful callback. To check whether you are online, use TIMManager.getLoginUser.

6026	This user account was not logged in during auto login. Call the login API to log in to the account again.
6206	UserSig has expired. Get a new valid UserSig and log in again. For more information about how to get a UserSig, see Generating UserSig .
6208	You have been logged out because your account is logged in on another device. Please log in again.
7501	Login in process. For example, if another login or autoLogin operation is performed before the first login or autoLogin operation is called back, the system returns this error code.
7502	Logout in process. For example, if another logout operation is performed before the first logout operation is called back, the system returns this error code.
7503	Failed to initialize the TLS SDK. Internal error.
7504	The TLS SDK has not been initialized. Internal error.
7505	The TRANS packet format of the TLS SDK is incorrect. Internal error.
7506	Failed to decrypt the TLS SDK. Internal error.
7507	Failed to send the request to the TLS SDK. Internal error.
7508	Request to the TLS SDK timed out. Internal error.

Message error codes

Error Code	Description
6004	The session is invalid. Check your login status when initiating getConversation. If you initiate getConversation offline, the system returns this error code.
6006	File transfer authentication failed. We recommend that you check whether the file format is correct.
6007	Failed to get the server list via FTP.
6008	Failed to upload the file via FTP. Check your network connection. If you want to upload an image, ensure that the image can be opened.
6009	Failed to download the file via FTP. Check whether your network is connected or whether the file or audio has expired. Currently, resource files are stored for up to 7 days.
6010	HTTP request failed. Check whether the URL is valid. You can try to visit the URL via a web browser.

6016	Invalid message elem of the Chat SDK. For more information, you can check the error information to locate the specific field.
6021	Invalid object. The TIMImage object is user-generated or an incorrect value is assigned to the object.
6031	Failed to upload the file. Check whether the uploaded image can be opened properly.
6032	Invalid message receiver. Please check whether the message receiver exists in the Console.
8001	The message length exceeds the limit of 12 KB. The length of a message is the sum of the lengths of all elements in the message, and the length of an element is the sum of the lengths of all fields of the element.
8002	Message key error. This is an internal error. The key of the network request packet is not consistent with that of the response packet.
8003	The image conversion HTTP request failed.
8004	Thumbnail conversion failed due to reasons such as CI pornographic recognition.
8005	The number of nested levels of combined forwarded messages exceeds the upper limit of 100.
8006	Message modification conflict. The message that you request to modify is modified by another user.
8010	The signaling request ID is invalid or has been processed.
8011	The signaling request is not authorized, such as canceling an invitation not initiated by the current user.
8012	The signaling invitation already exists.
8020	Failed to cancel the message because the message does not exist or has been sent successfully.
8021	Failed to send the message because the message has been canceled.

Group error codes

Error Code	Description
8501	Invalid group ID (unique group identifier). A custom group ID must be printable ASCII characters (0x20-0x7e) containing up to 48 bytes in length. To avoid confusion with the default group IDs assigned by Chat, a custom group ID cannot be prefixed with @TGS#.
8502	Invalid group name. A group name can be up to 30 bytes in length and must be encoded in UTF-8.

