

Oracle Web Services On Demand Troubleshooting Guide

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What's New in This Release

What's New in Oracle Web Services On Demand Troubleshooting Guide, Version 6.0

Oracle Web Services On Demand Troubleshooting Guide provides guidelines for resolving problems that can arise when using Oracle CRM On Demand Web services. [Table 1](#) lists the changes described in this version of the documentation.

Table 1. Oracle Web Services On Demand Troubleshooting Guide, Version 6.0

| Topic | Description |
|-----------------------------------|---|
| ■ "SBL-DAT-00279" | New topic. It provides the corresponding causes and solutions for error code SBL-DAT-00279. |
| ■ "SBL-DAT-00553" | Modified topic. It provides updated information for error code SBL-DAT-00553. |

2

Overview of Error Code Information

This chapter provides information on the structure and content of error codes. It includes the following topics:

- [About Web Services On Demand Troubleshooting Guide on page 9](#)
- [Format of Error Codes on page 9](#)
- [Error Information on page 12](#)
- [Resolving Problems in Oracle CRM On Demand Web Services on page 12](#)
- [Related Documents and Support on page 13](#)

About Web Services On Demand Troubleshooting Guide

Oracle Web Services On Demand Troubleshooting Guide describes possible causes and provides solutions to errors that can occur when using Oracle CRM On Demand Web services. When processing various Web service requests in Oracle CRM On Demand, it is possible that errors might be returned. The errors listed in this guide include common errors that might occur when using Oracle CRM On Demand Web services. This list is not exhaustive, and it does not cover all existing Oracle CRM On Demand Web services errors. The errors and error codes provided in this document are subject to change. This guide specifically discusses certain causes and solutions, however, not all possible causes and solutions are described within this guide.

Format of Error Codes

An error code returned by Oracle CRM On Demand has the following format:

SBL-MessageFacility-ErrorNumber

where:

- *MessageFacility* represents the message facility that is returning the error. A message facility is the area in Oracle CRM On Demand Web services where the error occurs.
- *ErrorNumber* is an integer between 1 and 49,999 that identifies the error. For example: 04127.

The SOAP fault element returned in the SOAP response contains the child elements shown in [Table 2](#) according to the specification for World Wide Web Consortium (W3C) SOAP version 1.1. For sample SOAP responses, see “[SOAP Fault Response <ErrorCode> and <Error Message> Elements](#)” on page 10 and “[SOAP Fault Response Containing the <siebelf:siebdetail> Element](#)” on page 11.

Table 2. Child Elements of the <soap:Fault> Element

| Element | Description |
|---------------|--|
| <faultcode> | A code for identifying the fault, for example, whether the fault was caused by an error on the server side or client side. |
| <faultstring> | An explanation of the fault. |
| <detail> | Application-specific error details. This element contains different child elements depending on the level of details available for the error. It has one of the following: <ul style="list-style-type: none"> ■ The <ErrorCode> and <ErrorMessage> child elements ■ The <siebelf:siebdetail> element |

[Table 3](#) describes the child elements of the <detail> element with <ErrorCode> and <ErrorMessage> subelements.

Table 3. Child Elements of the <detail> Element with <ErrorCode> and <ErrorMessage> subelements

| Element | Description |
|----------------|---|
| <ErrorCode> | The error code, which follows the Oracle CRM On Demand error-code format. |
| <ErrorMessage> | The text of the error message. |

SOAP Fault Response <ErrorCode> and <Error Message> Elements

The following is an example of a SOAP fault response containing <ErrorCode> and <ErrorMessage> elements:

```
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <soap:Fault>
      <faultcode>soap:Server</faultcode>
      <faultstring>Server</faultstring>
      <detail>
        <ErrorCode>SBL-ODU-01006</ErrorCode>
        <ErrorMessage>The server is temporarily unavailable. Please try again later.</ErrorMessage>
      </detail>
    </soap:Fault>
  </soap:Body>
</soap:Envelope>
```

</soap: Body>

</soap: Envelope>

The <siebel:siebdetail> element is returned in the <detail> element of the SOAP fault and contains the log file name and the error stack elements, as described in [Table 4](#).

Table 4. Child Elements of the <siebel:siebdetail> Element

| Element | Description |
|----------------------|--|
| <siebel:logfilename> | The log file on the server where the error is logged. |
| <siebel:errorstack> | The error stack, containing one or more <error> child elements. It represents the chain of errors that occurred. |
| <siebel:error> | The specific error information that is contained in the following child elements: <errorcode>, <errorsymbol> and <errormsg>. |
| <siebel:errorcode> | The error code for the error, which follows Oracle CRM On Demand error-code format. |
| <siebel:errorsymbol> | The language-independent identifier for an error message. |
| <siebel:errormsg> | The text of the error message. |

SOAP Fault Response Containing the <siebel:siebdetail> Element

The following is an example of a SOAP Fault Response containing the <siebel:siebdetail> element:

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/">
  <SOAP-ENV:Body>
    <SOAP-ENV:Fault>
      <faultcode>SOAP-ENV:Server</faultcode>
      <faultstring>Error while processing argument urn:crmondemand/ws/ecbs/contact/:ListOfContact for operation ContactInsert(SBL-EAI-04316)</faultstring>
      <detail>
        <siebel:siebdetail xmlns:siebel="http://www.siebel.com/ws/fault">
          <siebel:logfilename>siebel.log</siebel:logfilename>
          <siebel:errorstack>
            <siebel:error>
              <siebel:errorcode>(SBL-EAI-04316)</siebel:errorcode>
              <siebel:errorsymbol />
              <siebel:errormsg>Error while processing argument urn:crmondemand/ws/ecbs/contact/:ListOfContact for operation ContactInsert(SBL-EAI-04316)</siebel:errormsg>
            </siebel:error>
            <siebel:error>
              <siebel:errorcode>(SBL-EAI-04127)</siebel:errorcode>
```

