



## Error Details

There are two types of errors: REIC API related errors, which are thrown from REIC SDK APIs, and RESC related errors. This section contains all the error codes.

### API Related Errors

The following table contains error codes that span across the APIs.

**Table 3** *Error Codes for APIs*

API	Code	Message
Call Manager	201	Expert type is not configured
	202	System is not available
	203	Kiosk is not registered
	204	Selected Locale is not associated to any expert type
	205	Call connect error
	206	Kiosk phone is out of service
	207	There is already an active call to an expert
	208	Kiosk serial number is not configured
Print	801	Print error

Descriptions of error messages are given in the table below.

**Table 4** *Error Messages and Descriptions*

Error Message	Description
Printer not found	Attached printer not found
The print url is invalid	The provided document URL is not valid
IEC serial is invalid	IEC serial number is not valid
Expert id must be number	Expert type identification is not a number
Expert type id is invalid	Expert type identification is empty or 'null'

Error Message	Description
Customer id must be number	Customer identification is not a number
Session Id must be a number	Session identification is not a number
Session Id is invalid	Session identification is empty or 'null'
Feedback must be an array of objects	Feedback provided is not an array of objects (containing a question and answer pair)
Feedback array must contain objects	Feedback array does not contain a plain object
Locale code is invalid	Locale code is empty or 'null' for feedback
Job Id must be a number	Job identification is not a number
Job id missing	Job identification is missing
Scanner is busy	Scanner is busy scanning
Scan operation was cancelled	Scan is canceled due to an internal error
Scan invalid argument	Invalid scanner name is passed
Scanner is not supported	Scanner is not supported
Scanner not found	No attached scanner
Invalid image format	Invalid image format supplied
Invalid image data	No image data is provided
Invalid scanner name	Scanner name is empty or 'null'
Invalid scanner source name	Scanner source name is empty or 'null'
Command Id must be a number	Command is not a number
Command id is missing	Command identification is empty or 'null'
Valid card reader is not found	No attached card reader
Invalid card data	Card data after swiped is invalid
Invalid signature pad	Signature pad (canvas DOM) is empty or 'null' was provided for signature
Invalid baud rate	Baud rate is not a string, empty, or 'null'
Invalid data bits	Data bit is not a string, empty, or 'null'
Invalid flow control	Flow control data is not a string, empty, or 'null'
Invalid parity check	Parity data is not a string, empty, or 'null'
Invalid stop bits	Stop bit data is not a string, empty, or 'null'
Invalid vnc host	VNC server IP is invalid
Invalid vnc port	VNC port is invalid

## RESC Related Errors

The following table contains the error codes and messages related to RESC errors.

**Table 5** Error Codes Related to RESC Errors

Code	Message
101	System error
110	Illegal argument
111	Record already exists
114	Record not found
115	No active REM session

