



# Kony Fabric

# Integration Service Troubleshooting

# Guide

# On-Premises

## Release V8

### **Document Relevance and Accuracy**

This document is considered relevant to the Release stated on this title page and the document version stated on the Revision History page.  
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## Revision History

Date	Document Version	Description of Modifications / Release
09/15/2017	1.0	Document updated for release V8. Worked on rebranding MobileFabric to Kony Fabric.

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## 1. Preface

Kony Platform provides an integrated approach in the mobile application design, development and management. The Platform manages the design and development of mobile applications in a device independent manner and delivers them in different formats that run on all the major device platforms.

The Kony Platform consists of three main components:

- **Kony Visualizer:** Used to design and develop the mobile applications.
- **Kony Fabric Integration Service:** Provides server-side functionality for the applications, common data integration and device support services.
- **Client Runtime** component for each major device platform that enables the same mobile application to execute directly on the device.

### Kony Fabric Integration Service

The application functionality developed and generated by Kony Visualizer is enabled and delivered using Kony Fabric Integration Service. The *SMS* and *Mobile Web* channels are hosted on Kony Fabric Integration Service and the *Native Apps* binaries are deployed to the Server, to be downloaded by the mobile device.

Kony Fabric Integration Service has the following capabilities:

- A sophisticated device database that enables it to detect and deliver the appropriate binary to the appropriate requesting device.
- Built-in backend data services integration capabilities, with out-of-the-box support for Web Services, XML feeds and HTML extraction.
- Integration with optional third party connector libraries that offers access to a large number of ERP, databases and legacy systems.
- Built-in usage tracking and analysis capabilities that provide a wide range of reports on system and application use.

## 1.1 Purpose

This document provides troubleshoot tips for specific properties in Kony Fabric Integration Service (`middleware.properties`).

## 1.2 Intended Audience

This document is intended for engineers or system administrators who are responsible for installing and deploying Kony Fabric Integration Service.

## 1.3 Formatting Conventions

The following formatting conventions are used throughout the document:

Conventions	Explanation
Monospace	<ul style="list-style-type: none"><li>• User input text, system prompts, and responses</li><li>• File path</li><li>• Commands</li><li>• Program code</li><li>• File names</li></ul>
<i>Italic</i>	<ul style="list-style-type: none"><li>■ Emphasis</li><li>■ Names of books, and documents</li><li>■ New terminology.</li></ul>

Conventions	Explanation
<b>Bold</b>	<ul style="list-style-type: none"><li>• Windows</li><li>• Menus</li><li>• Buttons</li><li>• Icons</li><li>• Fields</li><li>• Tabs</li><li>• Folders</li></ul>
<u>URL</u>	Active link to a URL.
<i>Note</i>	Provides helpful hints or additional information.
<i>Important</i>	Highlights actions or information that might cause problems to systems or data.

## 1.4 Contact Us

We welcome your feedback on our documentation. Write to us at [techpubs@kony.com](mailto:techpubs@kony.com). For technical questions, suggestions, comments, or to report problems on Kony's product line, contact [support@kony.com](mailto:support@kony.com).

## 2. Troubleshooting Kony Fabric Integration Service

This chapter explains how to troubleshoot specific properties that you may encounter while developing applications using Kony Fabric Integration Service (`middleware.properties`). You can access `middleware.properties` file from `<middleware.home>/middleware/middleware-bootconfig` and edit.

### 2.1 Properties in Kony Fabric Integration Service

**Note:** In license validation on WebSphere, Kony supports only Oracle JDK. Middleware license does not get validated on WebSphere if the server has IBM JDK. This is an expected behavior for license validation on WebSphere. This behavior is present in Middleware 5.0 and higher versions.

Property in Kony Fabric Integration Service	Troubleshooting Tip
<p>cacheid.transport=PARAM_ONLY</p> <div data-bbox="228 558 498 905" style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> This property is applicable only to Kony Fabric Integration Service with memcached builds</p> </div>	<p>The property is only for memcached. Instead of HTTP session, Kony Fabric Integration Service maintains session values in memcached. Memcached provides a cacheid. You can set the following values for cacheid:</p> <ol style="list-style-type: none"> <li>1. PARAM_ONLY: PARAM_ONLY is defined in <code>middleware.properties</code> file, by default. This represents that the cacheid is passed as param in every result sent to the device.</li> <li>2. COOKIE_ONLY: To pass the cacheid as cookie to the device or browser.  You can use this property if you are running memcached in your Application Server. Set the PARAM_ONLY to COOKIE_ONLY to enable the application to set a cookie on the users' device.</li> <li>3. EITHER: To pass the cacheid sometimes as PARAM_ONLY and sometimes as COOKIE_ONLY.</li> </ol>
<p>log.description.error=true</p>	<p>The SOAP fault details are logged, by default. If you do not want to log SOAP fault details, then change it <code>false</code>.</p>
<p>p.exclude=password</p>	<p>If you do not want to log any sensitive information in request / response parameters, specify the key name. For example, if you specify <code>password=jack123</code>, it masks and shows as <code>password=****</code>.</p>
<p>do.not.log=</p>	<p>If you do not want to log specific values into report database, then specify <code>do.not.log=&lt;key&gt;</code>. For example, if you specify <code>do.not.log=SESSIONID</code>, then, <code>sessionid</code> is not inserted into database.</p>

Property in Kony Fabric Integration Service	Troubleshooting Tip
<code>ssl.SocketFactory.hostname.verifier</code> <code>BROWSER_COMPATIBLE_HOSTNAME_VERIFIER</code>	<p>If the application has self signed certificates, then use <code>ssl.SocketFactory.hostname.verifier=ALLOW_ALL_HOSTNAME_VERIFIER</code></p>
<code>dontEscapeXMLSpecialChars=</code>	<p>If you want to send the special characters; <code>&lt;</code>, <code>&gt;</code>, <code>\'</code>, <code>\"</code>, <code>&amp;</code> in the xml request as is, set <code>dontEscapeXMLSpecialChars=</code> any of the above specified special character.</p> <p>For example, In, "jhonson &amp; jhonson", if you want to send the special character, <code>&amp;</code>, then specify:</p> <pre data-bbox="565 999 1382 1171"> fault : jhonson &amp; jhonson dontEscapeXMLSpecialChars=&amp; thenh expected : jhonson &amp; jhonson                     </pre>
<code>deployment-config.properties</code>	<p>If you are unable to publish an application to the server hosted on Tomcat 7.0.X:</p> <ol style="list-style-type: none"> <li>In <code>deployment-config.properties</code>, provide the URL as shown in the below example. <code>http://&lt;ipaddress or host&gt;:&lt;port&gt;/manager/text</code></li> <li>In <code>conf/tomcat-users.xml</code>, the manager should have the following roles: <code>admin-gui,manager-gui,manager-script,manager-jmx,manager-status.</code></li> </ol>

Property in Kony Fabric Integration Service	Troubleshooting Tip
antisamy.xml	<p>If you are unable to upload images of large size, then in <code>antisamy.xml</code> located at <code>&lt;middleware.home&gt;/middleware/middleware_bootconfig</code> folder, modify the below tag value to your size;</p> <pre>&lt;directive name="maxInputSize" value="&lt;size value&gt;"/&gt;</pre> <p>For example, if you want to upload images of maximum size, 21,000 bytes, then modify the below tag as:</p> <pre>&lt;directive name="maxInputSize" value="21,000"/&gt;</pre>

Property in Kony Fabric Integration Service	Troubleshooting Tip
<p>SUN JSSE Security Provider</p>	<p>While connecting Secured Socket Layer (SSL) to HTTPS based end point URLs, in <code>middleware.log</code>, if the following exception occurs:</p> <pre data-bbox="565 615 1382 829">                     java.net.SocketException:                     java.lang.ClassNotFoundException:                     com.sun.net.ssl.internal.ssl.SSLSocketFactoryImpl                 </pre> <p>then, in <code>middleware.properties</code> file, change the following Secured Socket Layer (SSL) Factory provider setting :</p> <pre data-bbox="565 982 1382 1192">                     ssl.SocketFactory.provider=sun.security.ssl.SSLSocketFactoryImpl                     ssl.ServerSocketFactory.provider=sun.security.ssl.SSLSocketFactoryImpl                 </pre> <p>to:</p> <pre data-bbox="565 1293 1382 1591">                     ssl.SocketFactory.provider=com.sun.net.ssl.internal.ssl.SSLSocketFactoryImpl                      ssl.ServerSocketFactory.provider=com.sun.net.ssl.internal.ssl.SSLServerSocketFactoryImpl                 </pre>

## 2.2 Other Features

1. **What is the Standard way in which I can handle HTTP status codes (401, and 404) from Kony Fabric Integration Service?**

