

Error Codes & Messages

*Error Codes & Message Texts
Supporting the Broadband
Provisioning XML Interface*

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BT Wholesale



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1 Objectives and Scope

This document is designed to define the range of error codes and messages produced by the eCO BroadBand provisioning system's XML interface.

This document has been designed to assist service providers, helpdesks and systems teams within the service provider organisation who will need to interface with the eCO ordering system via the XML interface.

2 Introduction

The eCO broadband provisioning system can be accessed in one of two ways: either via the eCO client or the XML interface.

This document details the system responses created by the XML interface, which are returned in the XML results file.

3 XML Results File Messages

These messages are returned in the XML results file following submission of order files to the eCO broadband provisioning system via the XML interface. For information on how to make use of this interface, see the document 'eCo XML-how to interface to Broadband Provisioning' [1].

All text in bold relates to the actual code and its message text. All information **NOT** in bold describes the impact of that code and if necessary what action needs to be taken.

Usually codes 0, 4000 or 4001 are returned for each order in a batch file, i.e. 0 – the order was created successfully; 4000 – order created in error; or 4001 – pre-order check failed. However, you may experience times when this is not the case and no code is returned for that order. This is a fault that occurs when error codes 0210 or 9020 are encountered while checking the order data.

CODE	MESSAGE TEXT
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0210	Invalid field error : B-end contact title is Null
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This generally indicates that a field has either not been entered or is in an invalid format (in this instance the B-End contact title). Please enter correct value and retry. If problem persists please contact e-contact helpdesk. The error message above is an example of the sort of error that could be expected, in this case the B-end contact field. It is saying that the expected input for the field has not been given. This response is basic validation on whether the fields have been filled with the appropriate characters.

0211	Invalid Billing Account
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This is indicating that the Account Code in the order reference has failed its secondary validation stage, which identifies whether or not it is a valid billing account. Please enter the correct value and retry.

0212	Invalid Service Provider Account Details
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The Account details cannot be validated, either because there is a mismatch between those on the upload file and those on the XML file or the account information is not registered with our systems. These details must be verified, please amend and resubmit or contact the e-contact helpdesk for further assistance.

0214	Supplied Post Code does not match BT record for this End User
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The End User post code submitted does not match the post code for the directory number. Please amend details and resubmit or contact the e-contact helpdesk for further assistance

Note: This message has been reinserted on 24/12/2007 as "Removal of Post code check" is reverted.

0215 Post Code Check from PAF unsuccessful

The post code Address File check for the End User post code submitted was unsuccessful. Please amend details and resubmit or contact the e-contact helpdesk for further assistance.

4000 Order Created in Error

This is returned as part of the Firm Order Response. It does not indicate the nature of the error, only that an order has failed due to an error. It is for information only.

4001 Pre Order Check Request Rejected

This is returned as part of the Firm Order Response. It indicates that the Pre Order Check Request has failed. It does not indicate the nature of the error, only that an error has caused the request to fail. It is for information only.

4012 This exchange supports Broadband

Please be aware that although this code is for informational purposes, this code is displayed as an error in batch response files.

Informational message saying that all is well. No action needed.

4015 No incompatible products identified

Please be aware that although this code is for informational purposes, this code is displayed as an error in batch response files.

Informational message to let you know that another one of the pre-order checks has been passed.

4018 Initial Line Check successful for Post Code (Green) Can support any ADSL Product

Line check will allow continuation to ordering.

4019 Initial Line Check successful for Post Code (Amber)

Line check will allow continuation to ordering.

4020 Line check inconclusive

Line check will allow continuation to ordering.

4021 Pre Order successful, can proceed with Order

Line check will allow continuation to ordering.

4023 Line Check successful (Amber/Green) Adaptive definitely OK, non-Adaptive possibly OK

Please be aware that although this code is for informational purposes, this code is displayed as an error in batch response files.

Line check will allow continuation to ordering.

4024 Line Check successful (Amber/Amber) Adaptive and non-Adaptive possibly OK

Please be aware that although this code is for informational purposes, this code is displayed as an error in batch response files.

Line check will allow continuation to ordering.

4025 Line Check successful (Red/Green) Adaptive products only

A rate adaptive service only will be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option on their line, probably due to distance (>3.5km).

4026 Line Check successful (Red/Amber) Possibly Adaptive products OK

A rate adaptive service only will be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option on their line, probably due to distance (>3.5km). A further line test after the order is raised will establish whether service is possible.

4027 Line Check successful (Black, no data/Green) Adaptive OK, non-Adaptive possibly OK

The system had no data for this line, probably because it is either a new line or the customer is switching back to a BT line from another provider. The system cannot raise an order. If this problem persists after a retry, please contact the e-contact helpdesk.

4028 Line Check successful (Black, no data/Amber) Adaptive and non-Adaptive possibly OK

The system had no data for this line, probably because it is either a new line or the customer is switching back to a BT line from another provider. The system cannot raise an order. If this problem persists after a retry, please contact the e-contact helpdesk.

4029 Line Check successful (Black, data/Green) Adaptive OK, non-Adaptive possibly OK

Please be aware that although this code is for informational purposes, this code is displayed as an error in batch response files.

A rate adaptive service is likely to be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option on their line, probably due to distance (>3.5km).

4030 Line Check successful (Black, data/Amber) Adaptive and non-Adaptive possibly OK

A rate adaptive service is likely to be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option on their line, probably due to distance (>3.5km).

4031 Line Check successful (Amber/Black, data) Adaptive and non-Adaptive possibly OK

A rate adaptive service is likely to be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option on their line, probably due to distance (>3.5km).

4032 Line Check inconclusive (Red/Black data) Adaptive and non-Adaptive possibly OK

A rate adaptive service is likely to be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option on their line, probably due to distance (>3.5km).

4033 Line Check inconclusive (Black no data/Black data) Adaptive and non-Adaptive possibly OK

The system had no data for this line, probably because it is either a new line or the customer is switching back to a BT line from another provider. The system cannot raise an order. If this problem persists after a retry, please contact the e-contact helpdesk.

4034 Line Check inconclusive (Black data/Black data) Adaptive and non-Adaptive possibly OK

The system had no data for this line, probably because it is either a new line or the Customer is switching back to a BT line from another provider. The system will proceed to the order process.

4035 Line Check successful (Amber/Green) for Post Code, Adaptive OK, non-Adaptive possibly OK

The system will proceed to the order process.

4036 Initial Exchange Test Unsuccessful. No Exchange Date Available

The Exchange Test has been unable to provide an exchange ready date. Please contact your local SMC for guidance on the Exchange Ready Date.

4037 Line Check successful (Amber/Amber) for Post Code, Adaptive and non-Adaptive possibly OK

Please be aware that although this code is for informational purposes, this code is displayed as an error in batch response files.

Line check will allow continuation to ordering.

4038 Line Check successful (Red/Green) for Post Code, Adaptive products only

A rate adaptive service only will be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option for their post code, probably due to distance (>3.5km).