	If the group name contains a Chinese character, the Chinese character may be expressed in multiple bytes. Check the length of the string in bytes.
8503	Invalid group introduction. A group introduction can be up to 240 bytes in length and must be encoded in UTF-8. If the group introduction contains a Chinese character, the Chinese character may be expressed in multiple bytes. Check the length of the string in bytes.
8504	Invalid group notice. A group notice can be up to 300 bytes in length and must be encoded in UTF-8. If the group notice contains a Chinese character, the Chinese character may be expressed in multiple bytes. Check the length of the string in bytes.
8505	Invalid URL of the group profile photo. The URL of a group profile photo can be up to 100 bytes in length. You can try to access the URL via a web browser.
8506	Invalid group name card. A group name card can be up to 50 bytes in length and must be encoded in UTF-8. If the group name card contains a Chinese character, the Chinese character may be expressed in multiple bytes. Check the length of the string in bytes.
8507	Exceeded the maximum number of group members allowed upon group creation and invitation. For the Standard edition, a group can contain up to 200 members, which can be extended to 2,000. For the Premium edition, a group can contain up to 2,000 members, which can be extended to 6,000. Audio-video chat groups and broadcasting chat rooms have no limit on the number of members in a group.
8508	A private group cannot be joined via app. Any group member can invite non-members to join the group without the invitees' confirmation.
8509	You cannot invite a group member whose role is group owner. Ensure that the role field is entered correctly.
8510	You cannot invite 0 members. Ensure that the member field is entered correctly.
8511	Group attribute API operation limits: the Create, Delete, and Update APIs each can be called by the backend for up to five times per second. The Read API can be called by the SDK for up to 20 times per five seconds.
8512	Operation limit of the API for getting the number of online users: The Read API can be called only once per 60 seconds.
8513	Operation limit of the API for getting profiles: The Read API can be called only once per second.
8514	Operation limit of the API for getting the list of groups that you have joined: The Read API can be called only once per second.
8515	Group member marking is not allowed.

Relationship chain error codes

Error Code	Description
9001	Invalid profile field. The profile supports standard fields and custom fields. The keyword in a custom field must contain letters and can be up to 8 bytes in length. A custom field cannot exceed 500 bytes in length.
9002	Invalid remarks. The remarks field can be up to 96 bytes in length and must be encoded in UTF-8. If the remarks field contains a Chinese character, the Chinese character may be expressed in multiple bytes. Check the length of the string in bytes.
9003	Invalid friend request. The friend request field can be up to 120 bytes in length and must be encoded in UTF-8. If the friend request field contains a Chinese character, the Chinese character may be expressed in multiple bytes. Check the length of the string in bytes.
9004	The source field of the friend request is invalid. The source field must be prefixed with "AddSource_Type_".
9005	Invalid friend list name. A friend list name cannot be empty, can be up to 30 bytes in length, and must be encoded in UTF-8. If the friend list name contains a Chinese character, the Chinese character may be expressed in multiple bytes. Check the length of the string in bytes.
9006	Exceeded the quantity limit.

Network error codes

Error Code	Description
9501	SSO encryption failed. Internal error.
9502	SSO decryption failed. Internal error.
9503	SSO has not been authenticated. The login process may not be completed. Complete the login process and then try again.
9504	Failed to compress the data packet. Internal error.
9505	Failed to decompress the data packet. Internal error.
9506	The call frequency exceeds the frequency limit. You can initiate up to 5 requests per second.
9507	The network request queue exceeds the maximum number (1,000) of concurrent requests allowed. For example, when users keep sending messages when the network is abnormal, the network request queue will keep adding new requests without consumption and quickly reach the maximum number of requests.

9508	The network is disconnected, no connection has been set up, or no network is detected when setting up a socket connection.
9509	A network connection has been established, but is created repeatedly. Internal error.
9510	Network connection setup timed out. Try again after the network recovers.
9511	The network connection setup has been rejected by the server due to frequent connection requests.
9512	No available route to the network. Try again after the network recovers.
9513	Insufficient buffer capacity for calls. The system is too busy. Internal error.
9514	The peer end has reset the connection, possibly because the server is overloaded. The SDK automatically initiates reconnection. Try again after the network is reconnected and the callback function <code>onConnSucc</code> on iOS or <code>onConnected</code> on Android is called successfully.
9515	Invalid socket. Internal error.
9516	Failed to parse the IP address. Internal error. The local <code>imsdk_config</code> file may be corrupted and can cause the system to read an invalid IP address.
9517	Invalid connection. The network is connected to an intermediate node or is reset by the server. This is an internal error. The SDK automatically initiates reconnection. Try again after the network is reconnected and the callback function <code>onConnSucc</code> on iOS or <code>onConnected</code> on Android is called successfully.
9518	The request packet timed out when waiting to enter the sending queue. This usually occurs when the network connection setup is slow or the network is frequently disconnected and reconnected. Check whether the network connection is normal.
9519	The request packet entered the Chat SDK sending queue but timed out while waiting to enter the network layer of the operating system. This usually occurs when the local network is restricted or disconnected or the local network and the Chat SDK backend are not connected. We recommend that you run the Chat SDK in different network environments to check whether this issue is caused by the current network environment.
9520	The request packet entered the network layer of the operating system from the Chat SDK sending queue but timed out while waiting for a response packet from the server. This usually occurs when the local network is restricted or disconnected or the local network and the Chat SDK backend are not connected. We recommend that you run the Chat SDK in different network environments to check whether this issue is caused by the current network environment.
9521	The request packet has entered the sending queue, certain data has been sent, but the remaining data timed out when waiting to be sent. This usually occurs because the upstream bandwidth is insufficient or the network is connected when the error is called back. Please check whether the network connection is normal.