### Solution

In PostProcessor, Result object is available. In that, you can use the following code snippet to find the httpStatus code:

```
Param statusCodeparam = result.findParam("httpStatusCode");
    int httpStatusCode = Integer.parseInt
(statusCodeparam.getValue());
```

By default, Kony Fabric Integration Service passes the HTTP status code in the resultset json format to device. The following is the sample output string:

```
resultset = {"httpStatusCode":200,"marketIndex":
[{"indName":"Dow Jones
Ind.,"indVal":"15618.22","symbol":"0DJIA","indValChg":"
-20.90"}, {"indName":"Nasdaq
Comp.,"indVal":"3939.86","symbol":"0NDQC","indValChg":"3.27"},
{"indName":"NYSE Composite","indVal":"
10011.65","symbol":"0NYC","indValChg":"-52.46"}, {"indName":"S &
P 500","indVal":"1762.97","symbol":"0S&P5","indValChg":"
-4.96"}], "opstatus":0}
```

You can use the following snippet in .js file to get the httpStatusCode from JSON resultset object.

```
int statusCode = resultset["httpStatusCode "];
```

2. **How can I use Basic Authenticate in RESTful service with dynamic userids in request? When working with service definitions in Kony Visualizer, I need to be able to dynamically assign those values in code, that is, do I have to authenticate with Active Directory and then with REST endpoints?**

### Solution

Dynamically, in basic authentication, in every request, you can pass the username and password in request params with the following specified param names:

- a. userid
- b. pwd

If you have any domain and hostname, then use the following specified param names:

- c. domain
- d. hname

Kony Fabric Integration Service first checks in:

- a. request parameters
- b. if not available, it checks in session, that is, *session.getAttribute(userid)*
- c. if not available in request and session, then it takes from the service definition file.

In JS code level:

```
var inputParamTable={};
inputParamTable["appID"] = "ServicesApp";
inputParamTable["serviceID"] = "BasicAuthService";
        inputParamTable["userid"] = "steve";

inputParamTable["pwd"] = "apple";
```

```
inputParamTable["domain"] = "kits";  
inputParamTable["hname"] = "apple";
```

If you want to store userid and password in HTTP session, write the below code in pre / post processor:

```
Session session = request.getSession(false);  
  
session.setAttribute("userid", "steve");  
session.setAttribute("pwd", "*****");
```

---

### 3. If end server has proxy enabled authentication, then what should I do?

#### Solution

You need to configure the below -D parameters:

```
kony.http.proxyHost  
kony.http.proxyPort  
kony.http.proxyUser  
kony.http.proxyPassword
```

If end server is with NTLM enabled authentication, then you need to configure the additional below -D parameter:

```
kony.proxy.ntlm.domainName
```

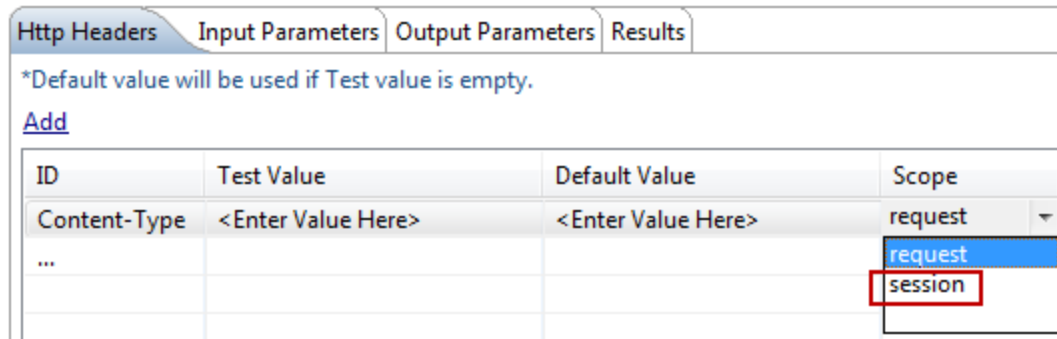
---

### 4. How can I add Headers?

#### Solution

- a. For example, to add "Content-Type" as a header:

In the **Service Definition** editor -> **Http Headers** tab, under **Id**, declare *Content-Type* as header type and under **Session**, select *session* from the drop-down list as shown:

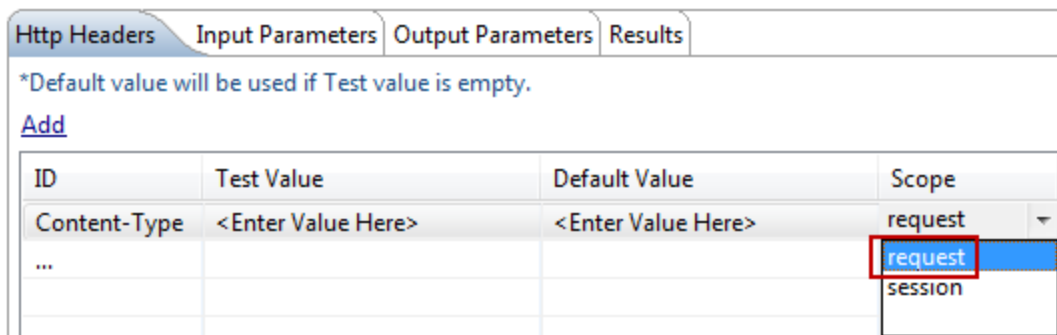


Write preprocessor for the service and use the following snippet in preprocessor:

```
Session session = request.getSession();
    session.setAttribute("Content-Type", " application/json");
```

- b. If you want to pass header values in "request" parameters,

In the **Service Definition** editor -> **Http Headers** tab, under **Scope**, select *request* from the drop-down list, then pass the header value with same key that you defined in Header section with *request* as scope.



For example,

```
1)Content-Type - request scope in Kony Visualizer Header section
2)Use the below code in JavaScript
var inputParamTable={};
inputParamTable["Content-Type"] = "application/json";
```

---

## 5. How can I add Custom Cookies in header?

### Solution

- Create cookie object using HTTP client 4.1 API, org.apache.http.cookie.Cookie
- In pre or post processor, use the following snippet:

```
Session session = request.getSession(false);
    session.setAttribute("KCookie", cookie);
```

---

## 6. How can I change the url or user authentication details dynamically?

### Solution

Implement URLProvider2 class and write your own logic to override the service definition values.

---

## 7. If request data is more than 1024 MB, then Linux default values do not allow to forward the request. What do I need to do so that Linux values allow to forward the request?

### Solution

Login to Linux shell with root privileges.

Set the following in Linux Operating System:

**Note:** Below changes apply on QNBDEV server to resolve the BRE service issue.

```
# vi /etc/sysctl.conf ( Add the below values)
#increase TCP max buffer size settable using setsockopt()
net.core.rmem_max = 16777216 net.core.wmem_max = 16777216
#recommended for hosts with jumbo frames enabled net.ipv4.tcp_mtu_
probing=1
```

## 8. If a SOAP response has an embedded xml, then what do I need to do?

### Solution

Select the **Escape embedded xml in response** check box in the SOAP service definition editor in Kony Visualizer to enable it.

Sample HTTP Response from end server:

```
<soapenv:Envelope
xmlns:Soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">

  <soapenv:Body>

    <lmsSOAPResponse xmlns="HYPERLINK
"http://lms.sbi.com/"http://lms.sbi.com">
      <lmsPReturn>&lt;?xml version="1.0" encoding="UTF-8"
standalone="no"?&gt;&lt;LMS&gt;&lt;record id="0"&gt;&lt;CO_
APP2_GMI&gt;! [CDATA[Google check]]&lt;/CO_APP2_GMI&gt;&lt;NMI_
ELG_CAL&gt;&lt;/record&gt;&lt;/LMS&gt;</lmsReturn>
    </lmsSOAPResponse>
```

```
</soapenv:Body>  
</soapenv:Envelope>
```

The sample embedded xml in SOAP response is converted into valid SOAP response for parsing as shown:

```
<soapenv:Envelope  
  xmlns:Soapenv="http://schemas.xmlsoap.org/soap/envelope/"  
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"  
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">  
  <soapenv:Body>  
    <lmsSOAPResponse xmlns="HYPERLINK  
"http://lms.sbi.com/"http://l  
ms.sbi.com">  
      <lmsPReturn>&lt;?xml version="1.0" encoding="UTF-8"  
standalone="no"?&gt;&lt;LMS&gt;&lt;record id="0"&gt;&lt;CO_  
APP2_GMI&gt;![CDATA[Google check]]&lt;/CO_APP2_GMI&gt;&lt;NMI_  
ELG_CAL&gt;&lt;/record&gt;&lt;/LMS&gt;</lmsReturn>  
    </lmsSOAPResponse>  
  </soapenv:Body>  
</soapenv:Envelope>
```

---

## 9. What should I do when I get a message as "Maximum offline sessions exceeded?"

### Solution

This message displays when you have upgraded the Kony Visualizer to version 6.0 but the server is still an older version 5.6.2. To overcome this message, you need to contact Kony Support team. If you are a cloud user, you have to contact the Kony Customer Representative and plan for the server upgrade.