4039 Line Check successful (Red/Amber) for Post Code, Possibly Adaptive products OK

A rate adaptive service only will be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option for their post code, probably due to distance (>3.5km). A further line test after the order is raised will establish whether service is possible.

4040 Line Check successful (Black/Green) for Post Code, Adaptive OK, non-Adaptive possibly OK

A rate adaptive service is likely to be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option for their post code, probably due to distance (>3.5km).

4041 Line Check successful (Black/Amber) for Post Code, Adaptive and non Adaptive possibly OK

A rate adaptive service is likely to be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option for their post code, probably due to distance (>3.5km).

4042 Line Check successful (Amber/Black) for Post Code, Adaptive and non Adaptive possibly OK

A rate adaptive service is likely to be provided. Service Provider should make end-user aware that full-upstream speed ADSL may not be an option for their post code, probably due to distance (>3.5km).

4043 Line Check inconclusive (Red/Black) for Post Code, Possibly Adaptive products OK

Please be aware that although this code is for informational purposes, this code is displayed as an error in batch response files.

A rate adaptive service is likely to be provided. Service Provider should make end user aware that full-upstream speed ADSL may not be an option on their post code.

4044 Line Check inconclusive (Black/Black) for Post Code, Adaptive and non Adaptive possibly OK

Please be aware that although this code is for informational purposes, this code is displayed as an error in batch response files.

The system had no data for this post code, probably because it is a new post code. The system will proceed to the order process.

4045 The line check was unsuccessful

The exchange status is RED for this product

4046 There is no available DSLAM on this exchange

There is not an available DSLAM on this exchange. These details must be verified, please amend and resubmit or contact the e-contact helpdesk for further assistance.

4047 The SP Nominated VP are not assigned to the SP

The VP nominated is not assigned to the requesting SP. These details must be verified, please amend and resubmit or contact the e-contact helpdesk for

further assistance.

4048 There is not enough capacity on the VC/VP for this product

The VC or VP nominated for this product has insufficient capacity to enable this product. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

4049 The VP is not of a sufficient speed

The VP is incompatible to the product requested due to the insufficiency of its speed. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

4050 Post Code Check from PAF successful

The Post code Address File check for the End User post code submitted was successful.

4051 The VP is not of the appropriate service category

The VP is incompatible to the product requested due to it not being of the appropriate service category. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

4052 The VP must terminate on the same DSLAM

The VP does not terminate at the DSLAM nominated. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

4053 The VP is not of the correct type for this product

The VP is incompatible to the product requested as it is not of the correct type. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

4054 There is no available VP at the exchange nominated

There is not an available VP on this exchange. Please verify, amend and resubmit or contact the e-contact helpdesk for further assistance.

4055 Initial Line Check successful for Post Code (Green) Can support any SDSL Product

Line check will allow continuation to ordering.

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- 4056 Line Check for Max products unsuccessful for Directory Number (Red)**
RAGB Status is Red for DN check. Order rejected.
- 4057 Check for Max products inconclusive for Directory Number (Black no Data)**
RAGB Status is Black No Data for DN check. Order rejected
- 4058 Line Check for Max products unsuccessful for Post Code (Red)**
RAGB Status is Red for Post Code check. Order rejected.
- 4059 Line Check for Max products unsuccessful for Post Code (Black)**
RAGB Status is Black for Post Code. Order rejected.
- 4060 We are not taking orders for Max products on this exchange. Refer to exchange availability date.**
Exchange Not ready. Order rejected.
- 4061 We are not taking orders for Max products on this exchange at present.**
EAD calculated after adding LEAD days is greater than the maximum allowable limit. Order rejected.
- 4062 Initial Exchange Test unsuccessful for Max Products – No Exchange Date available**
No Exchange Date returned from ONCE. Order rejected.
- 4063 Line Check for Max products successful for Directory Number (Black) possibly OK**
RAGB Status is Black for DN check. Order accepted.
- 4064 Line Check for Max products successful for Directory Number (Amber) possibly OK**
RAGB Status is Amber for DN check. Order accepted.
- 4065 Line Check for Max products successful for Directory Number (Green) Can support any Max product**
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RAGB Status is Green for DN check. Order accepted.

4066 Line Check for Max products successful for Post Code (Amber) possibly OK

RAGB Status is Amber for Post Code check. Order accepted.

4067 Line Check for Max products successful for Post Code (Green) Can support any Max product

RAGB Status is Green for Post Code check. Order accepted.

4068 Order cannot be submitted as linked Cease has been Cancelled or Rejected

The resubmitted order cannot be submitted as linked Cease has been Cancelled or Rejected

4069 Supplied MAC key is valid

The Migration key supplied while raising Provide with MAC order is valid. Please be aware that although this is displayed as an error in batch response files, this code is for informational purposes only.

4070 Invalid MAC Key format

This indicates that format of the supplied MAC key is invalid. Please check the input, amend and retry.

4071 The MAC Code supplied has not been assigned for this telephone number

For a Provide with MAC order, the Migration Key stored against the supplied DN is checked with the input Migration Key. On this occasion the supplied Migration key does not match the Migration key stored against the supplied DN. Please ensure that the input is correct, if it is then contact the e-contact helpdesk. Otherwise, please amend and retry.

4072 MAC Check request failed or Timed-Out. Please try again

This is an internal error, generated while contacting the database responsible for validating the Migration Key. If this problem persists after a retry, then contact e-

Contact helpdesk.

4073 Supplied MAC key is Invalid

For Provide with MAC orders supplied Migration Key will be used to retrieve the Customer record. On this occasion this retrieval has failed because no such MAC exists. Please ensure that the Migration Key is correct, if it is then contact the e-contact helpdesk. Otherwise, please amend and retry.

4074 Invalid DN format

This indicates that format of the supplied DN is invalid. Please check the input, amend and retry.

4075 Line Check call unsuccessful. Please contact local support.

This indicates some problem has happened while doing Line Qualification Check. Check with the e-contact helpdesk.

4076 Invalid Service ID format.

The message indicates that the format of the Service ID is not correct. Please check the input, amend and retry.

4077 Service ID not owned by CP. It may be possible to progress the order using a Migration Key.

The Service ID provided in the input file is not associated with the CP raising the order. It may be possible to raise the order with a Migration key against the service.

4078 Existing Service status is not Active or Current.

The Service ID provided in the input file is not active or current. Please check the input, amend and retry.

4079 Cannot Migrate this service, it may be possible to progress this order with a Migration key.

The message indicates that the supplied Service Id is not valid for the order type used in the file. Try to progress the order by supplying MAC key against the Service.

4080 Invalid Service ID

Supplied Service Id is not found. Please check, amend and retry.

4081 Please supply either Service ID or Migration Key and resubmit.

The error indicates that in a Provision order both the Service ID and MigrationKey are

supplied in the input file. Please amend the file by supplying either Service ID or Migration Key and then retry.

4082 We are not taking Product Family Migration / Provision with Service Id order as of now.

The message indicates that the functionality for accepting orders with Service Id is turned off. To progress the order try by supplying installation DN.