```
<si ebel f: errorsymbol > IDS_EAI_ERR_INTOBJHI ER_ELEM_UNKN</si ebel f: errorsymbol >
  <si ebel f: errormsg> Element with XML tag 'ContactFirstNamee' is not found in the
  definition of EAI Integration Component 'Contact' (SBL-EAI-04127)</si ebel f: errormsg>
</si ebel f: error>
</si ebel f: errorstack>
</si ebel f: si ebdetail >
</detail >
</SOAP-ENV: Fault >
</SOAP-ENV: Body>
</SOAP-ENV: Envelope>
```

Error Information

The errors in this guide are arranged alphabetically and by error code. You can retrieve the error code from the SOAP fault of the SOAP response. For more information, see [“Format of Error Codes” on page 9](#).

The following information is provided for each error code:

- An error symbol if applicable. For more information on error symbols, see [Table 4 on page 11](#).
- The generic error message.
- Possible causes and solutions with examples.
 - A specific error message. It shows the wording that is returned by the sample, invalid SOAP request.
 - An incorrect SOAP request if applicable.
 - The SOAP request corrected according to the provided solution.

Resolving Problems in Oracle CRM On Demand Web Services

This topic describes how to resolve problems that you can encounter when using Oracle CRM On Demand Web services.

To resolve problems

- 1** Identify the error code.
- 2** Find and review the possible causes of the error code in this guide.
For information, see [Chapter 3, “Error Codes: Causes and Solutions.”](#)
- 3** Modify the SOAP request by implementing the suggested solution.

Related Documents and Support

For more information on resolving errors in Oracle CRM On Demand Web services, refer to the following:

- **Oracle Web Services On Demand Guide.** For Oracle CRM On Demand Web services documentation and other useful Oracle CRM On Demand guides, see the Oracle Technology Network (OTN) Documentation Web site at
<http://www.oracle.com/technetwork/indexes/documentation/index.html>
- **Training and Support Center Web site.** Click the Training and Support link at the top of each page within Oracle CRM On Demand.

3

Error Codes: Causes and Solutions

This chapter describes the causes and solutions for the following error codes. It includes the following topics:

- ["500" on page 16](#)
- ["SBL-DAT-00125" on page 17](#)
- ["SBL-DAT-00126" on page 19](#)
- ["SBL-DAT-00144" on page 21](#)
- ["SBL-DAT-00279" on page 22](#)
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- "SBL-SBL-13012" on page 104
- "SBL-SBL-70172" on page 110
- "SBL-UNU-00133" on page 111

500

This error code has no error symbol.

Generic Error Message

Server Unavailable.

Causes and Solutions

The error has two possible causes.

First Cause

The server is not running.

Error Message

Server Unavailable.

Resolving Error 500

Try the request again.

Second Cause

Oracle CRM On Demand Web services has reached the maximum number of concurrent stateful sessions for a company.

Error Message

Server Unavailable.

Resolving Error 500

Try the request again when another session has ended or has expired.

SBL-DAT-00125

This error code has no error symbol.

Generic Error Message

Required in argument '*ElementName*' not supplied for '*Webmethod*' method in Business Service '*WebServiceName*' (SBL-DAT-00125).

Causes and Solutions

Your Web service request is missing a required argument.

Error Message

Required in argument '*ObjectName*' not supplied for '*GetLists*' method in Business Service '*ListsWS*'(SBL-DAT-00125).

Incorrect SOAP Request

In the following incorrect SOAP request, the <ObjectName> element in <ListWS_GetLists_Input> is missing:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wssse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wssse:Security>

      <wssse:UsernameToken>

        <wssse:Username>%%USERNAME%%</wssse:Username>

        <wssse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wssse:Password>

      </wssse:UsernameToken>

    </wssse:Security>

  </soap:Header>

  <soap:Body>

    <ListWS_GetLists_Input xmlns="urn:crmondemand/ws/Lists/"></ListWS_GetLists_Input>

  </soap:Body>

</soap:Envelope>
```

Resolving Error SBL-DAT-00125

To resolve this error, you must add the <ObjectName> element in <ListWS_GetLists_Input>.

To resolve error SBL-DAT-00125

- 1 Log in to Oracle CRM On Demand, and download a relevant WSDL.
- 2 Compare your request with the WSDL to verify that all the required elements in the input message are present.

For more information on arguments required to invoke the API, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, add the <ObjectName> element in <ListWS_GetLists_Input>:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wssse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wssse:Security>

      <wssse:UsernameToken>
```

```

    <wsse: Username>%%USERNAME%%</wsse: Username>
    <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-
profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
    </wsse: UsernameToken>
  </wsse: Security>
</soap: Header>
<soap: Body>
  <ListsWS_GetLists_Input xmlns="urn:crmondemand/ws/Lists/">
    <ObjectName>Contact</ObjectName>
  </ListsWS_GetLists_Input>
</soap: Body>
</soap: Envelope>

```

SBL-DAT-00126

This error code has no error symbol.

Generic Error Message

Required in/out argument '*Name*' not supplied for '*Webmethod*' method in Business Service '*WebService*' (SBL-DAT-00126).

Causes and Solutions

Your Web service request is missing a required argument.

Error Message

Required in/out argument 'ObjectName' not supplied for 'GetMapping' method in Business Service 'MappingWS' (SBL-DAT-00126).

Incorrect SOAP Request

In the following incorrect SOAP request, the <ObjectName> element in <MappingWS_GetMapping_Input> is missing:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-
secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Header>
    <wsse: Security>
      <wsse: UsernameToken>
        <wsse: Username>%%USERNAME%%</wsse: Username>

```

```
<wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-
profile-1.0#PasswordText">%%%PASSWORD%%</wsse: Password>

</wsse: UsernameToken>

</wsse: Security>

</soap: Header>

<soap: Body>

  <MappingWS_GetMapping_Input xmlns="urn:crmondemand/ws/mapping/"></MappingWS_GetMapping_Input>

</soap: Body>

</soap: Envelope>
```

Resolving Error SBL-DAT-00126

For more information on resolving this error, see ["Resolving Error SBL-DAT-00125" on page 18](#). For more information on arguments required to invoke the API, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, add the `<ObjectName>` element with a valid value in `<MappingWS_GetMapping_Input>`:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-
secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap: Header>

    <wsse: Security>

      <wsse: UsernameToken>

        <wsse: Username>%%%USERNAME%%</wsse: Username>

        <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-
profile-1.0#PasswordText">%%%PASSWORD%%</wsse: Password>

      </wsse: UsernameToken>

    </wsse: Security>

  </soap: Header>

  <soap: Body>

    <MappingWS_GetMapping_Input xmlns="urn:crmondemand/ws/mapping/">

      <ObjectName>Contact</ObjectName>

    </MappingWS_GetMapping_Input>

  </soap: Body>

</soap: Envelope>
```

SBL-DAT-00144

This error code has no error symbol.

Generic Error Message

Could not find 'Domain Entity' named '*InputName*'. This object is inactive or nonexistent (SBL-DAT-00144).

Causes and Solutions

The object name does not exist in Oracle CRM On Demand.

Error Message

Could not find 'Domain Entity' named 'Partner Type'. This object is inactive or nonexistent (SBL-DAT-00144).

Incorrect SOAP Request

In the following incorrect SOAP request, the object name Partner Type is not defined in Oracle CRM On Demand:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ListsWS_GetLists_Input xmlns="urn:crmondemand/ws/Lists/">
      <ObjectName>Partner Type</ObjectName>
    </ListsWS_GetLists_Input>
  </soap:Body>
</soap:Envelope>
```

NOTE: The *<ObjectName>* element does not take query expressions, and the name is case sensitive.

Resolving Error SBL-DAT-00144

Check the Web service request, and verify that the name of the required object matches an object name in Oracle CRM On Demand. For more information on mapping display names to Web service API object names, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, change *Partner Type* to *PartnerType*.

NOTE: For more information on how the Partner Type object is mapped to the name PartnerType, see *Oracle Web Services On Demand Guide*.

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wssse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wssse:Security>
      <wssse:UsernameToken>
        <wssse:Username>%%USERNAME%%</wssse:Username>
        <wssse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wssse:Password>
      </wssse:UsernameToken>
    </wssse:Security>
  </soap:Header>
  <soap:Body>
    <ListsWS_GetLists_Input xmlns="urn:crmondemand/ws/Lists/">
      <ObjectName>PartnerType</ObjectName>
    </ListsWS_GetLists_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-DAT-00279

This error code has no error symbol.