---

10. **What is the solution when middleware logs are not rolling consistently in windows environment?**

**Solution**

Check whether you have User and Administrator permissions for the folders where middleware logs are logged. If you do not have permissions, get the permissions for the folders.

- 
11. **What should I do when I get "null" as the value for \$<placeholder> and if the entry is deleted from the request template when I send the request to the endpoint service?**

**Solution**

If the run-time value for \$<placeholder> appears as "null", replace \$ with \$! to get an empty string in place of "null" to avoid the entry getting deleted.

While you replace with \$! in the request body template, follow these guidelines:

- a. Use \$! in only the request template body. Do not use \$! while you define the URL parameters in the endpoint URL.
- b. If you use "foreach" in the request template body, you should not mention \$! for "foreach" parameters.

For example: #foreach (\$rec in \$ZashpayAccount.records)

- 
12. **What is the process of Secured Socket Layer (SSL) setup in Kony Fabric Integration Service?**

**Solution**

The process of SSL setup is as follows:

**Pre-requisites:** Kony Fabric Integration Service Installation

**Steps for setting up SSL:**

1. Configure https port in `catalina.properties` for the property `https_port` in the path `<Kony server installation location>\tomcat\instance1\conf` (Ex: `D:\Workspaces\KonyServer\tomcat\instance1\conf`, `https_port = 8443`).
2. Add the `<security-constraint>` tag to `middleware web.xml`

```
<security-constraint>
  <web-resource-collection>
    <web-resource-name>middleware</web-resource-name>
    <url-pattern>/*</url-pattern>
  </web-resource-collection>
  <user-data-constraint>
    <transport-guarantee>CONFIDENTIAL</transport-
guarantee>
  </user-data-constraint>
</security-constraint>
```

3. Copy the below connector configuration for SSL enabling in `server.xml`:

```
<Connector address="{TOMCAT.BIND.IP}" port="{https_port}"
maxHttpHeaderSize="8192" maxThreads="150"
enableLookups="false"
acceptCount="25" disableUploadTimeout="true" server="Kony"
tcpNoDelay="true" compression="on"
compressableMimeType="text/css,text/javascript,text/html"
SSLEnabled="true" scheme="https" secure="true"
protocol="org.apache.coyote.http11.Http11NioProtocol"
clientAuth="false" sslProtocol="TLS"
keystoreFile="D:/ssl/tomcat.jks" keystorePass="password"
truststoreFile="D:/ssl/tomcat.jks"
truststorePass="password"/>
```

**Note:** `D:/ssl/tomcat.jks` is the **keystore** and **truststore** location. You can point this to `java cacerts` also.

`TOMCAT.BIND.IP` is the IP configured in `catalina.properties` file.

**Important:** The above mentioned steps are for one-way SSL. If you want to enable two-way SSL on Kony Fabric Integration Service, please make `clientAuth = true`.

## 2.3 Java Messaging Service (JMS) Issue

1. If you are unable to start JBoss 5.1.0 with JDK 1.7.X and in `Server.log` and if you come across the below error:

```
3:53:10,693 ERROR [AbstractKernelController] Error installing to Instantiated:
name=AttachmentStore state=Described
java.lang.IllegalArgumentException: Wrong arguments. new for target
java.lang.reflect.Constructor expected=[java.net.URI] actual=[java.io.File]
at org.jboss.reflect.plugins.introspection.ReflectionUtils.handleErrors
(ReflectionUtils.java:395)
at org.jboss.reflect.plugins.introspection.ReflectionUtils.newInstance
(ReflectionUtils.java:153)
at org.jboss.reflect.plugins.introspection.ReflectConstructorInfoImpl.newInstance
(ReflectConstructorInfoImpl.java:106)
at org.jboss.joinpoint.plugins.BasicConstructorJoinPoint.dispatch
(BasicConstructorJoinPoint.java:80)
at org.jboss.aop.microcontainer.integration.AOPConstructorJoinpoint.createTarget
(AOPConstructorJoinpoint.java:282)
at org.jboss.aop.microcontainer.integration.AOPConstructorJoinpoint.dispatch
(AOPConstructorJoinpoint.java:103)
at
org.jboss.kernel.plugins.dependency.KernelControllerContextAction$JoinpointDispat
chWrapper.execute (KernelControllerContextAction.java:241)
```

```
at org.jboss.kernel.plugins.dependency.ExecutionWrapper.execute  
(ExecutionWrapper.java:47)  
at  
org.jboss.kernel.plugins.dependency.KernelControllerContextAction.dispatchExecuti  
onWrapper (KernelControllerContextAction.java:109)
```

## Solution

In `/jboss_jms/server/default/conf/bootstrap/profile.xml` file,  
change the following:

```
<constructor><parameter><inject bean="BootstrapProfileFactory"  
property="attachmentStoreRoot" /></parameter></constructor>
```

to:

```
<constructor><parameter class="java.io.File"><inject  
bean="BootstrapProfileFactory" property="attachmentStoreRoot"  
/></parameter></constructor>
```

### 3. Kony Fabric Integration Service Error Codes

The following are the error codes that Kony Fabric Integration Service throws. Each error code table consists of the error message, description of the error, severity, way to reproduce the error, error resolution and point of contact.

Error 1528	
MESSAGE	One or more of the services failed in the composite service.
DESCRIPTION	It means that one of the services executed as part of the composite service failed. You can find the actual error code and message in the logs for the individual services.
SEVERITY	HIGH
REPRODUCE THE ERROR	Provide invalid service URL for one of the services.
RESOLUTION	Resolve the issue faced by the individual service that depends on the error code provided by that service.
POINT OF CONTACT	Depends on the error code for the individual services.

Error 5000	
MESSAGE	Controller Initialization Error.
DESCRIPTION	It means that the initialization of the <code>ControllerDef.xml</code> file is improper.
SEVERITY	LOW

Error 5000	
REPRODUCE THE ERROR	Create improper XML tags in the <code>ControllerDef.xml</code> file. Restart the server. While loading the controller configurations, this error appears.
RESOLUTION	Check the <code>ControllerDef.xml</code> file.
POINT OF CONTACT	KONY

Error 5001	
MESSAGE	Mandatory Request parameter channel is missing.
DESCRIPTION	Kony Fabric Integration Service is hit from places other than the device. Mandatory parameter channel is missing.
SEVERITY	SEVERE
REPRODUCE THE ERROR	Remove the request parameter "channel" while invoking Kony Fabric Integration Service.
RESOLUTION	Check the request parameters for mandatory parameter: channel.
POINT OF CONTACT	KONY

Error 5002	
MESSAGE	Mandatory Request parameters - <code>appId</code> , <code>serviceID</code> or both are missing.

Error 5002	
<b>DESCRIPTION</b>	Kony Fabric Integration Service is hit from places other than the device. All the mandatory parameters such as- applD, serviceID or both are missing.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Remove the request parameter applD or serviceID while invoking Kony Fabric Integration Service.
<b>RESOLUTION</b>	Check the request parameters for mandatory parameter : applD and serviceID.
<b>POINT OF CONTACT</b>	KONY

Error 5004	
<b>MESSAGE</b>	Processor definition does not exit.
<b>DESCRIPTION</b>	This means that the processor classes (DataChunking, ImageProcessor, ServiceDelegate and so on) are not present in the ControllerDef.xml file. This may lead to loss of functionality. Possible tampering.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Remove the <ProcessorConfiguration> with attribute name "ServiceDelegator" from the ControllerDef.xml file.
<b>RESOLUTION</b>	Check ControllerDef.xml for the processor being invoked and check if it is present and correct.
<b>POINT OF CONTACT</b>	KONY

Error 5005	
<b>MESSAGE</b>	Cannot load the processor class.
<b>DESCRIPTION</b>	This means that the processor classes (DataChunking, ImageProcessor, ServiceDelegate and so on) present in the <code>ControllerDef.xml</code> file could not be loaded by the JVM. This may lead to loss of functionality. Possible tampering. Check availability of the classes.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Modify the <code>&lt;ProcessorConfiguration&gt;</code> tag with attribute name "ServiceDelegator" and change the classname to "abc.xyz". Since this class is not present, it throws up this error.
<b>RESOLUTION</b>	Check if the <code>middleware-system.jar</code> is present and the processor class is present in that jar. Also, check if no other jar file contains the same class name as this processor class.
<b>POINT OF CONTACT</b>	KONY