4083 Line Check call unsuccessful or timed-out. Please try again.

This is an internal error, generated while contacting the database responsible for Line Qualification check. If this problem persists after a retry, then contact e-Contact helpdesk.

4084 Pre Order was performed using Service ID. Installation DN supplied was ignored and may have changed.

This is an informational message suggesting that the Line Qualification is performed on the basis of Service Id and the installation DN supplied in the file has been ignored. The Installation DN returned in the Line Qualification call will be used for progressing the order.

4085 Invalid Service ID format. Please raise a Modify order.

The message indicates that the supplied Service Id is not valid for the order type used in the file. Try the supplied Service Id with Modify order to progress the order.

4086 Unable to create an order. A duplicate order exists.

The message indicates already one order is in progress for the supplied Service Id/MAC Key so another order cannot be progressed.

4096 Requested date is a non working day ; please note the Acceptable date for this order has been amended to:

This is an informational message which suggests that the requested delivery date supplied was a Non-Working day (Weekend or Holiday) and thus the Customer Agreed Date (CAD) has been shifted to next working day. The shifted CAD will be displayed in the XML response file followed by this message in the format "YYYYMMDD".

If there is any failure in the order then along with that failure message, this information message will also come with the error code 4096.

If the order is successful then this message will come appended to existing order success message(s) with message code 0. In this case, message will not be separately

displayed with the 4096 error code.

4098 Supplied Post Code does not match, Post Code in BT records has been used to raise the Order

This is an informational message introduced to advise customers who have opted out of the existing Post Code validation check on Provision orders. The CP can opt to override the validation of Post Code supplied in the input file. If an invalid format or invalid value or blank value is supplied for the PostCode tag, the order will be progressed using the Post Code stored in BT records.

4099 Supplied Product does not match BT Record for the Asset, BT product record has been used to raise the Order

This is an informational message introduced to advise customers who have opted out of the existing Product validation check on Modify and Cease orders. The CP can opt to override the validation of existing Product supplied in the input file. If an invalid value or blank value is supplied for the existing Product in the input file for a Cease or Modify order then the order will be progressed based on the Product stored in BT Records.

4100 Order is submitted after cut-off time; please note the Acceptable date for this order has been amended to:

This is an informational message which suggests that the order was uploaded to eCo after a predefined cut-off time and thus the Customer Agreed Date (CAD) has been shifted to next working day. The shifted CAD will be displayed in the XML response file followed by this message in the format "YYYYMMDD".

If there is any failure in the order then along with that failure message, this information message will also come with the error code 4100.

If the order is successful then the new message will be appended to existing order success message(s) with message code 0. In this case, message will not be separately displayed with the 4100 error code.

4101 CAD for the order has been overwritten with the available Slot Date: <Slot Date>

If the LLU Migration slot is not available on the supplied Requested Delivery Date, then the system might try to book the slot for the next working day. In case the slot is available on that day, then the overwritten Requested Delivery Date would be displayed along with this message in the format: YYYYMMDD

5003 System Access problem, please try again

This is an internal error, contacting the database responsible for showing the line information. If this problem persists after a retry, then contact the e-contact helpdesk.

5004 System Access problem, please try again

This is an internal error, contacting the database responsible for showing the line information. If this problem persists after a retry, then contact the e-contact helpdesk.

5005 System Error, Please resubmit

This is an internal error, contacting the database responsible for showing the line information and is possibly due to a non-BT line. If this problem persists after a retry, then contact your customer management centre to verify that your customer's line information is up to date.

5006 Unable to check incompatible products, please contact local support

This indicates that a problem was encountered while checking for incompatible products on the line at the pre-order enquiry stage of a provision order.

It may indicate one of the following two scenarios:

1. DN is not recognised as a BT Number.
2. DN was not found.

If this problem persists after a retry, then contact your customer management centre to verify that your customer's line information is up to date.

5007 Migration Check request failed. Please contact local support.

This indicates that some problem has occurred during the preliminary checks for the LLU Migration Order. Please get in touch with the e-contact helpdesk for further assistance.

5008 Migration Check request failed or timed-out. Please try again.

This is an internal error, generated while contacting the database responsible for Line Qualification check for LLU Migration Order. If this problem persists after a retry, then contact e-Contact helpdesk for further assistance.

5024 System Access problem, please try again

This is an internal set-up error on eCo to do with smartscripts. Please contact the e-contact helpdesk.

5033 System Error, Please resubmit

This is an internal eCo error indicating a problem communicating with back-end systems. Possibly a temporary time-out or maybe indicating a major failure. If the order is re-presented to eCo, the problem may well be resolved. If not, please contact the e-contact helpdesk, unless there is a broadcast message on the eCo client service referring to this problem.

5034 System Error, Please resubmit

See explanation for 5033. The action is the same.

6002 Appointment has already been made

Check input – if still an issue, then please contact the e-contact helpdesk.

6006 Appointment is not available select an alternative

Engineering slot is taken, please supply a different appointment request. Please amend and retry.

6007 Warning-Requested Appointment is after Required By Date.

A warning message from eCo to alert SP to missing CRD – the action is optional dependent on SP policy.

6009 Requested Appointment Date has to be any date after Today's date but within maximum appointment days

The input appointment cannot be prior to current date plus the recommended lead time. In addition to this, the input date cannot be after the maximum allowed appointment days from today. For a full description see the XML User Guide (“eCo XML-how to interface to Broadband Provisioning”). Please check, amend and retry.

6010 Requested Delivery Date has to be greater than or equal to the earliest date the service could be made available but within maximum acceptable days from Today

The input date cannot be prior to or the same as today's date plus the recommended lead time – or today (whichever is later). The lead time depends on several factors, including the order type & product type. In addition to this, the input date cannot be after the maximum allowed days from today. For a full description see the XML User Guide (“eCo XML-how to interface to Broadband Provisioning”). Please amend details and resubmit.

6011 Requested Appointment Date is before Earliest Available Date

The input date cannot be prior to or the same as the Earliest Available Date. Please amend your date details and resubmit.

6012 The Requested Time can not be outside of the hours 0800 and 1800

For ADSL orders the supplied time cannot be outside the specified timeframe of 0800 and 1800. Please ensure that the time is between this timeframe and resubmit.

6013 The Requested Time can not be outside of the hours 0800 and 1300

For SDSL orders the supplied time cannot be outside the specified timeframe of 0800 and 1300. Please ensure that the time is between this timeframe and resubmit.

6014 Insufficient lead time. Please raise a new order after: <Valid Date>

If the Slot Date is booked and valid for the LLU Migration order, but if it does not satisfy the Standard Lead Time for LLU Migration order at the time of order submission then order will fail with this error message.

Valid Date: This is the suggested date after which CP can raise the LLU Migration order successfully. It will be decided on factors like Exchange availability, lead time and validity of booked Slot.

For further details on the Standard Lead Time for LLU Migration orders, please refer to the XML User Guide (“eCo XML-how to interface to Broadband Provisioning”).

6015 LLU Migration Date cannot be more than 90 days in advance of Today

If the Slot Date is booked and valid for the LLU Migration order, but if it is 90 days in advance of today’s date then order would fail with this error message.