9522	The request packet length exceeds the maximum limit of 1 MB.
9523	The request packet has entered the sending queue but timed out when waiting to enter the network buffer of the system. This usually occurs because too many packets are to be sent, the sending thread is too busy to handle the packets, or the network is disconnected when the error code is called back.
9524	The request packet has entered the network buffer of the system but timed out when waiting for the server to return packets. This usually occurs because the request packet does not leave the client device, is discarded in an intermediate route, or is dropped accidentally by the server, the response packet is discarded by the network layer of the system, or the network is disconnected when the error code is called back.
9525	The request packet has entered the sending queue, certain data has been sent, but the remaining data timed out when waiting to be sent. This usually occurs because the upstream bandwidth is insufficient or the network is disconnected when the error code is called back. Please check whether the network connection is normal.

2. Server Error Codes

Access layer error codes

Error Code	Description
-302	The number of server connections exceeds the limit. The server refused to provide services.
-10001	Key expired. A key is an internal credential generated based on the UserSig. The validity period of a key is less than or equal to that of the UserSig. Call the <code>TIMManager.getInstance().login</code> API again to generate a new key.
-10003	Ticket expired. A ticket is an internal credential generated based on the UserSig. The validity period of a ticket is less than or equal to that of the UserSig. Call the <code>TIMManager.getInstance().login</code> API again to generate a new ticket.
-10004	Ticket verification failed. Call the <code>TIMManager.getInstance().login</code> API again to generate a new ticket.
-10005	The key cannot be empty.
-10006	The account in <code>Key</code> does not match the account in the request packet header.
-10007	Verification code delivery timed out.
-10008	The key and ticket are required.

-10009	Cookie mismatch.
-10106	Decryption with the key failed too many times. Instruct the device to call the <code>TIMManager.getInstance().login</code> API to generate a new key.
-10108	Overdue prepayment.
-10109	The format of the request packet is incorrect.
-10110	The SDKAppID is blocklisted.
-10111	The SDKAppID is on the service CMD blocklist.
-10112	The SDKAppID has been disabled.
-10113	The request exceeds the frequency limit allowed for the user. The frequency limit is set for the number of requests per second based on a specific protocol.
-10114	Packet loss due to system overload. The connected server has too many requests to process and therefore refuses to provide services.
-20009	The frequency of terminals accessing APIs exceeds the limit.

Resource file error codes

Error Code	Description
114000	The resource file to be sent does not exist.
114001	The resource file to be sent cannot be accessed.
114002	The file size exceeds the limit allowed.
114003	Sending canceled by the user. For example, the user logs out in the sending process.
114004	Failed to read the file.
114005	Resource file (such as an image, document, audio, or video) transfer timed out, usually due to network issues.
114011	Invalid parameter.
115066	File MD5 verification failed.
115068	Segment MD5 verification failed.