Error 5006	
<b>MESSAGE</b>	Cannot create processor class instance.
<b>DESCRIPTION</b>	This means that the processor classes (DataChunking, ImageProcessor, ServiceDelegate and so on) present in the <code>ControllerDef.xml</code> file cannot be instantiated by the JVM. This may lead to loss of functionality. Possible tampering.
<b>SEVERITY</b>	HIGH

Error 5006	
<b>REPRODUCE THE ERROR</b>	Modify the <ProcessorConfiguration> tag with attribute name "ServiceDelegator" and change the classname to "abc.xyz" where abc.xyz is an interface / abstract class. Since this an interface, it throws up this error.
<b>RESOLUTION</b>	Check if the <code>middleware-system.jar</code> is present and the processor class is present in the jar. Also, check if the processor class being invoked is not an interface / abstract class.
<b>POINT OF CONTACT</b>	KONY

Error 5101	
<b>MESSAGE</b>	Sequence definition does not exist.
<b>DESCRIPTION</b>	It means that the sequence of processors (as described above) are not present for that particular channel (Native Apps, and Mobile Web). This should be present in the <code>ControllerDef.xml</code> file. This may lead to loss of functionality. Possible tampering.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Remove the <SequenceConfiguration> with attribute name "default" from the <code>ControllerDef.xml</code> file.
<b>RESOLUTION</b>	Check if the required sequence is present and correctly defined in the <code>controllerDef.xml</code> .
<b>POINT OF CONTACT</b>	KONY

Error 5101	
<b>MESSAGE</b>	Problem in Creating / Loading the sequence class.
<b>DESCRIPTION</b>	This means that the sequence of processors (as described above) are not loaded for that particular channel (Native Apps, Mobile Web and so on). Check <code>ControllerDef.xml</code> file for the sequence. Check availability of the classes defined. This may lead to loss of functionality. Possible tampering.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Modify the <code>&lt;SequenceConfiguration&gt;</code> tag with attribute name "default" and change the classname to "abc.xyz". Since this class is not present, this error appears.
<b>RESOLUTION</b>	Check if the sequence class invoked is present in the <code>middleware-system.jar</code> . Check if no other jar file contains the same class name as this processor class. Also, check if there is no <code>IllegalAccessError</code> while instantiating the class.
<b>POINT OF CONTACT</b>	KONY

Error 5104	
<b>MESSAGE</b>	Metadata mismatch: Either request,session or context data doesnt match with metadata configuration.
<b>DESCRIPTION</b>	Mismatch between the middleware configuration files.
<b>SEVERITY</b>	SEVERE

Error 5104	
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Place correct / updated <code>middleware-bootconfig</code> files at server end.
<b>POINT OF CONTACT</b>	KONY

Error 5301	
<b>MESSAGE</b>	No Device ID found for <rcidentifier>.
<b>DESCRIPTION</b>	Fallback device not found. Device database may be corrupt or wrong. The Kony Fabric Integration Service is unable to locate the fallback device IDs in the device database.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Remove the entries for 'konyua' and 'konyrc' in the device database.
<b>RESOLUTION</b>	Check the device database if the fallback rcidentifiers 'konyrc' and fallback useragent 'konyua' are present. Also, check the connectivity to the device database.
<b>POINT OF CONTACT</b>	KONY

Error 6000	
<b>MESSAGE</b>	Session does not exist.
<b>DESCRIPTION</b>	Session does not exist.
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	Set the session object to null in the pre-processor.
<b>RESOLUTION</b>	Check the pre-processor.
<b>POINT OF CONTACT</b>	KONY

Error 6001	
<b>MESSAGE</b>	Session exists (may be newly created) but there are no expected values.
<b>DESCRIPTION</b>	The session exists but the value in the session is null.
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	In the <code>service-definition</code> file, change the scope of an input variable to "session" and do not save this value in session in the pre-processor or any previous service.
<b>RESOLUTION</b>	Ensure that the value looked for is present in the session. Check the <code>service-definition</code> file for the particular service and check if the scope of the concerned input variable is correct (It can be session / request).
<b>POINT OF CONTACT</b>	KONY

Error 6003	
<b>MESSAGE</b>	Mandatory request parameter loop_count or dependant_tag /dependant_value not found in the request.
<b>DESCRIPTION</b>	Looping Connector has a feature to break out the execution of service with dependant_tag / dependant_value / loop_count.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Give empty value in loopingConnector loop_count or dependant_tag / dependant_value in request.
<b>RESOLUTION</b>	Check non empty input params of LoopingConnector loop_count or dependant_tag / dependant_value in request.
<b>POINT OF CONTACT</b>	KONY

Error 6004	
<b>MESSAGE</b>	Invalid loop count when execution type is concurrent.
<b>DESCRIPTION</b>	Looping Connector has a feature to break out the execution of service with dependant_tag / dependant_value / loop_count.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Give negative value in loopingConnector loop count.
<b>RESOLUTION</b>	Enter a non-negative value for LoopingConnector loopCount.
<b>POINT OF CONTACT</b>	KONY

Error 6004	
<b>MESSAGE</b>	Unable to instantiate the connector class.
<b>DESCRIPTION</b>	Class names are incorrect.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Check if the class name present in jar file is correct.
<b>POINT OF CONTACT</b>	KONY

Error 6005	
<b>MESSAGE</b>	Unable to execute services parallelly.
<b>DESCRIPTION</b>	When Looping Connector services execute parallelly with multiple threads, if any exception occurs, then the error appears.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Looping Connector with more than 10 services wants to execute parallelly.
<b>RESOLUTION</b>	Define less than 10 services to execute parallelly.
<b>POINT OF CONTACT</b>	KONY

Error 7001	
<b>MESSAGE</b>	Invalid source to the param <paramname>.
<b>DESCRIPTION</b>	When the mandatory param is expected from defined source like request / session, if the param is not available, then the error appears.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Invalid template param defined in <code>service definition</code> file for JavaService.
<b>RESOLUTION</b>	Define source of input request or session for param value in JavaService.
<b>POINT OF CONTACT</b>	KONY

Error 8004	
<b>MESSAGE</b>	Operation invocation problem.
<b>DESCRIPTION</b>	Unable to invoke the method on pre / post processors or the Java services.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Remove the application jar from the application server libraries.
<b>RESOLUTION</b>	Check if the latest application jar is present. Also, check if there is no class conflict in the logs.
<b>POINT OF CONTACT</b>	KONY

Error 8005	
<b>MESSAGE</b>	Response is empty.
<b>DESCRIPTION</b>	Backend service is returning empty response.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Re-direct the service call to a dummy server that returns an empty response.
<b>RESOLUTION</b>	Check the back-end services if they are up. Check connectivity with the back-end servers.
<b>POINT OF CONTACT</b>	Back-end service provider.

Error 8006	
<b>MESSAGE</b>	Invalid XML Response.
<b>DESCRIPTION</b>	Check response from back-end server.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Create a dummy service on the back-end server to return a HTTP Response with error codes such as 401/500, it throws up the error.
<b>RESOLUTION</b>	Check response string from back-end servers. A common scenario can be when the back-end server returns an HTTP Response (401/500) for an XML / Soap request. This is treated as invalid by Kony Fabric Integration Service. Check if the response from the back-end server is a valid XML or Soap request.
<b>POINT OF CONTACT</b>	Back-end service provider.

Error 8007	
<b>MESSAGE</b>	Error parsing the XML response.
<b>DESCRIPTION</b>	This error is returned if the Kony Fabric Integration Service could not parse the XML with the given XPath.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Provide incorrect XPath to parse the XML response.
<b>RESOLUTION</b>	Check if the XPath matches the XML response returned by the service.
<b>POINT OF CONTACT</b>	KONY

Error 8008	
<b>MESSAGE</b>	Invalid Result object returned on method invocation.
<b>DESCRIPTION</b>	The object returned after invoking the pre / post processor or the Java service does not cast to <code>com.konylabs.middleware.dataobject.Result</code> object.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Modify the processor such that it does not return valid Result object.
<b>RESOLUTION</b>	Ensure if <code>proper application.jar</code> is present and is returning proper object. Also, check if there is no class conflict in the logs.

Error 8008	
POINT OF CONTACT	KONY

Error 8009	
MESSAGE	Request unsuccessful, server responded with status code xxx.
DESCRIPTION	If the received status code is not 200, Kony Fabric Integration Service throws this error.
SEVERITY	HIGH
REPRODUCE THE ERROR	Shutdown the service so that a 404 or 500 error is thrown by the server hosting the service. Try to access the service through Kony Fabric Integration Service and the error is reproduced.
RESOLUTION	Check if the services are accessible.
POINT OF CONTACT	Back-end service provider.