Generic Error Message

Operation Failed: Create.Record Type: *Record_Type*. Access Level: *Access_Level* (SBL-DAT-00279).

Causes and Solutions

The user does not have permission to access the specified record type.

Error Message

Operation Failed: Create. Record Type: Contact. Access Level: No Access (SBL-DAT-00279)

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-DAT-00279

To access or create records of a given record type, either through the user interface or through Web services, the record type access settings on the user role must give the user the appropriate access to the given record type. For more information on setting user access levels for record types, access profiles, and user roles, see *Oracle CRM On Demand Online Help*.

In the case of the specific error message in this topic, the record type access settings on the user role must allow the user to create records of the Contact record type.

Correcting the SOAP Request

Not applicable.

SBL-DAT-00359

This error code has no error symbol.

Generic Error Message

Method 'SetFieldValue' of business component '%1' (integration component '%2') for record with search specification '%3' returned the following error: "The value '%4' cannot be converted to a date time value.(SBL-DAT-00359)"(SBL-EAI-04375)

Causes and Solutions

One possible cause is that the Web service request that is being processed inserts and updates a dateTime or date field that has an invalid or an incorrectly formatted dateTime or date value.

Error Message

Method 'SetFieldValue' of business component 'Action'(integration component 'Activity') for record with search specification '[Description] = "Test Date"' returned the following error: "The value '12-41-abcT12:30:00' cannot be converted to a date time value.(SBL-DAT-00359)"(SBL-EAI-04375)

Incorrect SOAP Request

In the following incorrect SOAP request, an existing Activity record is updated with an invalid start time:

```
<?xml version="1.0" encoding="utf-16"?>
```

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

```
  <soap:Header>
    <wss:Security>
      <wss:UsernameToken>
        <wss:Username>%%USERNAME%%</wss:Username>
        <wss:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss:Password>
      </wss:UsernameToken>
    </wss:Security>
  </soap:Header>
  <soap:Body>
    <ActivityUpdateInput xmlns="urn:crmondemand/ws/ecbs/activity/">
      <ListOfActivity>
        <Activity>
          <Subject>Test Date</Subject>
          <StartTime>2012-41-abcT12:30:00</StartTime>
        </Activity>
      </ListOfActivity>
    </ActivityUpdateInput>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-DAT-00144

Ensure that the specified date or dateTime values are valid and that they are correctly formatted. For example, setting Month = 41 in the date or dateTime field is incorrect and causes this error. For more information on time and date formats, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, modify the start time to a correctly formatted date and time value. The dateTime value cannot contain alphabetic characters for the month value within the date.

```
<?xml version="1.0" encoding="utf-16"?>
```

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

```
  <soap:Header>
    <wss:Security>
      <wss:UsernameToken>
        <wss:Username>%%USERNAME%%</wss:Username>
```



```

        <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-
profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
    </wsse: UsernameToken>
</wsse: Security>
</soap: Header>
<soap: Body>
    <ActivityUpdate_Input xmlns="urn:crmondemand/ws/ecbs/activity">
        <ListOfActivity>
            <Activity>
                <Subject>Test Date</Subject>
                <StartTime>2012-01-30T12:30:00</StartTime>
            </Activity>
        </ListOfActivity>
    </ActivityUpdate_Input>
</soap: Body>
</soap: Envelope>

```

SBL-DAT-00407

This error code has no error symbol.

Generic Error Message

Method 'CountRecords' of business component '*RecordType*' (integration component '*recordtype*') returned the following error: "Operation is not allowed on sql object in forward only mode. Please ask your systems administrator to check your application configuration if the problem persists. (SBL-DAT-00407)"

Causes and Solutions

The user tried to query for records and get a record count but cannot use recordcountneeded parameter if the query includes filter criteria for calculated fields. The Web service request is using the QueryPage method to retrieve the record count with the recordcountneeded parameter set to True. The Web service request also uses searchspec or filter criteria on the record type's calculated fields, resulting in matching records.

Error Message

Method 'CountRecords' of business component 'Service Request' (integration component 'Service Request') returned the following error: "Operation is not allowed on sql object in forward only mode. Please ask your systems administrator to check your application configuration if the problem persists. (SBL-DAT-00407)"

Incorrect SOAP Request

The following incorrect SOAP request queries and requests a record count for Service Request records that are associated with a Contact with a name that matches the filter criteria. The ContactFullName field is a calculated field of the Service Request record type.

```
<?xml version="1.0" encoding="utf-16"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wssse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wssse:Security>

      <wssse:UsernameToken>

        <wssse:Username>%%USERNAME%%</wssse:Username>

        <wssse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wssse:Password>

      </wssse:UsernameToken>

    </wssse:Security>

  </soap:Header>

  <soap:Body>

    <ServiceRequestQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/servicerequest/">

      <ListOfServiceRequest pageize="100" recordcountneeded="true">

        <ServiceRequest>

          <Id />

          <ContactFullName>LIKE '*J*' </ContactFullName>

          <AssignmentStatus />

        </ServiceRequest>

      </ListOfServiceRequest>

    </ServiceRequestQueryPage_Input>

  </soap:Body>

</soap:Envelope>
```

Resolving Error SBL-DAT-00407

A querypage request cannot perform a record count when search criteria or filter criteria exist on a calculated field, and when there are records that match these criteria.

You can resolve the error by doing one of the following:

- Removing the recordcountneeded parameter
- Removing the search or filter criteria on the calculated field

NOTE: Using search or filter criteria on a calculated field can also affect performance.

The client integration can take the set of records returned in the response and filter within the client integration to get the same set of records as the query that returned the error.

Correcting the SOAP Request

To correct the SOAP request, remove the filter criteria LIKE '*J*' for the <ContactFullName> element:

```
<?xml version="1.0" encoding="utf-16"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ServiceRequestQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/servicerequest/">
      <ListOfServiceRequest pagesize="100" recordcountneeded="true">
        <ServiceRequest>
          <Id />
          <ContactFullName />
          <AssignmentStatus />
        </ServiceRequest>
      </ListOfServiceRequest>
    </ServiceRequestQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-DAT-04381

This error code has no error symbol.

Generic Error Message

For instance of Integration Component 'Activity_Contact', using user key "", a record with identical values already exists in the Siebel database. Please ensure that the field values in the input message are unique (SBL-EAI-04381).

Causes and Solutions

When you invoke ActivityInsert in Web Services v.1.0, Oracle CRM On Demand Web services associates the same contact object multiple times with the activity.

Error Message

For instance of Integration Component 'Activity_Contact', using user key "", a record with identical values already exists in the Siebel database. Please ensure that the field values in the input message are unique (SBL-EAI-04381).