7001 Error in the Product Line Name

The product entered is not recognised by eCo, please check input and retry after amendment.

7002 The order type is incorrect

This is not recognised as a Provide, Cease,,Modify, Service Provider Migration,Simultaneous or Request Migration Key order for ADSL, or a Provide or

Cease order for SDSL. Please resubmit using one of the order types listed above.

7004 The order type requested does not support the Product type

The product and order type is not compatible. In the case of a regrade order, the current product cannot be regraded to the product requested, including Modify, and Service Provider Migration. In the case of a Migrate EU order the current product must be from the IPStream product set. Please refer to the XML Definitions for further guidance on the regrade paths available between products, [ref. On www.btwholesale.com/broadband]. Please amend the details and resubmit the order request. For further guidance, please contact the e-contact helpdesk.

This message would also be displayed in the response files in case the SP is partially terminated and tries to raise orders other than Cease and MAC Key Request. In case the SP is terminated completely, then all the orders and MAC Key Request raised by that SP would be rejected with the same error code and error message.

7005 No matching products for the account

This Service Provider has not been set up to purchase the products specified on the order. Please check with BT account team and e-contact helpdesk.

7006 A End Site-Id can't be null for Videostream and DataStream Products

Required input to locate Service provider Site-id. Enter correct site-id and retry.

7007 A End Site-Id does not belong to the SP

The site Id provided does not match the SP's.

7010 Inconsistent Product type for the order in the Batch.

A non-compliant product type has been found in the batch. Both asymmetric and symmetric products have been found in the batch, or the order contains BET Product. Please refer to the User Guide.

7020 Invalid Flowpoint IP

This has failed the input validation rules on eCo. Check that the value is correct. If it appears to be, then contact the e-contact helpdesk, otherwise amend and retry. The word Flowpoint is used in this explanation only because it is part of the corresponding XML attribute name. Flowpoint was the name the router supplied by BT when the XML was defined, which was before wires-only products became available; it is no longer an appropriate term and should

be interpreted in the wider sense of the router connecting to the customer's ADSL line.

7021 Invalid Flowpoint Subnet

This has failed the input validation rules on eCo. Check that the value is correct. If it appears to be then contact the e-contact helpdesk, otherwise amend and retry. The word Flowpoint is used in this explanation only because it is part of the corresponding XML attribute name. Flowpoint was the name the router supplied by BT when the XML was defined, which was before wires-only products became available; it is no longer an appropriate term and should be interpreted in the wider sense of the router connecting to the customer's ADSL line.

7022 First 4 dsl:NTE attributes must have a value of Y

Please check input, amend and retry.

7023 Invalid Care Level Submitted

The care level submitted has been rejected either because it is not a valid care level (Standard or Broadband Enhanced), or the product does not support the care level indicated. Please amend the care level details and resubmit the order request. For further guidance contact the e-contact helpdesk.

7024 First 2 dsl:NTE attributes must have a value of Y

Please check input, amend and retry.

7025 Invalid IP Address for PAT

This has failed the eCo PAT validation, please check the input, if it appears correct then contact the e-contact helpdesk. Otherwise, please amend and retry.

7026 Only 5 Domain Names are allowed

Up to 5 domain names are allowed, if the Service Provider has an agreement with other Service Providers to provide LSS (Limited Service Selection). This will need to have been set up by the e-contact helpdesk. If input exceeds 5 domain names, then please amend and retry.

7027 Invalid Domain Name: 'domain.name.net'

This domain name has not been set up for you (in this example, the domain name 'domain.name.net'), please check and amend/retry if incorrect. Also, BT Central Plus domains can only be ordered against IPStream Home 500 and IPStream 500 (USB). This error will be returned if a valid BT Central Plus

domain is entered but against an invalid product. Otherwise, contact the e-contact helpdesk.

7028 The Asset could not be found

For **Simultaneous Mover**, Cease, Modify, Service Provider Migration and Request Migration Key orders the DN and/or Service ID or Migration Key will be used to retrieve the Customer record. On this occasion, this retrieval has failed. If Order type is SP Migration ensure that Migration key is correct if it is correct then try raising Provide order with Mac key, for other orders check that the DN / Service ID /Migration Key is correct, if it is then contact the e-contact helpdesk. Otherwise, please amend and retry.

7029 The Asset has already been ceased

eCo records are showing that a cease, shift, regrade, Modify, Service Provider Migration, Migrate EU or Request Migration Key order has already been enacted for this Customer. Please check that your input order is correct and not re-presented. If it is correct, then contact the e-contact helpdesk.

7030 Supplied Product doesnt match the Product for the Asset

The input order is attempting to cease, modify a product that eCo believes the Customer does not have. Please check input. If incorrect, please amend and retry. Otherwise contact the e-contact helpdesk..

7031 Supplied DN doesn't match the DN of the Asset

On a Simultaneous Mover, cease, modify, Service Provider Migration or Request Migration Key order, eCo is checking the existing directory number for the customer against the input one. Please check input is correct. If not, please amend and retry. Otherwise, contact the e-contact helpdesk.

7032 Supplied Billing Account doesnt match the Billing Account of the Asset

When supplying the billing account for this order type, eCo is checking the existing billing account for the customer against the input billing account. Please check input is correct. If not, please amend and retry. Otherwise, contact the e-contact helpdesk.

7033 Neither Installation DN nor Service ID is supplied. At least one must be present

Required input, please amend and retry.

7034 Duplicate asset has been found

eCo has returned multiple current assets with the same DN or the Service Id

as that specified with the input order. Please verify that the DN is correct or enter the corresponding Service ID, and retry. If the problem persists, contact the e-contact helpdesk.

7035 An Appointment Date is mandatory

Required input, please amend and retry.

7036 An Appointment Time is mandatory

Required input, please amend and retry.

7037 DHCP range minimum and maximum values must be supplied

Where the Non Default DHCP Range is requested, the minimum and maximum values must be supplied. Please enter the required details and retry.

7038 Invalid DHCPRange values – maximum dhcp range value must be greater than minimum value

This occurs where the maximum dhcp range value is less than the minimum dhcp range value. Please re-enter the required details and retry.

7039 Duplicate Domain Names are not allowed

Where submitting more than one domain name, please ensure that they are not the same. Please amend details and resubmit.

7041 The Flowpoint IP Address cannot be set to default when NAT is not required

Where NAT is not required, the Flowpoint IP Address must not be default. Please amend details and resubmit.

7042 At Least one unique combination of Port Protocol and IP Address must be supplied

The details submitted have failed the validation rules on eCo, either because no unique combination of Port, Protocol and IP Address exists or these details have been excluded. Please amend and retry, or contact the e-contact helpdesk for further guidance.

7043 The Port Protocol and IP Address must be supplied for a Port Address Translation

The IP Details submitted have failed the validation rules on eCo because the

port, protocol and IP Address have not been supplied for the Port Address Translation.