Error 8010	
MESSAGE	Operation invocation problem.
DESCRIPTION	Unable to invoke the method Scrapper services.
SEVERITY	HIGH

Error 8010	
REPRODUCE THE ERROR	Remove the <code>scraper.jar</code> from the application server libraries.
RESOLUTION	Check if the latest <code>scraper.jar</code> is present. Also, check if there is no class conflict in the logs.
POINT OF CONTACT	KONY

Error 8011	
MESSAGE	Invalid Result object returned on method invocation.
DESCRIPTION	The object returned after invoking the Scraper service does not cast to <code>com.konylabs.middleware.dataobject.Result</code> object.
SEVERITY	HIGH
REPRODUCE THE ERROR	Modify the Scraper code such that it does not return valid Result object.
RESOLUTION	Ensure if proper <code>scraper.jar</code> is present and returns proper object. Also, check if there is no class conflict in the logs.
POINT OF CONTACT	KONY

Error 8013	
MESSAGE	Cannot get value for the expression.

Error 8013	
<b>DESCRIPTION</b>	The tag is empty for the particular xpath in the response.
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Create a service-output parameter that is not present in the response for that particular service.
<b>RESOLUTION</b>	Check the XML response and the service-definition file to ensure that the tag is parsed for is present in the response. Modify the <code>service-definition</code> file if this is not the case.
<b>POINT OF CONTACT</b>	KONY

Error 8018	
<b>MESSAGE</b>	Unable to instantiate object.
<b>DESCRIPTION</b>	Unable to invoke the pre / post processors or the Java services.
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Remove the application jar from the application server libraries.
<b>RESOLUTION</b>	Check if the application jar is present. Also, check if there is no class conflict in the logs.
<b>POINT OF CONTACT</b>	KONY

Error 8701	
<b>MESSAGE</b>	Invalid source to the parameter for <user input text>.
<b>DESCRIPTION</b>	Incorrect scope (value of 'src') is used for parameters values.
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Provide value other than 'request' or 'session'.
<b>RESOLUTION</b>	Parameter source must be either of 'request', or 'session'.
<b>POINT OF CONTACT</b>	KONY

Error 8702	
<b>MESSAGE</b>	Request failed with exception: <Exception Message>.
<b>DESCRIPTION</b>	Exception occurred while requesting SAP service.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 8703	
<b>MESSAGE</b>	Request failed with JCO exception: <Exception Message>.

Error 8703	
<b>DESCRIPTION</b>	Exception occurred while requesting SAP service.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 8704	
<b>MESSAGE</b>	Request failed with ABAP exception:<Exception Message>.
<b>DESCRIPTION</b>	Exception occurred while requesting SAP service.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 8710	
<b>MESSAGE</b>	Provide the properties file for connection information.
<b>DESCRIPTION</b>	SAP properties file (sap_<servername>.properties) config parameter is missing in the service definition.

Error 8710	
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	When service does not have properties file in service definition.
<b>RESOLUTION</b>	You need to provide the SAP properties file in the service definition, using 'sapserverfile' config parameter.
<b>POINT OF CONTACT</b>	KONY

Error 8711	
<b>MESSAGE</b>	Provide 'username' as a request parameter.
<b>DESCRIPTION</b>	The 'username' is missing from the request parameters.
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Do not provide username in the service request.
<b>RESOLUTION</b>	Provide the 'username' through request parameter.
<b>POINT OF CONTACT</b>	KONY

Error 8712	
<b>MESSAGE</b>	Provide 'password' as a request parameter.
<b>DESCRIPTION</b>	The 'password' is missing from the request parameters.

Error 8712	
SEVERITY	LOW
REPRODUCE THE ERROR	Do not provide password in the service request.
RESOLUTION	Supply the 'password' through request parameter.
POINT OF CONTACT	KONY

Error 8713	
MESSAGE	SAP properties not loaded at server load (SAPConnectorListner in <code>web.xml</code> needs to be enabled).
DESCRIPTION	SAP properties files are not loaded at server start.
SEVERITY	LOW
REPRODUCE THE ERROR	Do not register SAPConnectorListener in <code>web.xml</code> .
RESOLUTION	Register SAPConnectorListner in <code>web.xml</code> .
POINT OF CONTACT	KONY

Error 8714	
MESSAGE	Error parsing input parameters.
DESCRIPTION	Could not parse the input JSON data supplied.

Error 8714	
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	Provide invalid JSON data in the service request.
<b>RESOLUTION</b>	Validate the input data JSON format.
<b>POINT OF CONTACT</b>	KONY

Error 8715	
<b>MESSAGE</b>	An exception occurred while performing auto commit operation (BAPI_TRANSACTION_COMMIT).
<b>DESCRIPTION</b>	Auto commit failed for the given transaction.
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	Provide a valid service that is capable of performing autocommit.
<b>RESOLUTION</b>	Check whether the service that you provided supports autocommit or not.
<b>POINT OF CONTACT</b>	KONY

Error 8801	
<b>MESSAGE</b>	Siebel sessionid is empty, login again.
<b>DESCRIPTION</b>	Siebel session is empty in the request.

Error 8801	
SEVERITY	LOW
REPRODUCE THE ERROR	Do not provide session ID value.
RESOLUTION	First request the 'login' service that returns the session ID. Pass this session ID in the subsequent service requests.
POINT OF CONTACT	KONY

Error 8802	
MESSAGE	Unsupported Siebel operation - opcode: <opcode value>.
DESCRIPTION	Invalid Siebel operation opcode in the request.
SEVERITY	LOW
REPRODUCE THE ERROR	When opcode does not match valid ones.
RESOLUTION	Siebel service 'opcode' mentioned in the service def is not valid. It has to be either of login, logout, create, update, delete, query, and service.
POINT OF CONTACT	KONY

Error 8803	
MESSAGE	Siebel exception while performing operation= <operation>
DESCRIPTION	Siebel exception occurred.
SEVERITY	HIGH
REPRODUCE THE ERROR	
RESOLUTION	
POINT OF CONTACT	KONY

Error 8804	
MESSAGE	Invalid connection URL or username or password.
DESCRIPTION	Invalid URL / username / password for Siebel service.
SEVERITY	LOW
REPRODUCE THE ERROR	Provide incorrect URL / username / password.
RESOLUTION	Provide correct URL, username, and password.
POINT OF CONTACT	KONY

Error 8805	
MESSAGE	Invalid session ID.

Error 8805	
<b>DESCRIPTION</b>	Session ID is not valid or expired.
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Provide invalid session ID.
<b>RESOLUTION</b>	Request login service and use the new session ID.
<b>POINT OF CONTACT</b>	KONY

Error 8806	
<b>MESSAGE</b>	Field is multi valued, but mValue is null.
<b>DESCRIPTION</b>	Trying to update / insert multi valued field with single value.
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Provide single value for multi valued field.
<b>RESOLUTION</b>	Provide multi valued data.
<b>POINT OF CONTACT</b>	KONY

Error 8807	
<b>MESSAGE</b>	Service method not found or more than one found in specified service: <Method Name> in<Service Name>.
<b>DESCRIPTION</b>	Specified Siebel service is not found.

Error 8807	
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Request a Siebel service which does not exist.
<b>RESOLUTION</b>	Verify the Siebel service name.
<b>POINT OF CONTACT</b>	KONY

Error 8901	
<b>MESSAGE</b>	JMS opcode / propertiesfile / mqconfig cannot be empty.
<b>DESCRIPTION</b>	JMS opcode, propertiesfile, mqconfig config parameters are missing from service definition.
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	When opcode / propertiesfile / mqconig config parameters are missing from service definition.
<b>RESOLUTION</b>	Provide correct opcode, properties file, mqconfig config parameters in service definition.
<b>POINT OF CONTACT</b>	KONY

Error 8902	
<b>MESSAGE</b>	Invalid JMS opcode: <JMS opcode value>.

Error 8902	
<b>DESCRIPTION</b>	Invalid opcode is used.
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Use opcode other than valid ones.
<b>RESOLUTION</b>	Use correct opcode (either of 'send', 'receive', 'send_receive').
<b>POINT OF CONTACT</b>	KONY

Error 8903	
<b>MESSAGE</b>	Properties not loaded at server start: <properties file name>.
<b>DESCRIPTION</b>	Invalid opcode used
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	Do not register JmsConnectorListener in web.xml.
<b>RESOLUTION</b>	Register JmsConnectorListener in web.xml.
<b>POINT OF CONTACT</b>	KONY

Error 8904	
<b>MESSAGE</b>	Invalid MQ config name: <MQ Config name>
<b>DESCRIPTION</b>	The mqconfig name not found in the properties file defined for the service.

Error 8904	
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	Do not provide mqconfig config parameter in service definition.
<b>RESOLUTION</b>	Use correct mqconfig.
<b>POINT OF CONTACT</b>	KONY

Error 8905	
<b>MESSAGE</b>	Exception while getting objects from DS.
<b>DESCRIPTION</b>	Exception occurred while getting managed JMS objects from directory server.
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 8906	
<b>MESSAGE</b>	Exception while creating WMQ objects.