Incorrect SOAP Request

In the following incorrect SOAP request, there are multiple instances of a contact with the ID: HRZ780-ILEY4:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ActivityNWS_ActivityInsert_Input xmlns="urn:crmondemand/ws/activity/10/2004">
      <ListOfActivity>
        <Activity>
          <PrimaryContactId>HRZ780-ILEY4</PrimaryContactId>
          <Subject>Error Message</Subject>
          <DueDate>08/18/2011</DueDate>
          <Priority>2-Medium</Priority>
          <Activity>Task</Activity>
          <OwnerId>HRZ780-ISRUE</OwnerId>
          <ListOfContact>
            <Contact>
              <ContactId>HRZ780-ILEY4</ContactId>
            </Contact>
            <Contact>
              <ContactId>HRZ780-ILEXJ</ContactId>
            </Contact>
            <Contact>
          
```

```

        <ContactId>HRZ780-ILEFTI</ContactId>
      </Contact>
    </ListOfContact>
  </Activity>
</ListOfActivity>
</ActivityNWS_Activity_Insert_Input>
</soap:Body>
</soap:Envelope>

```

Resolving Error SBL-DAT-00381

Make sure that a contact identified by a specific set of user keys does not appear multiple times in the Web service request.

You can associate only unique contacts with an activity. For example, if the contact ID is specified in the <PrimaryContactId> element, then the same ID cannot be located in the <ListOfContact> element for the same activity. Also, the same contact ID cannot be in more than one <Contact> element in the <ListOfContact> element for the same activity.

Correcting the SOAP Request

To correct the SOAP request, remove one instance of the contact ID HRZ780-ILEY4:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ActivityNWS_Activity_Insert_Input xmlns="urn:crmondemand/ws/activity/10/2004">
      <ListOfActivity>
        <Activity>
          <PrimaryContactId>HRZ780-ILEY4</PrimaryContactId>
          <Subject>Error Message</Subject>
          <DueDate>08/18/2011</DueDate>
          <Priority>2-Medium</Priority>
          <Activity>Task</Activity>
          <OwnerId>HRZ780-ISRUE</OwnerId>
          <ListOfContact>
            <Contact>
              <ContactId>HRZ780-ILEXJ</ContactId>
            </Contact>
            <Contact>
              <ContactId>HRZ780-ILEFTI</ContactId>
            </Contact>
          </ListOfContact>
        </Activity>
      </ListOfActivity>
    </ActivityNWS_Activity_Insert_Input>
  </soap:Body>
</soap:Envelope>

```

```

        </Contact>
    </ListOfContact>
</Activity>
</ListOfActivity>
</ActivityNWS_Activity_Insert_Input>
</soap: Body>
</soap: Envelope>

```

SBL-DAT-00498

This error code has no error symbol.

Generic Error Message

Required field is missing in instance of Integration Component '*RecordType*' with the user key '': '<field>*Field Integration Tag*</field>' is a required field. Please enter a value for the field (SBL-DAT-00498) (SBL-EAI-04389).

NOTE: If the custom WSDL is used, then the custom integration tag is returned for custom fields. However, if the generic WSDL is used, then the generic integration tag is returned for custom fields.

Causes and Solutions

A required field is missing when you insert a record.

Error Message

Required field is missing in instance of Integration Component 'Contact' with the user key '': '<field>ContactLastName</field>' is a required field. Please enter a value for the field. (SBL-DAT-00498)(SBL-EAI-04389).

Incorrect SOAP Request

In the following incorrect SOAP request, <ContactLastName> is a required field and is missing from the second contact record that you must insert.

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

    <soap: Header>

        <wsse: Security>

            <wsse: UsernameToken>

                <wsse: Username>%%USERNAME%%</wsse: Username>

                <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>

```

```

    </wsse: UsernameToken>
  </wsse: Security>
</soap: Header>
<soap: Body>
  <ContactInsert_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact>
      <Contact>
        <ContactFirstName>NewCon2</ContactFirstName>
        <ContactLastName>Con2</ContactLastName>
        <ExternalSystemId>12345009</ExternalSystemId>
      </Contact>
      <Contact>
        <ContactFirstName>ExistingCon1</ContactFirstName>
      </Contact>
    </ListOfContact>
  </ContactInsert_Input>
</soap: Body>
</soap: Envelope>

```

Resolving Error SBL-DAT-00498

Oracle CRM On Demand checks for required fields on inserts. To resolve this error, you must check the request to ensure all records to be inserted have values for all required fields of the record type.

To resolve error SBL-DAT-00498

- 1** Log in to Oracle CRM On Demand.
- 2** In the upper-right corner of any page, click the Admin global link.
- 3** In the Application Customization section, click the Application Customization link.
- 4** In the Record Types Setup section, click the link for the required record type.
- 5** In the Field Management section, click *record type* Field Setup.

If the field is required, then the associated check box in the Required column is selected.

Correcting the SOAP Request

To correct the SOAP request, add <ContactLastName> to the second contact record that you want to insert:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
```

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

```
  <soap:Header>
```

```
    <wsse:Security>
```

```
      <wsse:UsernameToken>
```

```
        <wsse:Username>%%USERNAMER%%</wsse:Username>
```

```
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
```

```
      </wsse:UsernameToken>
```

```
    </wsse:Security>
```

```
  </soap:Header>
```

```
  <soap:Body>
```

```
    <ContactInsert_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
```

```
      <ListOfContact>
```

```
        <Contact>
```

```
          <ContactFirstName>NewCon2</ContactFirstName>
```

```
          <ContactLastName>Con2</ContactLastName>
```

```
          <ExternalSystemId>12345009</ExternalSystemId>
```

```
        </Contact>
```

```
        <Contact>
```

```
          <ContactFirstName>ExistingCon1</ContactFirstName>
```

```
          <ContactLastName>ExistingCon1</ContactLastName>
```

```
        </Contact>
```

```
      </ListOfContact>
```

```
    </ContactInsert_Input>
```

```
  </soap:Body>
```

```
</soap:Envelope>
```

SBL-DAT-00500

This error code has no error symbol.

Generic Error Message

Method 'NextRecord' of business component 'RecordType' (integration component 'RecordType') for record with search specification '[Id] = "search_specification_ID"' returned the following error: "There were more rows than could be returned. Please refine your query to bring back fewer rows (SBL-DAT-00500)"

Causes and Solutions

One possible cause is that the child object being processed in the Web Services v1.0 request contains more than 10,000 records.

NOTE: The ID returned in the error message might not match the provided ID in the request.