Common backend error codes

Error Code	Description
60002	An error occurred when parsing the HTTP request. Check the format of the HTTP request URL.
60003	An error occurred when parsing the JSON data of the HTTP request. Check the JSON format.
60004	An error occurred when check UserID. Please try again later.
60005	An error occurred when check UserID. Please try again later.
60006	Invalid SDKAppID. Check the validity of the SDKAppID.
60007	The RESTful API call exceeds the frequency limit. Please reduce the request frequency.
60008	The service request timed out or the format of the HTTP request is incorrect. Please check and try again.
60009	Requested resource error. Please check the request URL.
60010	Set the <code>UserID</code> field of the RESTful API request to the admin account of the app.
60011	The SDKAppID request exceeds the frequency limit. Please reduce the request frequency.
60012	SDKAppID is required when calling the RESTful API. Check the SDKAppID in the request URL.
60013	An error occurred when parsing the JSON data in the HTTP response packet.
60014	UserID check timed out. Please try again later.
60015	The type of the UserID in the request packet is incorrect. Ensure that the UserID is in string format.
60016	The SDKAppID is disabled.
60017	The request is disabled.
60018	Too many requests. Try again later.
60019	Too many requests. Try again later.
60020	Service suspended. If there is no basic service plan or the plan has expired, please buy a new one. If your Tencent Cloud account is in arrears, please top up the balance to pay off.
60021	The source IP of the RESTful API call is invalid.
60025	SDKAppID, Identifier, UserSig, or ContentType error when calling the RESTful API. Check the URL parameters.

60026	Domain or SDKAppID do not match the application station when calling the RESTful API.
60027	Access to non-TPush resources is prohibited.
60028	RESTful API request exceeds the trial edition limit within 24 hours.
80001	The text in the message contains sensitive content and cannot be delivered.
80002	The outgoing message packet exceeds the length limit of 8 KB. Reduce the packet size and try again.
80003	The message was not sent because the callback failed or timed out before the one-to-one or group message was sent. Configure the policy for handling callback timeouts before event occurrence in the console.
80004	The image in the message contains sensitive content and cannot be delivered.
80005	The service has been disabled. If the version expires, please purchase or renew the package. If the account is overdue, please recharge it.

Account error codes

Error Code	Description
70001	UserSig expired. Please generate a new one. It is recommended that the UserSig validity period be set to not less than 24 hours.
70002	The value of UserSig is 0 bytes. Check whether the passed-in UserSig is correct.
70003	Invalid UserSig. Call the API provided on the official website to generate a UserSig .
70005	Invalid UserSig. Call the API provided on the official website to generate a UserSig .
70009	UserSig authentication failed, probably because the private key or key of another SDKAppID was mistakenly used to generate the UserSig. Use the private key or key of the desired SDKAppID to generate a UserSig .
70013	The UserID in the request does not match the UserID used to generate the UserSig. You can verify the UserSig on the Auxiliary Tools page of the Chat console.
70014	The SDKAppID in the request does not match the SDKAppID used to generate the UserSig. You can verify the UserSig on the Auxiliary Tools page of the Chat console.
70016	UserSig authentication failed because the public key does not exist. Obtain the key in the Chat console.
70020	SDKAppID not found. Check the app information in the Chat console.

70050	Too many UserSig authentication attempts. Check whether the UserSig is correct and try again in one minute. You can verify the UserSig on the Auxiliary Tools page of the Chat console.
70051	The account is blocklisted.
70107	The requested UserID does not exist.
70114	Login is restricted for security reasons. Please reduce the login frequency.
70169	Server timeout. Try again later.
70202	Server timeout. Try again later.
70206	Invalid batch quantity in the request.
70402	Invalid parameter. Check whether the required fields are all set and whether the parameter settings meet the protocol requirements.
70403	Request failed. App admin permissions are required to perform this operation.
70398	The number of accounts exceeds the limit allowed. To create more than 100 accounts, upgrade your app to the Standard edition. For specific steps, see Purchase Guide .
70500	Internal server error. Try again later.
71000	Failed to delete the account. Only Free accounts can be deleted. Your current app is of the Standard edition and therefore cannot be deleted.
72000	Your app is now using the Free edition, and the free daily active users (DAU) quota was exceeded. To lift the restriction, upgrade your app to the Standard edition or Premium edition. For detailed directions, see Purchase Guide .
72001	Please enable user status query and status change notification settings in the Chat console. For operation details, see Operation Guide .
72002	Your app is now using the Developer edition, and the free monthly active users (MAU) quota was exceeded. To lift the restriction, upgrade your app to the Standard edition or Premium edition. For detailed directions, see Purchase Guide .