Error 8906	
<b>DESCRIPTION</b>	Exception occurred while creating non-managed JMS connection.
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 8907	
<b>MESSAGE</b>	JMS connector exception: opcode= <JMS opcode value>
<b>DESCRIPTION</b>	Exception occurred while performing JMS operation.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 8908	
<b>MESSAGE</b>	Failed to send message to: <Exception Message>.
<b>DESCRIPTION</b>	Failed to send message to mentioned queue / topic.

Error 8908	
SEVERITY	MEDIUM
REPRODUCE THE ERROR	
RESOLUTION	
POINT OF CONTACT	KONY

Error 8908	
MESSAGE	Failed to send message to: <Queue / Topic name>.
DESCRIPTION	Failed to send message to mentioned queue / topic.
SEVERITY	MEDIUM
REPRODUCE THE ERROR	
RESOLUTION	
POINT OF CONTACT	KONY

Error 8909	
MESSAGE	MQ internal error: message sent, but could not get message ID.
DESCRIPTION	Message sent, but message ID is not received from MQ server.
SEVERITY	HIGH

Error 8909	
<b>REPRODUCE THE ERROR</b>	Websphere MQ bug
<b>RESOLUTION</b>	Probably a MQ bug
<b>POINT OF CONTACT</b>	KONY

Error 8910	
<b>MESSAGE</b>	JMS StreamMessage type is not handled yet.
<b>DESCRIPTION</b>	Not implemented
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	When message is a Stream message.
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 8910	
<b>MESSAGE</b>	JMS ObjectMessage type is not handled yet.
<b>DESCRIPTION</b>	Not implemented
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	When message is Object message.

Error 8910	
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 8910	
<b>MESSAGE</b>	JMS ByteMessage type is not handled yet.
<b>DESCRIPTION</b>	Not implemented
<b>SEVERITY</b>	LOW
<b>REPRODUCE THE ERROR</b>	When message is Byte message.
<b>RESOLUTION</b>	
<b>POINT OF CONTACT</b>	KONY

Error 9001	
<b>MESSAGE</b>	IOExceptions
<b>DESCRIPTION</b>	Caused due to read time-outs or due to inability to open a connection.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Create a dummy service on the back-end server to return a response with a MalformedURLException exception. You can do this by returning a response with an invalid charset encoding.

Error 9001	
<b>RESOLUTION</b>	Check the connectivity to back-end server and check if the response from the back-end server is correct.
<b>POINT OF CONTACT</b>	Back-end service provider.

Error 9103	
<b>MESSAGE</b>	Invalid source to the param for <paramname> for service <serviceId>.
<b>DESCRIPTION</b>	When the mandatory param is expected from defined source like request / session, if the param is not available, then the error appears.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Invalid template param defined in <code>service definition</code> file.
<b>RESOLUTION</b>	Define source of input request or session for param value
<b>POINT OF CONTACT</b>	KONY

Error 9104	
<b>MESSAGE</b>	Error reading the message template.
<b>DESCRIPTION</b>	While replacing request input values in template param defined in <code>service-definition</code> file for the service, the error occurs.

Error 9104	
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Invalid template param defined in <code>service definition file</code> .
<b>RESOLUTION</b>	Correct template param in <code>service definition file</code> .
<b>POINT OF CONTACT</b>	KONY

Error 9105	
<b>MESSAGE</b>	Unable to fill message template.
<b>DESCRIPTION</b>	This error appears when Kony Fabric Integration Service is unable to create the request XML / Soap message from the input parameters in the request/session.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Pass a dataset as the input variable in the pre-processor for a particular service while keeping the attribute "datatype" of the input variable in the service-definition file as "String".
<b>RESOLUTION</b>	Check the input variables and their datatype. Also, check if the datatype of the input variable is the same as specified in the <code>service-definition file</code> .
<b>POINT OF CONTACT</b>	KONY

Error 9106	
<b>MESSAGE</b>	Connector Configuration Problem. endpointUrl is null for service <serviceId>.
<b>DESCRIPTION</b>	When custom URL provider implementation returns null for endpoint url value, the error appears.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	If any endpoint url is null in <code>service definition</code> file or custom URLProvider implementation logic returns null.
<b>RESOLUTION</b>	Check in <code>service definition</code> file or custom URLProvider implementation logic.
<b>POINT OF CONTACT</b>	KONY

Error 9109	
<b>MESSAGE</b>	Unable to open connection to endpoint URL / Unable to open connection for the given service.
<b>DESCRIPTION</b>	This error is returned to the device in the event of any exception that occurs while connecting and invoking the back-end service through connectors like XML / Soap. Look at the log file for related java stack traces. This error can also appear due to the failure of HTTP client init due to misconfiguration or missing license related values in the <code>middleware.properties</code> file.
<b>SEVERITY</b>	LOW

Error 9109	
<b>REPRODUCE THE ERROR</b>	One of the ways to create this error is to specify an invalid classname "abc.xyz" as the pre-processor for a particular service in the service-definition file and invoke that service. Since this class is not present, this error appears. You can also reproduce this error by removing the SMTP configuration from the <code>middleware.properties</code> file.
<b>RESOLUTION</b>	Check the <code>middleware.log</code> for previous java exceptions and stack-traces. Check the <code>middleware.properties</code> configuration values as mentioned in the Kony Sever installation guide.
<b>POINT OF CONTACT</b>	KONY

Error 10002	
<b>MESSAGE</b>	Result not available in the request context.
<b>DESCRIPTION</b>	Kony middleware processing error.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Check the exception in middleware / server log.
<b>POINT OF CONTACT</b>	KONY

Error 10101	
<b>MESSAGE</b>	Application does not exist with the AppID.

Error 10101	
<b>DESCRIPTION</b>	The service definition file is moved / renamed from its original location.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	In the <code>service-definition</code> file, change the attribute "id" of the tag <code>&lt;application&gt;</code> to "xyz" and restart the server. Since the application ID is no longer present, this error appears.
<b>RESOLUTION</b>	The <code>service definition</code> file is moved / renamed from its original location. Check the <code>MIDDLEWARE_HOME/middleware/middleware-bootconfig/appregistry/</code> folder to check if the required service-definition file is present and valid. Re-generate the service.
<b>POINT OF CONTACT</b>	KONY

Error 10102	
<b>MESSAGE</b>	Service does not exist with the ServiceID.
<b>DESCRIPTION</b>	Kony Fabric Integration Service is hit with an invalid service ID. Possible hack.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Invoke the middleware application by giving the request parameter <code>serviceID=xyz</code> . Since this <code>serviceID</code> is not present in the <code>service-definition</code> file, the error appears. Alternatively, change the <code>service-definition</code> file by changing the attribute name.

Error 10102	
<b>RESOLUTION</b>	Check the <code>service-definition</code> file for the particular service being invoked. The <code>&lt;service&gt;</code> tag for that service should be present and should be defined correctly.
<b>POINT OF CONTACT</b>	KONY

Error 10103	
<b>MESSAGE</b>	Unsupported service type.
<b>DESCRIPTION</b>	Service definition file is tampered with. Check the type of the service as defined in the service definition.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Change the <code>service-definition</code> file by changing the attribute "type" of a particular service to "abc.xyz". Restart the server. Invoke the service. Since this type is not defined in the <code>ControllerDef.xml</code> file, the error appears.
<b>RESOLUTION</b>	Check the <code>service-definition</code> file for the particular service being invoked. Check the attribute "type" in the service tag. This attribute should be present under the <code>&lt;ProcessorConfiguration&gt;</code> tag in <code>ControllerDef.xml</code> file along with the appropriate fully qualified class name.
<b>POINT OF CONTACT</b>	KONY

Error 10104	
<b>MESSAGE</b>	Cannot load a Connector.
<b>DESCRIPTION</b>	Unable to find the class pertaining to the connector specified in the <code>service definition file</code> and <code>ControllerDef.xml</code> file. ClassNotFoundException. Possible tampering of service definition file / libraries.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Change the <code>ControllerDef.xml</code> file by changing the <code>&lt;Config&gt;</code> tag under <code>&lt;ProcessorConfiguration&gt;</code> . Change the attribute "value" for any of the connectors to "abc.xyz". Restart the server. Invoke the service that is of this type. Since the class abc.xyz is not present, this error is invoked.
<b>RESOLUTION</b>	Check the <code>ControllerDef.xml</code> file for fully qualified class name of the particular connector. Also, check if the class is present in the classpath.
<b>POINT OF CONTACT</b>	KONY

Error 10105	
<b>MESSAGE</b>	Cannot instantiate a Connector.
<b>DESCRIPTION</b>	Unable to instantiate the class pertaining to the connector specified in the <code>service definition file</code> and <code>ControllerDef.xml</code> file. InstantiationException. Possible tampering of service definition file / libraries.
<b>SEVERITY</b>	HIGH