Error Message

Method 'NextRecord' of business component 'Contact Campaign' (integration component 'Campaign_Recipient') for record with search specification '[Id] = "ACSA-4GFGCG"' returned the following error: "There were more rows than could be returned. Please refine your query to bring back fewer rows (SBL-DAT-00500)"

Incorrect SOAP Request

In the following incorrect SOAP request, the intention is to delete a specific recipient from a specific campaign record, however, the number of recipients associated to this campaign is more than 10,000.

```
<?xml version="1.0" encoding="utf-16" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <CampaignWS_CampaignDeleteChildInput xmlns="urn:crmondemand/ws/campaign/10/2004">
      <ListOfCampaign>
        <Campaign>
          <CampaignId>10A2-1JUM98</CampaignId>
          <ListOfRecipient>
            <Recipient>
              <CampaignContactId>10A2-1K4FFX</CampaignContactId>
            </Recipient>
          </ListOfRecipient>
        </Campaign>
      </ListOfCampaign>
    </CampaignWS_CampaignDeleteChildInput>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-DAT-00500

When you want to submit a request for a child object, and the number of child records for the child object is greater than 10,000, there are two options:

- Use Web Services v2.0 instead of Web Services v1.0 to perform the same request.

NOTE: This is the recommended action.

- Use the reverse relationship in Web Services v1.0 or v2.0.

If you are querying for the child record of a parent record using the Web service for the parent object, you can instead use the reverse relationship by using the Web service for the child object to retrieve the records. For example, a recipient for a campaign can also be a contact with a list of campaign recipients. However, you can do this only if it is applicable for the object, and if the relationships are exposed.

Correcting the SOAP Request

To correct the SOAP request, use the reverse relationship in Web Services v2.0 of Contact-Campaign Recipient child object because Campaign Recipient for Campaign Web Services v2.0 is unavailable:

```
<?xml version="1.0" encoding="utf-16" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ContactExecute_Input xmlns="urn:crmondemand/ws/ecbs/contact/10/2004">
      <ListOfContact>
        <Contact operation="skipnode">
          <Id>10A2-11V4PJ</Id>
          <ListOfCampaignRecipient>
            <CampaignRecipient operation="delete">
              <CampaignId>10A2-1JUM98</CampaignId>
            </CampaignRecipient>
          </ListOfCampaignRecipient>
        </Contact>
      </ListOfContact>
    </ContactExecute_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-DAT-00553

This error code has no error symbol.

Generic Error Message

Operation Failed: Read. Record Type: *Record_Type*. Access Level: *Access_Level* (SBL-DAT-00553).

NOTE: This error can occur for all operations except the Create operation.

Causes and Solutions

The user does not have the necessary access levels to perform this operation on a record of this type.

Error Message

Operation Failed: Read. Record Type: Account Contact. Access Level: No Access (SBL-DAT-00553)

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-DAT-00553

To work with records of a given record type, either through the user interface or through Web services, the record type access settings on the user role must give the user the appropriate access to the given record type. Also, the access profiles for the specific role must give the user the appropriate access levels to perform the given operation. For example, if the access profile for the user's role gives the user read-only access to a record type, then the user cannot update a record of that record type. For more information on specifying the access settings and access levels for record types on user roles and access profiles, see *Oracle CRM On Demand Online Help*.

In the case of the specific error message in this topic, the user's role and access profiles must give the user the necessary access rights and access levels to access a child contact record for a parent account record.

Correcting the SOAP Request

Not applicable.

SBL-EAI-04009

This error code has no error symbol.

Generic Error Message

Invalid value for operation field: '*OperationValue*' (SBL-EAI-04009).

Causes and Solutions

The request that was sent to invoke the Execute method has an invalid value for the operation attribute.

Error Message

Invalid value for the operation field: 'DELETES'(SBL-EAI-04009).

Incorrect SOAP Request

In the following incorrect SOAP request, DELETES is not a valid operation:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAMER%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactExecuteInput xmlns="urn:crmondemand/ws/ecbs/contact">
      <ListOfContact>
        <Contact operation="DELETES">
          <ContactFirstName>ExistingCon1</ContactFirstName>
          <ContactLastName>ExistingCon1</ContactLastName>
        </Contact>
      </ListOfContact>
    </ContactExecuteInput>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-04009

When you use the Execute method, use one of the following case-sensitive values:

- insert
- delete
- update
- skipnode

Correcting the SOAP Request

To correct the SOAP request, replace the operation *DELETES* with *delete*:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
```

```

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wss:Security>
      <wss:UsernameToken>
        <wss:Username>%%USERNAMER%%</wss:Username>
        <wss:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss:Password>
      </wss:UsernameToken>
    </wss:Security>
  </soap:Header>
  <soap:Body>
    <ContactExecuteInput xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact>
        <Contact operation="delete">
          <ContactFirstName>ExistingCon1</ContactFirstName>
          <ContactLastName>ExistingCon1</ContactLastName>
        </Contact>
      </ListOfContact>
    </ContactExecuteInput>
  </soap:Body>
</soap:Envelope>

```

SBL-EAI-04022

This error code has no error symbol.

Generic Error Message

Service Method arguments property set has no children, should have one child of type 'SiebelMessage' (SBL-EAI-04022).

Causes and Solutions

A required argument is not present in the Web service request.

Error Message

Service Method arguments property set has no children, should have one child of type 'SiebelMessage' (SBL-EAI-04022).

Incorrect SOAP Request

In the following incorrect SOAP request, the child element <ListOfContact> of <ContactQueryPage_Input> is missing:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>

      <wsse:UsernameToken>

        <wsse:Username>%%USERNAME%%</wsse:Username>

        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>

      </wsse:UsernameToken>

    </wsse:Security>

  </soap:Header>

  <soap:Body>

    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/"></ContactQueryPage_Input>

  </soap:Body>

</soap:Envelope>
```

Resolving Error SBL-EAI-04022

To resolve this error, you must verify all the elements in your SOAP request.

To resolve error SBL-EAI-04022

- 1 Log in to Oracle CRM On Demand and download a relevant WSDL.
- 2 Compare your Web service request with the WSDL to ensure that all the elements in the input message required to invoke the Web services method are present.

NOTE: For more information on the input arguments required to invoke the API, see *Oracle Web Services On Demand Guide*. For example, the AccountQueryPage Web services method requires <ListOfAccount> as part of the AccountQueryPage_Input message.

Correcting the SOAP Request

To correct the SOAP request, add <ListOfContact> as a child element of <ContactQueryPage_Input>:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>
```

```

<wsse: Security>
  <wsse: UsernameToken>
    <wsse: Username>%%USERNAME%%</wsse: Username>
    <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-
profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
  </wsse: UsernameToken>
</wsse: Security>
</soap: Header>
<soap: Body>
  <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
      <Contact>
        <ContactFirstName />
        <ContactType />
      </Contact>
    </ListOfContact>
  </ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>

```

SBL-EAI-04121

This error code has the error symbol: IDS_EAI_ERR_INTOBJHIER_ATTR_UNKN. For more information on error symbols, see [Table 4 on page 11](#) and ["SOAP Fault Response Containing the <siebelf:siebdetail> Element" on page 11](#).

Generic Error Message

Field with XML tag '*tag*' and XML Style of 'Attribute' is not found in the definition of EAI Integration Component '*Element*' (SBL-EAI-04121).

Causes and Solutions

An attribute is specified for an element in the Web service request. However, the attribute is not defined in the WSDL for that element.

Error Message

Field with XML tag 'recordcountneeded' and XML Style of 'Attribute' is not found in the definition of EAI Integration Component 'Contact' (SBL-EAI-04121).

Incorrect SOAP Request

In the following incorrect SOAP request, the <Contact> element does not have the attribute, recordcountneeded, defined in the WSDL:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>

      <wsse:UsernameToken>

        <wsse:Username>%%USERNAMER%%</wsse:Username>

        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>

      </wsse:UsernameToken>

    </wsse:Security>

  </soap:Header>

  <soap:Body>

    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">

      <ListOfContact pagesize="5" startrownum="0">

        <Contact recordcountneeded="true">

          <ContactFirstName />

          <ContactType />

        </Contact>

      </ListOfContact>

    </ContactQueryPage_Input>

  </soap:Body>

</soap:Envelope>
```

Resolving Error SBL-EAI-04121

To resolve this error, you must check that all the attributes are located in the correct element.