7044 A unique combination of Port and Protocol must be specified for an order

The IP Details submitted have failed the validation rules on eCo because no combination of Port and protocol exists. Please amend details and resubmit.

7045 The Flowpoint IP must not begin with 127 or 255.255.255 or 0.0.0

The Flowpoint IP details submitted have failed eCo validation. The Flowpoint IP must not begin with either 127 or 255.255.255 or 0.0.0. Please amend details and resubmit. The word Flowpoint is used in this explanation only because it is part of the corresponding XML attribute name. Flowpoint was the name the router supplied by BT when the XML was defined, which was before wires- only products became available; it is no longer an appropriate term and should be interpreted in the wider sense of the router connecting to the customer's ADSL line.

7046 Flowpoint IP must not be within the DHCP Service Address Range

The Flowpoint IP details submitted indicate that they conflict with the DHCP Serving Address Range. Please ensure that the Flowpoint IP is not within the DHCP Service Address Range and resubmit. The word Flowpoint is used in this explanation only because it is part of the corresponding XML attribute name. Flowpoint was the name the router supplied by BT when the XML was defined, which was before wires- only products became available; it is no longer an appropriate term and should be interpreted in the wider sense of the router connecting to the customer's ADSL line.

7047 The Flowpoint IP must not be equal to the Subnetwork Address or Broadcast Address

The Flowpoint IP details submitted must not be the same as the Subnet Address or Broadcast Address. Please amend details and resubmit. The word Flowpoint is used in this explanation only because it is part of the corresponding XML attribute name. Flowpoint was the name the router supplied by BT when the XML was defined, which was before wires- only products became available; it is no longer an appropriate term and should be interpreted in the wider sense of the router connecting to the customer's ADSL line.

7048 Invalid DHCP Range

The DHCP Range is invalid and has failed the validation rules on eCo. Please revisit these rules and check the details are correct. If they do not appear to contradict the validation rules, then please contact the e-contact helpdesk, otherwise amend and resubmit.

7049 The Subnet IP must have a continuous set of 1's in its binary format

The 'FlowpointSubnet' attribute has failed the validation rules on eCo. Please check that the value is the dotted quad representation of a binary mask consisting of a continuous sequence of 1's followed by a sequence of 0's to define subnet partitioning between hosts and subnets. Please check, eg with a subnet calculator, that the details are correct. If they appear to be correct, then please contact the e-contact helpdesk, otherwise amend and resubmit. The word Flowpoint is used in this explanation only because it is part of the corresponding XML attribute name. Flowpoint was the name the router supplied by BT when the XML was defined, which was before wires- only products became available; it is no longer an appropriate term and should be interpreted in the wider sense of the router connecting to the customer's ADSL line

7050 A different URL has been used to resubmit this end user order

The End User Order has been rejected as it has been resubmitted to a different URL than the original used for this end user order. Please ensure that the URL is the same as that used in the original submission and resubmit, or contact the e-contact helpdesk for further guidance.

7052 Migrate Order cannot be raised by owning Service Provider

The Service Provider that has generated the Migration Key and the Service Provider placing the Migrate EU and Service Provider Migration order are the same. Please amend and resubmit or contact the e-contact helpdesk.

7053 Supplied Migration Key has Expired

The order has failed as the Migration Key entered has expired. Please ensure that the Migration Key entered is valid and resubmit, or contact the e-contact helpdesk for further guidance.

7054 Supplied Migration Key has already been Used

The order has failed as the Migration Key entered has already been used. Please ensure that the Migration Key entered is valid and resubmit, or contact the e-contact helpdesk for further guidance.

7055 Migration Key cannot be generated against this asset

The order has failed, as It was not possible to generate a Migration Key against this asset. Please contact the e-contact helpdesk for further guidance.

7056 Incorrect number of SP Nominated VPs supplied

A minimum of 1 and a maximum number of 5 VPs should be provided. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

7057 SP Nominated VP was not valid

The VP supplied is not valid. Either the VP does not belong to the exchange or does not exist. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

7058 Address could not be matched, please recheck and try again

The address supplied could not be matched. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

7059 Package ID is invalid

The Package ID supplied is invalid for the product type or incorrect. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

7060 VC cannot be assigned to more than one VP

A Virtual Circuit cannot be assigned to more than one Virtual Path. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

7061 The VC is not applicable for the Package

The Package specified does not have element corresponding to Virtual Circuit identifier. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

7062 The asset does not belong to this SP

The asset being ceased belongs to a Service Provider other than the one specified. Please amend and resubmit or contact the e-contact helpdesk for further assistance.

7063 Either the provision order for the service ID was not found or was cancelled

Either the provision order for this service ID does not exist or it was cancelled before its completion or has a cancellation request pending. Please check that your input service ID is correct. If it is correct, then contact the e-contact helpdesk.

7064 There is an order pending against the service ID

The service Id has a pending order. The pending order number for this service ID will be in the XSL response. Please allow the pending order to complete or cancel it before raising the order again.

7065 Invalid Change Type(s) requested : + [additional change type(s)]

Invalid change types condition will arise when the change types requested in the input XML file will be other than the change types allowed for that particular Business Process or product transition. e.g. Change Virtual Path requested for IPStream products. Error will be raised and order processing will continue. [additional change type(s)] will be a list contain the offending change types.

7066 Line doesn't support ordered product

Line qualification check will be performed when change of product is requested and product category change from V1 to F1. If line status returned in the preorder inquiry is R - Red that indicates that product requested is not supported by the line. Error will be raised and order will be rejected.

7067 Only 30 combinations of Port Protocol and IP Address allowed for PAT

For IPStream products if more than 30 combinations of Port Protocol and IP Address are supplied in the XML input file then above mentioned error will be raised and order will be failed.

7068 BT IPStream_Advanced Services data is invalid for this order. No default policy will be entered and the user will not be registered onto the Advanced Services platform. The order has been rejected due to invalid Policy Profile.

If advanced service functionality is disabled and CP tries for provision or modification (No to Yes) of advanced services.

OR

If policy speed supplied does not match one of the valid policy speed

7069 BT IPStream_Advanced Services data sent for this order is invalid. Order

is rejected. Please check the data and resubmit

If Both policy reference and OptOut are supplied in the Input XML file.

7070 BT IPStream_Advanced Services data sent for this order is invalid. Order is rejected due to invalid Opt Out request. Please check the data and resubmit

If the service provider (Gaining Service provider for SP Migration) is not signed up for Advanced services no Opt Out is necessary. The circuit will automatically be opted out as part of the SP Migration order"

7071 BT IPStream_Advanced Services data sent for the order type requested is incorrect. Invalid Opt Out request, Order is rejected. Please check the data and resubmit

If OptOut is supplied for order types other than Modify, SP Migration.

7072 The interleaving option submitted is Invalid.

This indicates that the Interleaving option provided with the order is not valid. Please amend the Interleaving option and try again.

7073 Unable To Generate Migration Key, please contact local support

The above mentioned error will be displayed in the response file if some error is returned by backend systems during Migration key generation.