Error 10105	
<b>REPRODUCE THE ERROR</b>	Change the <code>ControllerDef.xml</code> file by changing the <code>&lt;Config&gt;</code> tag under <code>&lt;ProcessorConfiguration&gt;</code> . Change the attribute "value" for any of the connectors to "abc.xyz" where abc.xyz is an interface / abstract class. Restart the server. Invoke the service that uses that particular connector. The error appears.
<b>RESOLUTION</b>	Check the <code>ControllerDef.xml</code> file for fully qualified class name of the particular connector. Also, check if the class is present in the classpath and is not an interface or an abstract class.
<b>POINT OF CONTACT</b>	KONY

Error 10106	
<b>MESSAGE</b>	Results fetched is null.
<b>DESCRIPTION</b>	The result from the service call is null. Check connection with back-end server and check response from back-end server. Also ensure that the post or pre-processor does not return empty result.
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	Create a post-processor that returns empty result object.
<b>RESOLUTION</b>	Check connection and response from the back-end server. Check that the pre and post-processor did not return the empty result.
<b>POINT OF CONTACT</b>	KONY

Error 10302	
<b>MESSAGE</b>	Json String Syntax error.
<b>DESCRIPTION</b>	When exception appears, json result is formed, while forming, any json exception appears.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	If any exception appears from end server, Kony Fabric Integration Service forms one JSON response for device with error status.
<b>RESOLUTION</b>	Check back end server response.
<b>POINT OF CONTACT</b>	KONY

Error 11101 (Scraper Exception)	
<b>MESSAGE</b>	applD param not get in config parameters.
<b>DESCRIPTION</b>	When the scraper service executes apId and servicId, params are read from the <code>service-definition</code> file, if the applD param is missing, then the error appears.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Place correct / updated <code>service-definition</code> file in <code>appregistry</code> folder.

Error 11101 (Scraper Exception)	
POINT OF CONTACT	KONY

Error 11102 (Scraper Exception)	
MESSAGE	servicelD param not found in config parameters.
DESCRIPTION	When the scraper service executes appld and servicelD, params are read from the <code>service-definition</code> file, if servicelD param is missing, then the error appears.
SEVERITY	HIGH
REPRODUCE THE ERROR	Invalid servicelD in input request params
RESOLUTION	Place correct / updated <code>service-definition</code> file with servicelD in server end.
POINT OF CONTACT	KONY

Error 11103 (Scraper Exception)	
MESSAGE	channel param not found in config parameters.
DESCRIPTION	When the scraper service executes channel, the param comes from respective platform like Android rich / thin / SPA. If the channel param is missing, then the error appears.

Error 11103 (Scrapper Exception)	
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Invalid serviceld in input request params
<b>RESOLUTION</b>	Check if your app is built correctly with specified platform.
<b>POINT OF CONTACT</b>	KONY

Error 11104 (Scrapper Exception)	
<b>MESSAGE</b>	DSL file path not correct.....
<b>DESCRIPTION</b>	If the <code>dsl</code> file is not available in the specified location, then the error appears.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Check <code>genericscraper</code> folder under <code>middleware.home path</code> .
<b>RESOLUTION</b>	Ensure that all <code>dsl</code> files are placed in the correct location.
<b>POINT OF CONTACT</b>	KONY

Error 11105 (Scrapper Exception)	
<b>MESSAGE</b>	The <code>nativeapppath</code> not found in <code>serviceldAppld</code> .

Error 11105 (Scrapper Exception)	
DESCRIPTION	The <code>AppId</code> folder or <code>serviceId</code> <code>dsl</code> not found in scrapper location.
SEVERITY	HIGH
REPRODUCE THE ERROR	Check <code>genericscraper</code> folder under <code>middleware.home</code> path.
RESOLUTION	Check if your app is built correctly with specified platform.
POINT OF CONTACT	KONY

Error 11106 (Scrapper Exception)	
MESSAGE	The <code>splitDSLDataLength</code> is <code>&lt;splitDSLDataLength&gt;</code> please separate input and <code>xpath</code> by <code>----</code>
DESCRIPTION	The <code>dsl</code> file syntax error.
SEVERITY	HIGH
REPRODUCE THE ERROR	Invalid <code>xpath</code> .
RESOLUTION	Check syntax of the <code>dsl</code> file.
POINT OF CONTACT	KONY

Error 11107 (Scrapper Exception)	
MESSAGE	<code>&lt;property Key&gt;</code> key value pair not find in <code>&lt;appld&gt;.properties</code>

Error 11107 (Scraper Exception)	
<b>DESCRIPTION</b>	While retrieving mandatory values from <code>appld.properties</code> , if the value is not found, then the error appears.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Check your app properties for scraper under <code>scraper.dsl</code> location.
<b>POINT OF CONTACT</b>	KONY

Error 11110 (Scraper Exception)	
<b>MESSAGE</b>	<appid>.properties not found...
<b>DESCRIPTION</b>	The <code>AppId</code> folder or <code>serviceId.dsl</code> not found in scraper location.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	The <code>appld</code> properties not found in the specified location.
<b>RESOLUTION</b>	Check your app properties for scraper under <code>scraper.dsl</code> location.
<b>POINT OF CONTACT</b>	KONY

Error 11111 (Scrapper Exception)	
<b>MESSAGE</b>	Scrapper doesn't support <input> key as input param
<b>DESCRIPTION</b>	Syntax error of dsl input params.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Check <code>genericscraper</code> folder under <code>middleware.home</code> path.
<b>RESOLUTION</b>	Follow dsl syntax with scraper keys.
<b>POINT OF CONTACT</b>	KONY

Error 11112 (Scrapper Exception)	
<b>MESSAGE</b>	Expecting <input key> arguments, got <argsLength> arguments key.
<b>DESCRIPTION</b>	Validating scraper input param key words in the <code>dsl</code> file.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Check <code>genericscraper</code> folder under <code>middleware.home</code> path.
<b>RESOLUTION</b>	Forcefully close the connections to the database server through the application server.
<b>POINT OF CONTACT</b>	KONY

Error 11113 (Scrapper Exception)	
<b>MESSAGE</b>	If optionalheaderparam is ignore type only then scrapper tool support alias, original keys as input.
<b>DESCRIPTION</b>	Scrapper syntax for optionalheaderparam.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Remove ignore and do not pass any value for this header param.
<b>RESOLUTION</b>	Use "ignore" keyword for optional header param, otherwise having the header key and value is mandatory.
<b>POINT OF CONTACT</b>	KONY

Error 11114 (Scrapper Exception)	
<b>MESSAGE</b>	Please pass optionalheaderparam <optkey> from ui/servicedef.
<b>DESCRIPTION</b>	Scrapper syntax for optionalheaderparam.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Passing optionalheaderparam key and value in <code>dsl</code> , but not defining this header param in <code>service definition file</code> .
<b>RESOLUTION</b>	Define optionalheaderparam key in <code>dsl</code> and as well as in <code>service definition file</code> .
<b>POINT OF CONTACT</b>	KONY

Error 11115 (Scrapper Exception)	
<b>MESSAGE</b>	If optionalpostparam is ignore type only then scrapper tool support 2 keys as input.
<b>DESCRIPTION</b>	Scrapper syntax for optionalheaderparam.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Remove "ignore" and don't pass any value for this post param.
<b>RESOLUTION</b>	Use "ignore" key word for optional post param, otherwise you have to mandatorily pass this post param key and value.
<b>POINT OF CONTACT</b>	KONY

Error 11116 (Scrapper Exception)	
<b>MESSAGE</b>	Please pass optionalpostparam <key> from ui / servicedef
<b>DESCRIPTION</b>	Scrapper syntax for optionalheaderparam.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Passing optionalpostparam key and value in <code>dsl</code> , but not define this post param in <code>service definition file</code> .
<b>RESOLUTION</b>	Define optionalpostparam key in <code>dsl</code> and as well as in <code>service definition file</code> .

Error 11116 (Scrapper Exception)	
POINT OF CONTACT	KONY

Error 11117 (Scrapper Exception)	
MESSAGE	Pass comma seperated values for repeatpostparam key.
DESCRIPTION	If the same key repeats with different values, then use repeatpostparam syntax.
SEVERITY	HIGH
REPRODUCE THE ERROR	
RESOLUTION	Passing different values with comma separated values for repeatpostparam.
POINT OF CONTACT	KONY

Error 11118 (Scrapper Exception)	
MESSAGE	Param key <name> not found.
DESCRIPTION	Searching param key in dsl syntax.
SEVERITY	HIGH
REPRODUCE THE ERROR	

Error 11118 (Scrapper Exception)	
<b>RESOLUTION</b>	Searching param key in <code>dsl</code> file with <code>dsl</code> delimiter.
<b>POINT OF CONTACT</b>	KONY

Error 11119 (Scrapper Exception)	
<b>MESSAGE</b>	Pass atleast one url in <code>dsl</code> file.
<b>DESCRIPTION</b>	Endpoint URL is mandatory param to send user request.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Endpoint url should not be empty.
<b>POINT OF CONTACT</b>	KONY

Error 11120 (Scrapper Exception)	
<b>MESSAGE</b>	File not found.
<b>DESCRIPTION</b>	HTML file path not found.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Check the path of the html file.