To resolve error SBL-EAI-04121

- 1 Log in to Oracle CRM On Demand and download a relevant WSDL.
- 2 Compare your Web service request with the WSDL to ensure that all the attributes are placed in the correct element as shown in the WSDL.
- 3 Remove any attributes that are not defined in the WSDL for each element.

Correcting the SOAP Request

To correct the SOAP request, move the recordcountneeded attribute to the appropriate location (<ListOfContact> element):

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAMER%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
        <Contact>
          <ContactFirstName />
          <ContactType />
        </Contact>
      </ListOfContact>
    </ContactQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-EAI-04127

This error code has the error symbol: IDS_EAI_ERR_INTOBJHIER_ELEM_UNKN

Generic Error Message

Element with XML tag '*FieldName*' is not found in the definition of EAI Integration Component '*ObjectType*' (SBL-EAI-04127).

Causes and Solutions

An element specified for an object does not exist.

Error Message

Element with XML tag 'ContactFirstName' is not found in the definition of EAI Integration Component 'Contact' (SBL-EAI-04127).

Incorrect SOAP Request

In the following incorrect SOAP request, a contact record with a ContactFirstName field is specified, but there is no such field for the contact record type:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
        <Contact>
          <ContactFirstName />
          <ContactType />
        </Contact>
      </ListOfContact>
    </ContactQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-04127

To resolve this error, you must verify the field name elements.

To resolve error SBL-EAI-04127

- 1 Log in to Oracle CRM On Demand and download a relevant WSDL.
- 2 Compare your request with the WSDL to ensure that all field name elements in the Web service request exist in the record type definition.

3 Make sure that all field names are spelled correctly.

Field names are case sensitive.

Correcting the SOAP Request

To correct the SOAP request, replace the <ContactFirstName> field name with <ContactFirstName>:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
        <Contact>
          <ContactFirstName />
          <ContactType />
        </Contact>
      </ListOfContact>
    </ContactQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-EAI-04183

This error code has the error symbol: IDS_EAI_ERR_SA_INT_NODELETE

Generic Error Message

No deletes are allowed in Integration Component '*RecordType*'.(SBL-EAI-04183).

Causes and Solutions

The requested delete operation is not supported for the record type.

Error Message

No deletes are allowed in Integration Component 'ContactAddress'. (SBL-EAI-04183).

Incorrect SOAP Request

In the following incorrect SOAP request, the intention is to dissociate the shared address record from the contact parent record through the Web Services v1.0 ContactDeleteChild method. However, this action is not supported for the shared address child records through the Contact Web Services v1.0 Delete API:

```
<?xml version="1.0" encoding="utf-16" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ContactWS>ContactDeleteChildInput xmlns="urn:crmondemand/ws/contact/10/2004">
      <ListOfContact>
        <Contact>
          <ContactId>1QA2-11V4PR</ContactId>
          <ListOfSharedAddress>
            <SharedAddress>
              <AddressId>1QA2-1K1LW3</AddressId>
              <Id>1QA2-1K1N3V</Id>
            </SharedAddress>
          </ListOfSharedAddress>
        </Contact>
      </ListOfContact>
    </ContactWS>ContactDeleteChildInput>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-04183

If the delete operation is not supported in one of the Web Services APIs, do one of the following:

- Perform the same request using Web Services v2.0 instead of Web Services v1.0 (or Web Services v1.0 instead of Web Services v2.0).
- Use the reverse relationship in Web Services v1.0 or v2.0, if applicable.

If you are querying for the child record of a parent record using the Web service for the parent object, you can instead use the reverse relationship by using the Web service for the child object to retrieve the records.

Correcting the SOAP Request

To correct the SOAP request, use the delete operation of the Web Services v2.0 ContactExecute method:

```
<?xml version="1.0" encoding="utf-16" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ContactExecute_Input xmlns="urn:crmondemand/ws/ecbs/contact/10/2004">
      <ListOfContact>
        <Contact operation="skipnode">
          <Id>10A2-11V4PR</Id>
          <ListOfSharedAddress>
            <SharedAddress operation="delete">
              <Id>10A2-1K1LX8</Id>
            </SharedAddress>
          </ListOfSharedAddress>
        </Contact>
      </ListOfContact>
    </ContactExecute_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-EAI-04184

This error code has the error symbol: IDS_EAI_ERR_SA_INT_NOINSERT

Generic Error Message

No inserts are allowed in Integration Component '*RecordType*'.(SBL-EAI-04184).

Causes and Solutions

The requested insert operation is not supported for the record type.

Error Message

No inserts are allowed in Integration Component '*ContactAddress*'.(SBL-EAI-04184)

Incorrect SOAP Request

In the following incorrect SOAP request, the intention is to associate the shared address record with the contact parent record through the Web Services v1.0 ContactInsertChild method. However, this action is not supported for the shared address child records through the Contact Web Services v1.0 InsertChild API:

```
<?xml version="1.0" encoding="utf-16" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ContactWS>ContactInsertChildInput xmlns="urn:crmondemand/ws/contact/10/2004">
      <ListOfContact>
        <Contact>
          <ContactId>1QA2-1E0K98</ContactId>
          <ListOfSharedAddress>
            <SharedAddress>
              <AddressName>Address 1</AddressName>
            </SharedAddress>
          </ListOfSharedAddress>
        </Contact>
      </ListOfContact>
    </ContactWS>ContactInsertChildInput>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-04184

If the insert operation is not supported in one of the Web Services APIs, do one of the following:

- Perform the same request using Web Services v2.0 instead of Web Services v1.0 (or Web Services v1.0 instead of Web Services v2.0).
- Use the reverse relationship in Web Services v1.0 or v2.0, if applicable.

Correcting the SOAP Request

To correct the SOAP request, use the Web Services v2.0 ContactInsert method to associate the shared address to the contact parent record:

```
<?xml version="1.0" encoding="utf-16" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ContactInsertInput xmlns="urn:crmondemand/ws/ecbs/contact/10/2004">
      <ListOfContact>
```

```

<Contact>
  <Id>1QA2-11V4PR</Id>
  <ListOfSharedAddress>
    <SharedAddress>
      <AddressId>1QA2-1K1LW3</AddressId>
      <AddressType>Other</AddressType>
    </SharedAddress>
  </ListOfSharedAddress>
</Contact>
</ListOfContact>
</ContactInsert_Input>
</soap:Body>
</soap:Envelope>

```

SBL-EAI-04185

This error code has the error symbol: IDS_EAI_ERR_SA_INT_NOUPDATE

Generic Error Message

No updates are allowed in Integration Component '*RecordType*'.(SBL-EAI-04185).

Causes and Solutions

The requested update operation is not supported for the record type.

NOTE: If the update operation does not result in any changes to field values in the child record, then the operation is skipped.

Error Message

No updates are allowed in Integration Component 'ContactAddress'.(SBL-EAI-04185)

Incorrect SOAP Request

In the following incorrect SOAP request, the Contact Web Services v1.0 Update method attempts to update the shared address record belonging to the contact parent record. However, this action is not supported for the shared address child records through the Contact Web Services v1.0 Update API.