7074 An incompatible technology exists, it may be possible to progress this order with a MAC key.

The above mentioned error will be displayed in the response file if Product Incompatibility check during Preorder returns a result which requires a Migration key to be supplied, and Migration key is not supplied. Please try raising a Provide order with MAC Key.

7075 This Asset is under migration. Currently order can not be placed on this Asset.

The message specifies that the asset used in the input file is under migration process. Please resubmit the order after some time or call e-contact helpdesk for further assistance.

7076 This Asset is under migration. Migration key can not be generated at this time.

Migration Key can not be generated as the asset provided in the input file is under migration. Please resubmit the order after some time or call the e-contact helpdesk for further assistance.

7077 Order cannot be progressed as Cease order information is not available

This is an internal eCo error indicating a problem communicating with back-end systems for Line Qualification results. If this problem persists after a retry, then call the e-contact helpdesk for further assistance.

7078 In flight Cease check has failed, please contact local support

This indicates that a problem was encountered while checking the current service information. If this problem persists after a retry, then call the e-contact helpdesk for further assistance.

7079 No policy profile included in this order. To keep the circuit on BT IPstream Advanced Services, add a Policy to this order, or choose Opt Out.

The order has been rejected because the circuit already has BT IPstream – Advanced Services enabled on the line and no policy has been specified within this product change order. Please either add a policy to the line or select the “opt out of Advanced Services” policy and re-submit.

7080 Incompatible technology, please cancel this order - <Order Number>. It may be possible to reissue with a MAC key

The message indicates, while resubmitting a Provision on Pending Cease order the Line Qualification result returned suggested that line is not clear from blocking products. The order number originally raised for this order will be in the XSL response along with the error message which needs to be cancelled and can be progressed with MAC key. **The text <Order Number> represents the Order number to be cancelled.**

7081 Incompatible Product exists on the Line, please cancel this order

The message indicates, while resubmitting a Provision on Pending Cease order the Line Qualification result returned suggested that line is not clear from blocking products. The order number originally raised for this order will be in the XSL response along with the error message which needs to be cancelled as it cannot be progressed further.

7082 Service Option should be same as Existing Service Option

The order has been rejected because in case of Modify order while transition from Max product to Max product, the Service option given in input XML file matches with the service option against the existing asset. If new service

option is to be selected please change the service option tag value and resubmit. If existing service option is not to be changed please remove the dsl:ChangeServiceOption tag and resubmit.

7083 Invalid Service Option

The order has been rejected because the value for the tag ServiceOption is either blank or does not have proper values. It can have either of the values 1, 2 or 3. Please resubmit the order with the corrected value.

7087 No migration slot available for requested date.

If an LLU migration slot is not available for the supplied Requested Delivery Date (LLU Migration date) in the XML file for the order, then this message would be returned in the response log. Please try to resubmit the order with a different Requested Delivery Date.

7088 Minimum lead time for LLU Migration orders is <SLT> working days. Please resubmit the order with sufficient lead time.

If the Requested Delivery Date supplied in the XML file for the order does not satisfy the minimum lead time for LLU Migration order then the Pre order would fail at Line Qualification with this message. Please amend the details and resubmit.

SLT: Standard Lead Time for LLU Migration order. For further detail on SLT, please refer to the XML User Guide ("eCo XML-how to interface to Broadband Provisioning").

7089 A slot is already booked against this DN. Please raise a new order after <Slot Date>.

The order has failed, as there is already a slot booked against the DN. Please raise a new order after <Slot Date>. Please contact the e-contact helpdesk for further guidance.

7090 Migration Key cannot be generated for BET product.

When CP tries to generate a MAC key on BET asset, above response will be sent back to CP.

7091 Migration Order is not supported for this Asset.

The message specifies that the asset used in the input file cannot be migrated.

Please check the Asset Details or call e-contact helpdesk for further assistance.

7092 Weekend Activation Charges Apply

This is an Informational message and indicates that, for an order to be completed on the date given in the input XML file; additional charges would be levied as it is a Non-Working day.

7093 The asset has been migrated to the 21C Ordering system. Please re-raise the order using the updated XML for 20C Products via the B2B Gateway.

As a part of asset migration, the asset against which the order has been raised has now been migrated to the 21CN Ordering System. Please re-raise the 20C order using the updated XML via the 21C Ordering System (B2B gateway).

7094 The Customer has been migrated to the 21C Ordering system. For any new orders to be raised for 20C Products for this Customer, please use the B2B Gateway.

As a part of asset migration, all the assets against this Customer Account have been migrated from eCo BB to the 21CN ordering system. Please raise the new 20C orders for this Customer using the 21C Ordering system (B2B gateway)

8003 Order allocation has been reached

If there is a limit to the orders per day allowed for this Service Provider, then this message will be displayed. Currently there are no eCo system limits set, but this might be used in the case of over demand to ensure fair allocation between Service Providers.

8100 Unable to progress order as a duplicate order exists on the system for this customer.

The message indicates that an order is already in progress for the supplied Service Id and therefore, another order cannot be progressed on eCo.

8101 Service Id validation unsuccessful, unable to extract mandatory data. Please contact local support.

This indicates that some problem has occurred during the preliminary checks on Service Id. Please get in touch with the e-contact helpdesk for further assistance.

8102 Service Id validation unsuccessful. Please try again later.

This is an internal error, generated due to system failure while contacting the database responsible for Service Id check. If this problem persists after a retry,

then please contact the e-Contact helpdesk for further assistance.

8110 Invalid ProjectId format.

This indicates that format of the supplied ProjectId is invalid. Please check the input, amend and retry.

8111 ProjectId is required when Bulk Retermination Flag is Y

If the Flag attribute of ChangePortRetermination tag is supplied as "Y" or "y" ProjectId will be mandatory. Please supply a correct ProjectId and resubmit.

8112 Port Retermination can be requested as a standalone change type only.

Port Retermination is a mandatory standalone change type. Please remove other change types supplied for the order and resubmit.

8113 Bulk Retermination Flag must be Y when ProjectId is provided.

If the ProjectId is supplied, Flag attribute of ChangePortRetermination tag should be supplied as "Y" or "y". Please supply a correct vale in Flag attribute and resubmit.

8114 Only VP change can be requested along with Port Retermination change type for asset with DataStream product.

Only VP change should be supplied with Port Retermination change type. Please remove other change types supplied for the order and resubmit.

8115 Port Retermination functionality is currently not available but the other requested change types (if any) will be progressed.

This indicates that the Port Retermination functionality is currently not available. The Port Retermination details in the file will be ignored. If there are any other change types supplied in the file, they would be used to progress the order. If there are no other change types, the order would be rejected.

9001 Daily Pre Order allocation has been reached

This refers to the allocation of orders, which will be set if there is over-demand. Currently this is not set.

9002 Daily Pre Order allocation has not been reached

(This message will appear in the response to indicate that the limit has not been reached.)

9005 Initial Line Check unsuccessful for Post Code (Black)

The post code has failed the pre-order check. Service Provider should inform the end user that ADSL service is not available for their post code.