Profile error codes

Error Code	Description
40001	Incorrect request parameters. Check the request parameters based on the error description.
40002	Incorrect request parameters. You need to specify the user account whose profile is to be pulled.

40003	The requested user account does not exist.
40004	The request requires the app admin permission.
40006	Internal server error. Try again later.
40007	No permission to read profile fields.
40008	No permission to write profile fields.
40009	The tag of the profile field does not exist.
40601	The value of the profile field exceeds the length limit of 500 bytes.
40605	Incorrect value of the standard profile field. For more information, see Standard Profile Fields .
40610	Incorrect value type of the standard profile field. For more information, see Standard Profile Fields .

Relationship chain error codes

Error Code	Description
30001	Incorrect request parameters. Check the request parameters based on the error description.
30002	SDKAppID mismatch.
30003	The requested user account does not exist.
30004	The request requires the app admin permission.
30006	Internal server error. Please try again.
30007	Network timeout. Please try again later.
30008	A write conflict has occurred due to concurrent writes. You are advised to use batch processing.
30009	The backend prohibits this user from initiating a friend request.
30010	The maximum number of friends has been reached.
30011	The maximum number of friend lists has been reached.
30012	The maximum number of pending friend requests has been reached.
30013	The maximum number of blocklisted users has been reached.
30014	The other party has reached the maximum number of friends.

30515	This user cannot be added as a friend because this user is in your blocklist.
30516	The other party has set the friend verification mode to reject all new friend requests.
30525	This user cannot be added as a friend because you are in this user's blocklist.
30539	The request is pending. If user A sends a friend request to user B who has set the friend verification mode to <code>AllowType_Type_NeedConfirm</code> , only a pending relationship can be established between users A and B. This return code is used to distinguish from the return code indicating friending success. The caller can capture this error and send a notification to user A.
30540	The friend request was filtered by the security policy. Do not initiate friend requests too frequently.
30614	The pending request does not exist.
31704	There is no friend relationship with the account to be deleted.
31707	The friend deletion request was filtered by the security policy. Do not initiate friend deletion requests too frequently.
31804	The requested user account does not exist.

Error codes for recent contacts

Error Code	Description
50001	The requested user account does not exist.
50002	Incorrect request parameters. Check the request parameters based on the error description.
50003	The request requires the app admin permission.
50004	Internal server error. Please try again.
50005	Network timeout. Please try again later.
51006	When you are modifying conversation mark, the number of conversations is empty or exceeds the upper limit of 100.
51007	Failed to replace GroupID with GroupCode because an internal error occurred or the group was disbanded.
51008	The total number of conversations in the conversation group exceeds 1,000.
51009	The conversation group does not exist when a deletion attempt is made.
51010	The number of conversation groups exceeds the upper limit of 20.

51011	The conversation group name contains more than 32 bytes.
51012	Exceeded the maximum number of conversations pinned to the top. The maximum number of conversations pinned to the top is 50, and this limit cannot be increased.

Message error codes

Error Code	Description
20001	Invalid request packet.
20002	Invalid UserSig or A2.
20003	The UserID of the sender or recipient is invalid or does not exist. Check whether the UserID has been imported into the Chat console.
20004	Network exception. Please try again.
20005	Internal server error. Please try again.
20006	The callback prior to sending a one-to-one chat message was triggered, and the App backend returned a response to forbid the message.
20007	The one-to-one chat message cannot be sent to the other party because the sender is in the blocklist of the other party. The message delivery status is displayed as failed by default. You can log in to the Chat console to change the message delivery status displayed in this scenario. For specific steps, see Blocklist check .
20008	The SDKAppID of the sender does not match the SDKAppID of the recipient, because the SDKAppID is switched on the client but the data is not cleared in the database. To rectify this problem, clear the original database after switching the SDKAppID.
20009	The message cannot be sent because the sender and the intended recipient are not friends. This problem occurs only when friend verification is configured for one-to-one chats.
20010	The one-to-one chat message cannot be sent, because the sender is not a friend of the intended recipient (one-way relationship).
20011	The one-to-one chat message cannot be sent, because the intended recipient is not a friend of the sender (one-way relationship).
20012	This message cannot be sent, because the sender has been muted.
20016	The message cannot be recalled after the time limit was reached, which is 2 minutes by default.
20018	An internal error occurs when deleting roaming messages.