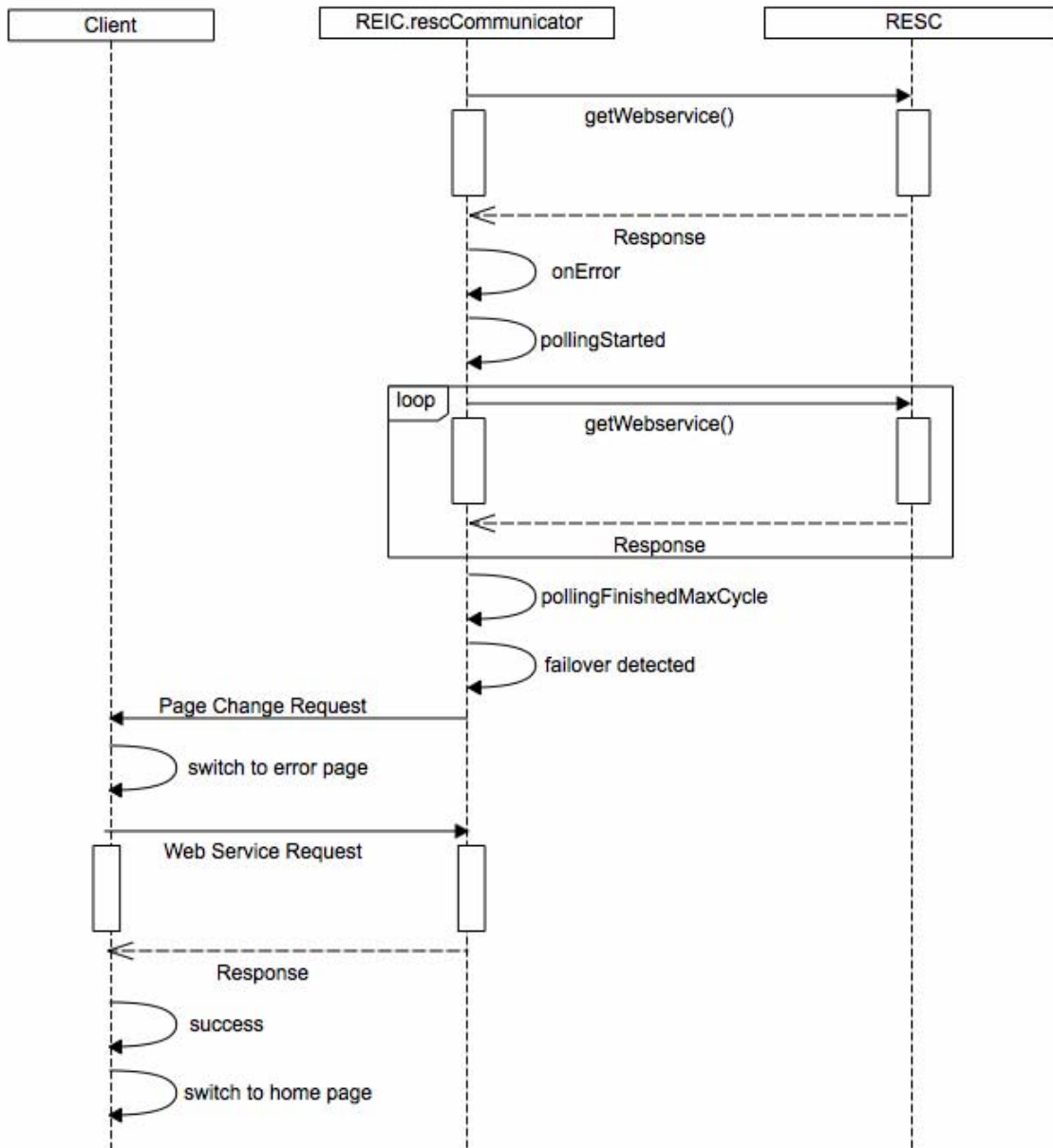
## Fail Over

When a call to a web service failure is detected, polling is started from the REIC to check the web service status periodically for a configured number of times (`server.down.faildetect`) in the REIC properties. If web service becomes active, polling is stopped; otherwise, if the polling cycle is complete and still web services response is in error, a failover is detected (both nodes are down). REIC sends a request to the client UI to change its current page to an error page. Another polling is started from the error page once it is loaded, to check for an active admin service. When any one of the nodes becomes active, the error page moves to the home screen.

Polling from an error page and transition from an error page to the home page are not handled by the REIC SDK. The client application needs to implement this feature.

A high-level sequence diagram is presented below for failover scenarios:

Figure 11 Sequence Diagram for Failover Scenarios



# Adding the REIC SDK to a Client Application

The following is needed to add the REIC SDK to a client application:

- Step 1** Copy the **reic** and **reic-SDK** folders to the client content server using the directory structure shown in the figure below.

**Figure 12** Directory Structure

```
App -> reic [Folder]
App -> reic-SDK [Folder]
App -> index.html
App -> Other Client side files
```

- Step 2** Include the REIC-SDK library (shown in the figure below) in the client application.

**Figure 13** REIC-SDK Library

Package	Code
<i>REIC-SDK</i>	<pre>&lt;script type="text/javascript" src="reic-SDK/src/Main.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/CobraManager.js"&gt;&lt;/script&gt;  &lt;script type="text/javascript" src="reic-SDK/src/Config.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/Log.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/Common.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/TaskManager.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/CallManager.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/RescCommunicator.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/SessionFeedback.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/Printer.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/Scanner.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/Signature.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/MagStripe.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic-SDK/src/Vnc.js"&gt;&lt;/script&gt;  &lt;script type="text/javascript" src="reic/js/remotexpert.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic/js/sipBroadCast.js"&gt;&lt;/script&gt; &lt;script type="text/javascript" src="reic/js/reic.js"&gt;&lt;/script&gt;</pre>
<i>jquery</i>	<pre>&lt;script type="text/javascript" src="lib/jquery/jquery-1.11.1.min.js"&gt;&lt;/script&gt;</pre>