9006 Initial Line Check unsuccessful for Directory Number (Red)

This is saying that the user Directory number cannot have ADSL installed. This could be caused by being too far away from the DSLAM, or no capacity or exchange set-up.

9007 Initial Line Check inconclusive for Directory Number (Black no data)

This means that the directory number record has no record on the BT systems. It is likely to be a new provide, perhaps a new house or a Customer that is switching to BT from another supplier in order to have Broadband. In this situation, the pre-order check will proceed to ordering the product, but it may fail a line test later. No action is necessary from the Service Provider point of view.

9008 Initial Line Check successful for Directory Number (Green) Can support any ADSL product

This is informational and is telling you that the line will be sent to the Ordering part of the process.

Please be aware that although this code is for informational purposes, a known system problem is causing this code to be displayed as an error in batch files.

9009 Initial Line Check successful for Directory Number (Amber)

This is informational and is suggesting that one or more of the line test components are not 100% (e.g. borderline on Distance, or line capacity), but that service can be given. There is a higher possibility of failure later in the ordering system than for a green.

9010 Initial Line Check successful inconclusive for Directory Number (Black data)

This means that the directory number record has no record on the BT systems. It is likely to be a new provider, perhaps a new house or a Customer that is switching to BT from another supplier in order to have Broadband. In this situation the pre-order check will proceed to ordering the product, but it may fail a line test later. No action is necessary form the Service Provider point of view.

9011 We are not taking orders on this exchange at present. Refer to exchange availability date

The exchange has not yet been ADSL enabled. If you look at the exchange availability date after doing a pre-order check on the eCo client you can determine when the availability will be. From the Service Provider point of view, you would need to determine the readiness date and get back to the Customer. Re-present the order when the readiness date is reached.

9012 Initial Exchange capacity check successful

This is informational and indicates that the exchange has sufficient capacity.

9013 We are not taking orders on this exchange at present. Please contact local support

This could be due to capacity problems at the exchange. Check with the e-contact helpdesk. You will probably have to contact the Customer and tell them that service not yet available.

9016 Initial Line Check unsuccessful for Post Code (Red)

The post code has failed pre-order check. Service Provider needs to inform end-user that ADSL service is not available for their post code.

9017 Initial line check inconclusive

Line check will allow continuation to ordering.

9018 Duplicate order has been checked.

Duplicate order input. Please check and amend input file.

9019 Unable to create an order since a duplicate order exists on the system for this customer

The order number originally raised for this order will be in the XSL response along with the error message only if the original order also belongs to the same SP raising the current order. If the original order belongs to a different

SP the response will contain only the error message and will not contain the original order number.

9020 Unable to create an order since a duplicate order exists on the system for this telephone number.

If order already exists on requested DN and CP tries to raise Modify or SP Migration order.

OR

The order number originally raised for this order will be in the XSL response along with the error message only if the original order also belongs to the same SP raising the current order. If the original order belongs to a different SP the response will contain only the error message and will not contain the original order number

9021 Incompatible line or product

Please contact your designated provisioning team.

9022 Incompatible Product Exists on this Line

This line is not clear from blocking products and we cannot create this order. Please contact your designated provisioning team.

9023 Invalid Postcode

The postcode supplied could not be verified. Please check data and change if necessary. If data is correct please contact the e-contact helpdesk for further assistance.

9024 DN is not recognised as a BT Number

The telephone number has not been recognised as a BT number. Please check the details and change the data. If data is correct please contact the e-contact helpdesk for further assistance.

9025 ISDN/Home Highway or other convertible products exist on the line. Please raise a Simultaneous order

The Customer's records have been checked and they already have an ISDN2 or Home Highway service, which in itself is incompatible with ADSL, but can be converted back to a normal PSTN line for upgrade to Broadband. The end user is required to place two orders: one for the conversion of ISDN2/Home Highway to PSTN with PSTN service provider and a second for ADSL (Simultaneous order) with their Broadband service provider. Details of the simultaneous order process can be found in the XML User Guide. Also, there may be implications arising from ending the BT contract to supply ISDN that are already covered by the agreement to use eCo client. For further guidance,

contact the e-contact helpdesk.

9026 Service requested cannot be provided as the product has been retired from new supply on this exchange. Please select a different product.

20CN provisioning of the Product requested has been retired from new supply from this Exchange. Order Rejected. Please select a different product or raise an order on 21CN Wholesale.

9027 Service requested cannot be completed as the product will be retired and no longer available on this exchange.

20CN modification of the circuit requested has been retired and will no longer be available from this Exchange. Order Rejected. Please migrate this circuit to 21CN Wholesale.

9028 Your order completion date exceeds the retirement date for the product in this exchange and cannot be progressed.

The completion date of the 20CN Order for the provisioning of the Product requested exceeds the retirement date of the product on the exchange. Order Rejected. Please select a different product or raise an order on 21CN Wholesale.

9998 SOS has encountered an error

An unidentified error has occurred with SOS processing. Please contact the e-contact helpdesk for further assistance.

9999 Eco has done something unusual

An unidentified error has occurred with eCO processing. Please contact the e-contact helpdesk for further assistance.

4 References

Ref.	Title	Source
1.	eCo XML-how to interface to Broadband Provisioning	BT Wholesale Broadband web site (www.btwholesale.com/broadband)
2.	XML Definitions	BT Wholesale Broadband web site (www.btwholesale.com/broadband)

5 Document control information

5.1 Configuration management

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5.2 Reviewers

Mark Davidson	Amit Tripathi
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Jim Place	Paul Bedford
Nefyn Provis-Evans	Colin Urquhart
Pete Taylor	

5.3 Change log

Date	Issue No	Author	Description
April 2002	1.1	Elayne O'Sullivan	As published on the Broadband Extra web site
08/07/02	1.2	Elayne O'Sullivan	Added messages 0212, 0214, 6010, 6011, 6012, 7039, plus 7041 to 7051 inclusive (each with equivalent text at the end of the "client results messages" section). Description for 9014 reworded and copied to the equivalent client result message.
18/11/02	1.3	Steve Lake	7004 reworded for MCP775; client messages removed from document
01/12/02	1.4	Steve Lake	4012 reworded

16/02/03	1.5	Steve Lake	Rewording of notes for message 6009; also for message 6010, 7027 (reference to Central Plus domain) & 7049; rewording of message 6010; removal of non-display apostrophe and hyphen characters; missing message 9012 added; 5005, 9020 message text corrected; 9018 removed; 9999 added; explanation of term 'Flowpoint' for messages 7020, 7021, 7041, 7045, 7046, 7047 and 7049
29/03/03	2	Steve Lake	Message 7023 amended (for Broadband Enhanced Care)
26/05/03	3	Steve Lake	Wording of messages 6009 & 6010 amended (for maximum advanced orders)
30/05/03	4	Steve Lake	Minor correction of wording for messages 6009 and 6010
12/06/03	5	Neil Williams	Added paragraph at beginning of section 3 regarding 0, 4000, 4001 errors not displayed. Added note about codes being informational & not error – 4012, 4015, 4023, 4024, 4029. Altered wording of 4027, 4028, 4033, Black, no data issue. Altered explanation of 5005.
13/10/03	6	Neil Williams	Added new error codes 7033 & 7034. Also reworded 7002, 7004, 7028, 7030, and 7032 to include new order type "regrade".
13/01/2004	7	Neil Williams	Added new error codes 7052, 7053, 7054 and 7055. Amended error codes 7002, 7004, 7028, 7029 and 7031 for Migrate EU (MCP1341)
13/01/2004	8	Neil Williams	Added new error codes 4037, 4038, 4039, 4040, 4041, 4042, 4043, 4044, 9005,