20022	The message to recall does not exist. Please check.
20023	The message has been recalled.
20028	Concurrent modification of messages caused a conflict. Please try again.
21005	The set token request arrived at the backend before the login request. Be sure to log in first, and then set token.
22001	No offline push certificate has been uploaded.
22002	Network exception. Please try again.
22003	The uploaded token is empty.
22004	The uploaded token exceeds 256 bytes in length.
22005	The login request data exceeds 1024 bytes.
22006	Request frequency over the limit.
90001	Failed to parse the JSON format. Check whether the JSON request packet meets JSON specifications.
90002	The MsgBody field in the JSON request packet is not in the message format or is not of the Array type. For more information, see the definition in TIMMsgElement Objects .
90003	There is no <code>To_Account</code> in the JSON request packet or the account it specifies does not exist.
90005	The JSON request packet does not contain the <code>MsgRandom</code> field, or the <code>MsgRandom</code> field is not of the integer type.
90006	The JSON request packet does not contain the <code>MsgTimeStamp</code> field, or the <code>MsgTimeStamp</code> field is not of the integer type.
90007	The <code>MsgBody</code> field in the JSON request packet is not of the array type. Change the type of the <code>MsgBody</code> field to <code>Array</code> .
90008	The JSON request packet does not contain the <code>From_Account</code> field, or the account specified by <code>From_Account</code> does not exist.
90009	The request requires the app admin permission.
90010	The JSON request packet is not in the message format. For more information, see the definition in TIMMsgElement Objects .
90011	The number of target user accounts for batch message sending exceeds the limit of 500. Decrease the value of <code>To_Account</code> .

90012	<code>To_Account</code> is not registered or does not exist. Check whether <code>To_Account</code> has been imported into the Chat console or is incorrectly spelled.
90018	The number of requested accounts exceeds the limit.
90022	<code>TagsOr</code> and <code>TagsAnd</code> in the push conditions contain repeated tags.
90024	Pushes are too frequent. The interval between every two pushes must be greater than 1s.
90026	Incorrect offline message storage period. The value cannot exceed 7 days.
90030	The attribute length is 0 bytes or exceeds 50 bytes.
90031	The <code>SyncOtherMachine</code> field in the JSON request packet is not of the integer type.
90032	The number of tags in the push conditions exceeds 10, or the number of tags in the tag adding request exceeds 10.
90033	Invalid attribute.
90034	The tag length exceeds 50 bytes.
90040	A tag in the push conditions is null.
90043	<code>OfflinePushInfo</code> in the JSON request packet does not comply with the message format description. For more information, see the definition in OfflinePushInfo Objects .
90044	The <code>MsgLifeTime</code> field in the JSON request packet is not of the integer type.
90045	The all-user push feature is not enabled.
90047	The number of pushes exceeds the daily quota (default quota: 100).
90048	The requested user account does not exist.
90054	Invalid <code>MsgKey</code> in the recall request.
90055	The packet for batch message sending is too long. Currently, the maximum message packet length supported is 8 KB.
90994	Internal service error. Please try again.
90995	Internal service error. Please try again.
91000	Internal service error. Please try again.
90992	Internal service error. Please try again. If this error code is returned for all requests and the app has enabled third-party callback, check whether the app server returns callback results to the Chat backend properly.

93000	The JSON packet exceeds the length limit of 8 KB.
91101	The web instance is forcibly logged out during long polling because the number of concurrent online web instances exceeds the limit allowed.
120001-130000	Custom error code returned by webhook for a one-to-one chat.