```

<?xml version="1.0" encoding="utf-16" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ContactWS_ContactUpdateChild_Input xmlns="urn:crmondemand/ws/contact/10/2004">

```

```
<Li stOfContact>
  <Contact>
    <ContactId>1QA2-11V4PR</ContactId>
    <Li stOfSharedAddress>
      <SharedAddress>
        <AddressType>Residential</AddressType>
        <AddressId>1QA2-1K1LW3</AddressId>
      </SharedAddress>
    </Li stOfSharedAddress>
  </Contact>
</Li stOfContact>
</ContactWS_ContactUpdateChildInput>
</soap: Body>
</soap: Envelope>
```

Resolving Error SBL-EAI-04185

If the update operation is not supported in one of the Web Services APIs, do one of the following:

- Perform the same request using Web Services v2.0 instead of Web Services v1.0 (or Web Services v1.0 instead of Web Services v2.0).
- Use the reverse relationship in Web Services v1.0 or v2.0, if applicable.

If you are querying for the child record of a parent record using the Web service for the parent object, you can instead use the reverse relationship by using the Web service for the child object to retrieve the records.

Correcting the SOAP Request

To correct the SOAP request, use the Web Services v2.0 ContactUpdate method to update the shared address child record of the contact parent record:

```
<?xml version="1.0" encoding="utf-16" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Body>
    <ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contact/10/2004">
      <Li stOfContact>
        <Contact>
          <Id>1QA2-11V4PR</Id>
          <Li stOfSharedAddress>
            <SharedAddress>
              <AddressType>Residential</AddressType>
```



```

        <AddressId>10A2-1K1LW3</AddressId>
      </SharedAddress>
    </ListOfSharedAddress>
  </Contact>
</ListOfContact>
</ContactUpdate_Input>
</soap:Body>
</soap:Envelope>

```

SBL-EAI-04304

This error code has no error symbol.

Generic Error Message

Argument 'urn:crmondemand/ws/ecbs/objectType/:InputMessage' for Operation 'ObjectType Operation' is not known. (SBL-EAI-04304).

Causes and Solutions

The input message in the Web service request does not match the input message defined by the Web service API.

Error Message

Argument 'urn:crmondemand/ws/ecbs/contact/:ContactInsert_Input' for Operation 'ContactQueryPage' is not known (SBL-EAI-04304).

Incorrect SOAP Request

In the following incorrect SOAP request, ContactInsert_Input is not the correct input message for the ContactQueryPage method:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wss:Security>
      <wss:UsernameToken>
        <wss:Username>%%USERNAME%%</wss:Username>
        <wss:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss:Password>
      </wss:UsernameToken>
    </wss:Security>
  </soap:Header>

```

```
</wsse: Security>
</soap: Header>
<soap: Body>
  <ContactInsert_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
      <Contact>
        <ContactFirstName />
        <ContactType />
      </Contact>
    </ListOfContact>
  </ContactInsert_Input>
</soap: Body>
</soap: Envelope>
```

Resolving Error SBL-EAI-04304

To resolve this error you must check that all input messages are correct.

To resolve error SBL-EAI-04304

- 1 Log in to Oracle CRM On Demand and download a relevant WSDL.
- 2 Compare your Web service request with the WSDL to ensure the correct input message for the Web services method is specified.
- 3 Make sure that any undefined input messages are removed from the Web service request.

Correcting the SOAP Request

To correct the SOAP request, correct the input message for the ContactQueryPage method:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Header>
    <wsse: Security>
      <wsse: UsernameToken>
        <wsse: Username>%%USERNAME%%</wsse: Username>
        <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
      </wsse: UsernameToken>
    </wsse: Security>
  </soap: Header>
```

```

<soap: Body>
  <ContactQueryPage_Input xmlns="urn: crmondemand/ws/ecbs/contact/">
    <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
      <Contact>
        <ContactFirstName />
        <ContactType />
      </Contact>
    </ListOfContact>
  </ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>

```

SBL-EAI-04376

This error code has no error symbol.

Generic Error Message

Method '%1' of business component '%2' (integration component '%3') returned the following error:

"%4"

Causes and Solutions

SBL-EAI-04376 is a generic error that encapsulates the error raised by the underlying business processing layer. This generic error contains an error message with specific error details.

The error messages in SBL-EAI-04376 differ from those in SBL-ODU-01011 because SBL-EAI-04376 errors are generated by the business processing layer during request processing. Generic errors returned with error code SBL-ODU-01011 are generated before the Web service request reaches the business component layer. SBL-ODU-01011 error usually indicates preprocessing errors such as login failures and invalid SOAP requests. For more information on error code SBL-ODU-01011, see ["SBL-ODU-01011" on page 99](#).

Error Message

Method 'CountRecords' of business component 'Service Request' (integration component 'Service Request') returned the following error:

'Operation is not allowed on sql object in forward only mode. Please ask your systems administrator to check your application configuration if the problem persists. (SBL-DAT-00407)' (SBL-EAI-04376)

NOTE: In this example, the SBL-DAT-00407 error is within the generic SBL-EAI-04376 error.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-EAI-04376

Review the internal error code and error message within this error. For example, in the preceding example, the underlying error is SBL-DAT-00407. In this example, you must review SBL-DAT-00407 to resolve the error.

Correcting the SOAP Request

Not applicable.

SBL-EAI-04378

This error code has the error symbol: IDS_ERR_EAI_SA_BC_NO_DATA.

Generic Error Message

No rows retrieved corresponding to the business component '*ObjectName*' (SBL-EAI-04378).

Causes and Solutions

A record cannot be found in Oracle CRM On Demand.

Error Message

No rows retrieved corresponding to the business component 'Contact' (SBL-EAI-04378).

Incorrect SOAP Request

In the following incorrect SOAP request, the contact with ID ADSA-ABCDE does not exist in Oracle CRM On Demand:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
</soap:Envelope>
```

```

</soap: Header>
<soap: Body>
  <ContactDeleteInput xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact>
      <Contact>
        <Id>ADSA-ABCDE</Id>
      </Contact>
    </ListOfContact>
  </ContactDeleteInput>
</soap: Body>
</soap: Envelope>

```

Resolving Error SBL-EAI-04378

To resolve this error, you must ensure that the record exists in Oracle CRM On Demand with the exact user key values as specified in the SOAP request. User key values must have the same spelling as the values stored in Oracle CRM On Demand. The values are case sensitive.

Search for the record through the Oracle CRM On Demand UI and invoke a QueryPage request to determine the user key values for the record.