			9019, 4050, and 0215 for Home Movers & Simultaneous PSTN/ADSL Delivery (MCP954/984)
16/04/2004	9 draft	Sue Staffer Scott Hill	Added new error codes 4046, 4047, 4048, 4049, 4051, 4052, 4053, 4054, 4045, 4055, 7010, 7056, 7057, 9023 and 9024 for SDSL orders (MCP1529)
17/05/2004	9 draft B	Neil Williams	Added new error codes 7007, 7024, 7058, 7059, 7060, 7061, and 7062 for SDSL orders. Altered wording of error codes 7002, 7056, and 7057.
01/06/2004	9 draft C	Mark Heseltine	Added new error codes 7063, 7064, 9998 for SDSL orders.
17/06/2004	9 draft D	Mark Heseltine	New error codes 7065, 7066, 7067
02/09/2004	10	Elise Leonard	Added new order SP migration, Modify order types to error codes 7002, 7004, 7028, 7029, 7031 and added Modify order type to 7030 and SP Migration order type to 7052
21/01/2005	11	Sue Staffer	Added an extra piece of information to error code 5005
17/08/2005	12 draft A	Ahmed Al-Sudane	Added error code 5006
17/08/2005	12 draft B	Mark Heseltine	Minor corrections to 5006
18/08/2005	12 draft C	Ahmed Al-Sudane	Added error codes 4056-4067
22/08/2005	12 draft D	Ahmed Al-Sudane	Corrections to formatting
23/08/2005	12	Mark Heseltine	Updated change log
24/01/2006	13 draft A	Mayur Meshram	Added error code 7072
27/01/2006	13 draft B	Mayur Meshram	Minor corrections to error code 7072,4061,4023
20/02/2006	13	Mayur Meshram	Removed the draft status
23/02/06	14 draft A	Mayur Meshram	Added error codes 7068,7069,7070,7071
01/03/2006	14 draft B	Mayur Meshram	Minor corrections to error codes 7068,7069,7070,7071
02/03/06	14 draft C	Mayur Meshram	Minor corrections to error code 7070
22/03/06	14 draft D	Mayur Meshram	Added error code 7073,7074 Modified error code 7028

24/03/06	14 draft E	Ilashree Jena	Modified error code 7028 Modified error code 7074 Minor corrections to 7069,7070,7071
31/03/06	14	Mayur Meshram	Changed the dates on the front page from 7 May to 30 June Removed the draft status
14/07/06	15 draft A	Mayur Meshram	Modified error code 9019,9020 .
15/07/06	15	Mayur Meshram	Removed draft status
14/09/06	16 draft A	Mayur Meshram	Added error code 4068
15/09/06	16	Mayur Meshram	Removed draft status
02/12/2006	17 draft A	Thomas john	Removal of Regrade,Shift,MigrateEu in 7002 Error code
02/01/2007	18 draft A	Sindhu Rao	Removal of Error Code 9014 Addition of Error Code 9025 Modified Error Code 7002
24/01/2007	19 draft A	Ilashree Jena	Added new error codes 4069-4074
29/03/2007	20 draft A	Sindhu Rao	Removal of changes made in version 18
06/06/2007	21 draft A	Ajith K P	Removal of changes made in version 20 Removal of error code 7051 Modification of error code 5006
20/07/2007	22draft A	P.Muni Kesavulu	Added error code 7079
7/09/2007	23draft A	Parameswararao	Modified Error Code 7004
06/12/2007	24draft A	Ajith K P	Error Codes 7082 and 7083 are added as part of Max-CCOP changes. Error Code 0214 is removed as part of 'Removal of post-code check' changes.
21/12/2007	25draft A	Ajith K P	Document updates for "Removal of post-code check" changes have been reverted. Error Code 0214 again added in the document.
15/04/2008	26draft A	Pavan	Error message for the error Code 4036 had been modified.

			New error codes have been introduced as a part of WBC Changes.
05/06/2008	27draft A	Pavan	Error code 4096 has been added as a part of CR 180 changes.
22/07/2008	27a draft A	Chandranandan S	Error code 4097 has been added as a part of new Implementation to Calculate Earliest RDD
8/09/2008	27b draft A	Chandranandan S	Error code 4097 has been removed.
23/09/2008	28 draft C	BalaViknesh A	Document updated for removal of existing product validation and post code validation. Error codes 4098, 4099 have been introduced as a part of this change.
19/12/2008	29 draft A	Chandranandan S	Error code 4100 has been added due to changes in SLT for Cease orders.
22/12/2008	29 draft B	Pavan	Error code 4100 has been added due to changes in SLT for Cease orders.
23/12/2008	29 draft C	Pavan	Error code 4100 has been added due to changes in SLT for Cease orders.
20/04/2009	29a Draft A	Rambabu A	Error codes 8110, 8111, 8112, 8113, 8114 and 8115 have been introduced as part of functionality introduced to raise bulk orders for port retermination.
23/04/2009	29a Draft B	Rambabu A	Error codes 8110, 8111, 8112, 8113, 8114 and 8115 have been introduced as part of functionality introduced to raise bulk orders for port retermination.
10/03/2009	30a Draft A	Pavan	Error codes 8100, 8101, 8102 have been introduced; error codes 7028, 7031 have been amended for changes in eCo XML Application for accepting 21 CN Service ID in Simultaneous Mover Orders.
10/08/2009	31 Draft A	Pavan	Error codes 4101, 5007, 5008, 6014, 6015, 7087, 7088 have been added as a part of functionality introduced which enables an LLU CP to migrate their services to BTW in bulk

			without the need of generating MAC keys.
13/08/2009	31 Draft B	Pavan	Description of error code 6014 modified.
09/02/2011	32 Draft A	Supriya V.Y.	Included error codes 7089 and 7090 and updated error code 7010
25/05/2011	33 Draft A	Supriya V.Y.	Included error code 7091
05/01/2011	34 Draft A	Supriya V.Y.	Included error codes 9026 and 9027
13/03/2012	35 Draft A	PEM Team	Included Error Code 7092.
20/07/2012	36 Draft A	PEM Team	Modified Error Code 9026 and 9027 and added a new error code 9028
29/10/2012	37 Draft A	PEM Team	Added two new error codes 7093 and 7094
14/11/2012	37 Draft B	PEM Team	Description and the text of error codes 7093 and 7094 modified
18/03/2013	38	PEM Team	Description and the text of error codes 7068 and 9020 modified

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