Group error codes

Error Code	Description
10002	Internal server error. Please try again.
10003	Incorrect API name in the request. Check the API name and try again.
10004	Invalid parameter. Check whether the request is correct based on the error description.
10005	The request packet carries too many accounts.
10006	The operation exceeds the frequency limit. Please reduce the call rate.
10007	Insufficient operation permission. (For example, a common member in a public group cannot remove a member from the group. Only the app admin has the permission to do so.)
10009	The group owner is not allowed to leave the group.
10010	The group does not exist or has been deleted.
10011	Failed to parse the JSON packet. Check whether the packet complies with JSON specifications.
10012	Invalid UserID. Check whether the UserID that initiated the operation is entered correctly.
10013	The user is already a member of the group.
10014	The user in the request cannot be added to the group, because the number of group members has reached the upper limit. If you are adding group members in batches, try reducing the number of users being added.
10015	Invalid group ID, indicating that the group does not exist or has been deleted.
10016	The App backend rejected this operation through a third-party callback.
10017	The message cannot be sent due to muting. Check whether the sender is muted.
10018	The response packet exceeds the length limit of 1 MB due to excessive request content. Try to reduce the amount of data in individual single requests.

10019	The requested UserID does not exist.
10021	The group ID is already in use. Specify another group ID.
10023	The message exceeds the frequency limit. Try again later.
10024	This invitation or app request has already been processed.
10025	The group ID is already in use. The operator is the group owner and therefore can use the group ID directly.
10026	The command word in the SDKAppID request is forbidden.
10030	The message to be recalled does not exist.
10031	The message cannot be recalled after the time limit is reached, which is 2 minutes by default.
10032	The message to be recalled cannot be recalled.
10033	This type of group does not support message recalls.
10034	This type of message cannot be deleted.
10035	Audio-video chat rooms and broadcasting chat rooms do not support message deletion.
10036	The number of audio-video chat rooms exceeds the limit allowed. To purchase a prepaid package of "Chat audio-video chat rooms", see Pricing .
10037	The number of groups that can be created and joined by a single user exceeds the limit allowed. To purchase or upgrade a prepaid package of "Expanding the number of groups that can be created and joined by a single user", see Pricing .
10038	Exceeded the limit on the number of group members. To purchase or upgrade the prepaid plan to increase the maximum number of members in a single group, see Pricing . (After upgrade, you need to call the group profile modification API to modify the maximum number of members allowed per group.)
10041	The app (SDKAppID) is configured not to support group message recalls.
10044	This type of group (such as AVChatRoom group) does not support getting roaming messages.
10045	The size of the custom attribute key exceeds the limit of 32 bytes.
10046	The size of a single value of the custom attribute exceeds the limit of 4,000 bytes.
10047	The number of keys in the custom attribute exceeds the limit of 16.
10048	The total size of the values of all keys of the custom attribute exceeds the upper limit of 16,000 bytes.
10049	The write operation of the custom attribute triggers frequency control.

10050	The deleted custom attribute does not exist.
10051	Message deletion exceeds the maximum scope limit.
10052	There is no message in the group during message deletion.
10053	The number of group @ objects exceeds the upper limit of 30.
10054	There are too many members in the group. Please pull by page.
10056	Competition conflict for custom attribute write operation. Please get the latest custom attribute before writing.
10058	You are now using the Developer edition, and the free quota of 100 groups is exceeded. To create more groups, you need to purchase a package.
10059	To use this feature, you need to purchase the Premium edition.
10060	The number of members in the group exceeds the upper limit for a read receipt group.
10061	Online messages do not support read receipts.
10062	The read receipt doesn't exist.
10062	The read receipt doesn't exist.
10063	The number of keys in the group counter exceeds the limit of 20.
10070	The number of pinned messages exceeds the limit.
11000	The community group feature is not enabled.