Error 11120 (Scraper Exception)	
POINT OF CONTACT	KONY

Error 11121 (Scraper Exception)	
MESSAGE	Recheck dsl, generic scrapper not support for <key>.
DESCRIPTION	Validating values with output params from output generated html content.
SEVERITY	HIGH
REPRODUCE THE ERROR	
RESOLUTION	Check that dsl output param type should predefine keys for scraper.
POINT OF CONTACT	KONY

Error 11122 (Scraper Exception)	
MESSAGE	Arguments are less than expected for scraper <key>.
DESCRIPTION	Validating output param with minimum arguments.
SEVERITY	HIGH
REPRODUCE THE ERROR	

Error 11122 (Scrapper Exception)	
<b>RESOLUTION</b>	Check that dsl output param type should pre-define keys for scraper.
<b>POINT OF CONTACT</b>	KONY

Error 11123 (Scrapper Exception)	
<b>MESSAGE</b>	Individual field names should be unique through out the dsl.
<b>DESCRIPTION</b>	All ouput param names should be unique.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Check that dsl output param names should be unique.
<b>POINT OF CONTACT</b>	KONY

Error 11124 (Scrapper Exception)	
<b>MESSAGE</b>	Context command - can only be used inside a record.
<b>DESCRIPTION</b>	Context is the key that is used only with record.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Context is the key in scraper that you use along with record key.

Error 11124 (Scrapper Exception)	
POINT OF CONTACT	KONY

Error 11125 (Scrapper Exception)	
MESSAGE	Innerrecord command - can only be used inside a record or innerrecord.
DESCRIPTION	Innerrecord is the key that is used with record.
SEVERITY	HIGH
REPRODUCE THE ERROR	
RESOLUTION	Innerrecord is the key in scrapper that you use along with record key.
POINT OF CONTACT	KONY

Error 11126 (Scrapper Exception)	
MESSAGE	You can pass only one cookie name in output.
DESCRIPTION	You cannot repeat the cookie name in output param type.
SEVERITY	HIGH
REPRODUCE THE ERROR	
RESOLUTION	Define only one cookie type in output parameters.

Error 11126 (Scrapper Exception)	
POINT OF CONTACT	KONY

Error 11127 (Scrapper Exception)	
MESSAGE	Empty context not allowed, please provide some value.
DESCRIPTION	You should define some value for output type context key.
SEVERITY	HIGH
REPRODUCE THE ERROR	
RESOLUTION	Empty context is not allowed, provide some value in <code>dsl</code> .
POINT OF CONTACT	KONY

Error 11130 (Scrapper Exception)	
MESSAGE	Parsing error.
DESCRIPTION	Dom error while converting html to htmldocument builder.
SEVERITY	HIGH
REPRODUCE THE ERROR	
RESOLUTION	Check if the HTML file generated through scrapper is well formed.
POINT OF CONTACT	KONY

Error 11131 (Scraper Exception)	
MESSAGE	Problem in X-Path : <key>
DESCRIPTION	Error while evaluating xpath.
SEVERITY	HIGH
REPRODUCE THE ERROR	Invalid xpath for output param.
RESOLUTION	Write proper xpath to get the specified value.
POINT OF CONTACT	KONY

Error 11132 (Scraper Exception)	
MESSAGE	Parsing error.
DESCRIPTION	HTML to XML conversion error.
SEVERITY	HIGH
REPRODUCE THE ERROR	
RESOLUTION	Check if the html file that is generated through scraper is well formed.
POINT OF CONTACT	KONY

Error 11133 (Scrapper Exception)	
<b>MESSAGE</b>	Parsing error
<b>DESCRIPTION</b>	html to xml conversion error.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Check if the html file that is generated through scraper is well formed.
<b>POINT OF CONTACT</b>	KONY

Error 11134 (Scrapper Exception)	
<b>MESSAGE</b>	Parser error
<b>DESCRIPTION</b>	Error that appears while evaluating xpath.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Check if the html file that is generated through scraper is well formed.
<b>POINT OF CONTACT</b>	KONY

Error 11138 (Scrapers Exception)	
<b>MESSAGE</b>	Peer not authenticated. (any other unidentified exceptions also.... )
<b>DESCRIPTION</b>	The error appears if the SSL certificates do not match with client url.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Invalid SSL certificates installed /certificates not installed in cacerts.
<b>RESOLUTION</b>	Check if the SSL certificates are configured correctly.
<b>POINT OF CONTACT</b>	KONY

Error 11140 (Scrapers Exception)	
<b>MESSAGE</b>	Parser error.
<b>DESCRIPTION</b>	VTD parser error that occurs while evaluating xpath.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Proper xpath should be evaluated by VTD.
<b>POINT OF CONTACT</b>	KONY

Error 11142	
<b>MESSAGE</b>	Connection time out.
<b>DESCRIPTION</b>	While downloading the file through scraper, if there are any network issues, then the error appears.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Retry / check the network connection.
<b>POINT OF CONTACT</b>	KONY

Error 11143	
<b>MESSAGE</b>	Unknown exception
<b>DESCRIPTION</b>	While writing the log file, the exception appears.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	
<b>RESOLUTION</b>	Check the write permissions of the user for the Directory.
<b>POINT OF CONTACT</b>	KONY

Error 12001	
<b>MESSAGE</b>	Unable to make connection to device db.
<b>DESCRIPTION</b>	Connection to the device database is lost. Resolve immediately.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Bring down the database server. Invoke any service and the error appears.
<b>RESOLUTION</b>	Check connection to the database server. Check the context specified. Check the credentials of the database server and, if Kony Fabric Integration Service has permissions to access the database.
<b>POINT OF CONTACT</b>	KONY

Error 12002	
<b>MESSAGE</b>	Unable to close database connection.
<b>DESCRIPTION</b>	Unable to close connection to device database.
<b>SEVERITY</b>	MEDIUM
<b>REPRODUCE THE ERROR</b>	Unable to reproduce the error.
<b>RESOLUTION</b>	Forcefully close the connections to the database server through the application server.
<b>POINT OF CONTACT</b>	KONY

Error 12003	
<b>MESSAGE</b>	Error while executing Select Queries.
<b>DESCRIPTION</b>	Check the query and manually query the database with the same. Possible tampering with the database tables and / or data.
<b>SEVERITY</b>	HIGH
<b>REPRODUCE THE ERROR</b>	Modify the database and change the name of table "konylogdb.devicemaster" to "konylogdb.devmaster". Since the Kony Fabric Integration Service queries the devicemaster table, this error appears.
<b>RESOLUTION</b>	Check the query and manually query the database with the same. Possible tampering with the database tables and / or data.
<b>POINT OF CONTACT</b>	KONY

Error 12006	
<b>MESSAGE</b>	Unable to load DB Specific Properties.
<b>DESCRIPTION</b>	Check the device database properties in the <code>middleware.properties</code> file. Check the existence of the database and manually check if you can connect to the database.
<b>SEVERITY</b>	SEVERE
<b>REPRODUCE THE ERROR</b>	Remove the file <code>middleware.properties</code> and restart the server.

Error 12006	
<b>RESOLUTION</b>	<p>Check the device database properties in the <code>middleware.properties</code> file and check if the <code>middleware.properties</code> file is present in the correct location.</p> <p>Check the existence of the database and manually check, if you can connect to the database.</p>
<b>POINT OF CONTACT</b>	KONY

### 3.1 WebLogic Server Logs

The following table contains the problem scenarios that you may encounter on a WebLogic Server and the resolutions:

Scenario	Description	Resolution
DataSource is paused	<p><code>weblogic.jdbc.extensions.PoolDisabledSQLException:</code>  <code>weblogic.common.resourcepool.ResourceDisabledException:</code>                      Pool <code>konydevicedb</code> is suspended and cannot allocate resources to applications.</p>	<p>The Connection pool on the datasource can no longer offer the application server any more connections to connect to the database. Release the connections and check the database server.</p>

Scenario	Description	Resolution
JMS Server/JMS Topic is paused	weblogic.jms.common.IllegalStateException: Destination SystemModule1!KonyLogTopic is paused for new message production.	Check the JMS Queue on the server. Restart the JMS Queue.