Offline push error codes

Error Code	Description
-195	Google Push failed to build a push object, usually due to a certificate error.
-196	Parameter missing: <code>intent</code> is selected, but no value is specified for <code>intent</code> .
-197	Certificate error. Check the certificate related parameters.
-198	Vendor response error.
-199	Vendor network exception.
-200	Chat backend network error.

-201	Validity check failed, for example, token or certificate ID error.
-202	Object build failed before push to vendors.
-203	Exceeded Huawei's daily push limit.

Operations data error codes

Error Code	Description
1001	Invalid request. Check whether the Request URL is correct.
1002	Invalid parameter. Check whether the account is the admin, required fields are specified, and the values meet protocol requirements.
1003	System error.
1004	The file has not been generated yet, or no message is delivered in the requested period.
1005	File expired.

3. Chat SDK V3 Error Codes

Error Code	Description
6003	No success results for a batch operation.
6011	Invalid recipient.
6012	Request timed out.
6018	INIT CORE module failed.
6020	<code>SessionNode</code> is null.
6023	This error is returned (during login) when you log out before login is complete.
6024	The TLS SDK is not initialized.
6025	The TLS SDK failed to find the corresponding user information.
6100	The QALSDK failed to perform the BIND operation due to unknown reasons.
6101	SSO ticket is missing.

6102	Repeated BIND.
6103	<code>TinyId</code> is empty.
6104	<code>GUID</code> is empty.
6105	Failed to parse the registration packet.
6106	Registration timed out.
6107	BIND operation in progress.
6120	An unknown error occurred when sending the packet.
6121	No network connection when sending the request packet.
6122	No network connection when sending the response packet.
6123	No permission to send request packets.
6124	SSO error.
6125	Request timed out.
6126	Response timed out.
6127	Resending failed.
6128	Not actually sent during resending.
6129	The stored data is filtered.
6130	Delivery overloaded.
6131	Data logic error.
6150	proxy_manager did not finish data sync to the server.
6151	proxy_manager is synchronizing data to the server.
6152	proxy_manager failed to sync data.
6153	The request parameters of proxy_manager were found to be invalid in local check.
6160	Request fields from the group assistant contain non-preset fields.
6161	The group assistant did not enable the local storage of the group profile.
6162	Failed to load the group profile.

6200	No network connection when sending the request.
6201	No network connection when sending the response.
6205	QALSDK service not ready.
6207	Account authentication failed due to <code>TinyId</code> conversion failure. Check whether the UserID exists and is valid.
6209	The app did not attempt to connect to the network after being started.
6210	QALSDK execution failed.
6211	Invalid request due to invalid <code>toMsgService</code> .
6212	The request queue is full.
6213	You have been logged out because your account is logged in on another device.
6214	Service suspended.
6215	Incorrect SSO signature.
6216	Invalid SSO cookie.
6217	Incorrect packet length. This error occurs when the TLS SDK performs verification on response packets during login.
6218	Status report from OPENSTATSVC to OPENMSG timed out during login.
6219	Failed to parse the response packet when OPENSTATSVC reported status to OPENMSG during login.
6220	TLS SDK decryption during login failed.
6221	Wi-Fi requires authentication.
6222	Canceled by the user.
6223	The message cannot be recalled after the time limit is reached, which is 2 minutes by default.
6224	The UGC extension package is missing.
6226	Auto login failed because the local ticket expired. Manual login with the UserSig is needed.
6300	No available SSO for short connections.
70101	Ticket expired. This error is returned during login.

90101	The Chat SDK has been initialized and does not need to be re-initialized.
115000	OpenBDH error code.
6250	No network connection when sending the request. Please try again after the network connection is recovered.
6251	No network connection when sending the response. Please try again after the network connection is recovered.
6252	QALSDK execution failed.
6253	Invalid request due to invalid <code>toMsgService</code> .
6254	The request queue is full.
6255	You have been logged out because your account is logged in on another device.
6256	The service is suspended.
6257	Incorrect SSO signature.
6258	Invalid SSO cookie.

Caution

If the problem persists, [Submit a Ticket](#) with the API, error code, and error information to our tech support staff.