Correcting the SOAP Request

To correct the SOAP request, ensure that the record exists in Oracle CRM On Demand and modify the Web service request to specify the correct record ID in Oracle CRM On Demand:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactDeleteInput xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact>
        <Contact>

```

```
<Id>ADSA-96BLW7</Id>
  </Contact>
</ListOfContact>
</ContactDelete_Input>
</soap:Body>
</soap:Envelope>
```

SBL-EAI-04388

This error code has the error symbol: IDS_ERR_EAI_SA_MISC_PROP_VALUE

Generic Error Message

Invalid value '*Value*' defined for the property 'PropertyName'.

Causes and Solutions

An invalid value is specified for an argument that accepts only a defined set of values. You cannot run queries for these types of arguments. For example, the argument LOVLanguageMode can accept only the values LDC or LIC.

Error Message

Invalid value Mode1 defined for the property ViewMode (SBL-EAI-04388).

Incorrect SOAP Request

In the following incorrect SOAP request, the value Mode1 is not a valid value for <ViewMode>:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
```

```

<ViewMode>Mode1</ViewMode>
<ListOfContact pageSize="5" startrownum="0" recordcountneeded="true">
  <Contact>
    <ContactFirstName />
    <ContactType />
  </Contact>
</ListOfContact>
</ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>

```

Resolving Error SBL-EAI-04388

Ensure that the values passed to the arguments that you cannot query are valid and within the defined set of values. You can also use the GetLists method to retrieve the list of named lists for a record type. For more information on the valid values for ViewMode and LOVLanguageMode, on the valid values for NamedSearchSpec and on locating valid list names for each record type, and Web service APIs, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, replace Mode1 with Manager for <ViewMode>:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAMER%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORDER%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ViewMode>Manager</ViewMode>
      <ListOfContact pageSize="5" startrownum="0" recordcountneeded="true">
        <Contact>
          <ContactFirstName />

```

```
<ContactType />
</Contact>
</ListOfContact>
</ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>
```

SBL-EAI-04390

This error code has the error symbol: `IDS_ERR_EAI_SA_MULTIPLE_MATCH`

Generic Error Message

Multiple matches found for instance of integration component '*ObjectName*' using search specification '' in the business component '*ObjectName*', based on user key ' User Key:1'. (SBL-EAI-04390).

Causes and Solutions

The error has two possible causes.

First Cause

When sending a Web service request for batch processing, the set of user key columns used to identify the first record in the batch is different from the user keys in one or more of the other records in the batch. The first record in the batch determines which columns are used to identify the rest of the records in the batch. For example, when deleting a batch of contacts, an error occurs if the first record specifies `Id` as the user key whereas the next record in the batch specifies `ContactFirstName` and `ContactLastName` as the user key.

Error Message

Multiple matches found for instance of integration component 'Contact' using search specification '' in the business component 'Contact', based on user key ' User Key:4' (SBL-EAI-04390).

Incorrect SOAP Request

In the following incorrect SOAP request, the first contact record uses `<ContactFirstName>` and `<ContactLastName>` to identify the record. However, the second contact record uses `<Id>` to identify the record:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Header>
```



```

<wsse: Security>
  <wsse: UsernameToken>
    <wsse: Username>%%USERNAME%%</wsse: Username>
    <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-
profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
  </wsse: UsernameToken>
</wsse: Security>
</soap: Header>
<soap: Body>
  <ContactExecute_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact>
      <Contact operation="update">
        <ContactFirstName>NewCon2</ContactFirstName>
        <ContactLastName>Con2</ContactLastName>
        <ContactEmail>a@b.com</ContactEmail>
      </Contact>
      <Contact operation="update">
        <Id>ADSA-96H9CD</Id>
        <ContactEmail>test@test.com</ContactEmail>
      </Contact>
    </ListOfContact>
  </ContactExecute_Input>
</soap: Body>
</soap: Envelope>

```

Resolving Error SBL-EAI-04390

When sending a batch request, only specify one set of user keys to identify all records for batch processing. For example, all records in the batch may be identified by the ContactID or the combination of ContactFirstName and ContactLastName as shown in the corrected SOAP request below. For more information on lists of user keys for each object, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, choose one set of user keys to uniquely identify all records in the request:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/
XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-
secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

```

```
<soap: Header>
  <wsse: Security>
    <wsse: UsernameToken>
      <wsse: Username>%%USERNAME%%</wsse: Username>
      <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-
profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
    </wsse: UsernameToken>
  </wsse: Security>
</soap: Header>
<soap: Body>
  <ContactExecute_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact>
      <Contact operation="update">
        <ContactFirstName>NewCon2</ContactFirstName>
        <ContactLastName>Con2</ContactLastName>
        <ContactEmail>a@b.com</ContactEmail>
      </Contact>
      <Contact operation="update">
        <ContactFirstName>NewCon7</ContactFirstName>
        <ContactLastName>NewCon7</ContactLastName>
        <ContactEmail>test@test.com</ContactEmail>
      </Contact>
    </ListOfContact>
  </ContactExecute_Input>
</soap: Body>
</soap: Envelope>
```

Second Cause

Multiple records have the same user key values in Oracle CRM On Demand Web services. For example, two contacts have the same first and last name.

Error Message

Multiple matches found for instance of integration component 'Contact' using search specification '[First Name] = "NewCon7" AND [Last Name] = "NewCon7"' in the business component 'Contact', based on user key ' User Key: 4'.(SBL-EAI-04390).

Incorrect SOAP Request

In the following incorrect SOAP request, multiple records in Oracle CRM On Demand contain the value NewCon7 for the fields ContactFirstName and ContactLastName:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactExecuteInput xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact>
        <Contact operation="update">
          <ContactFirstName>NewCon7</ContactFirstName>
          <ContactLastName>NewCon7</ContactLastName>
          <ContactEmail>test@test.com</ContactEmail>
        </Contact>
      </ListOfContact>
    </ContactExecuteInput>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-04390

To resolve this error, do one of the following:

- Use the user keys that uniquely identify records in Oracle CRM On Demand. For example, if contacts can have the same first and last name, then use another user key instead of ContactFirstName and ContactLastName.
- Remove any records in the batch that cannot be uniquely identified by the user key specified by the first record in the batch. Create another request to process those records or manually process those records by using Oracle CRM On Demand.

Correcting the SOAP Request

To correct the SOAP request, use another set of user keys to uniquely identify the record, for example, <Id>:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactExecuteInput xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact>
        <Contact operation="update">
          <Id>ADSA-9IPBKC</Id>
          <ContactEmail>test@test.com</ContactEmail>
        </Contact>
      </ListOfContact>
    </ContactExecuteInput>
  </soap:Body>
</soap:Envelope>
```

SBL-EAI-04397

This error code has the error symbol: IDS_ERR_EAI_SA_NO_USERKEY.

Generic Error Message

No user key can be used for the Integration Component instance '*ObjectName*' (SBL-EAI-04397).

Causes and Solutions

User keys are missing from the Web Service request.

Error Message

No user key can be used for the Integration Component instance 'Contact'.(SBL-EAI-04397).

Incorrect SOAP Request

The following incorrect SOAP request does not contain any user key fields, for example, <ContactEmail> is not a user key:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <Echo>0n</Echo>
      <LOVLanguageMode>LIC</LOVLanguageMode>
      <ListOfContact>
        <Contact>
          <ContactEmail>d@d.com</ContactEmail>
        </Contact>
      </ListOfContact>
    </ContactUpdate_Input>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-04397

You must incorporate user keys for each record in your Web Service request.

To resolve error SBL-EAI-04397

- 1 Ensure each record in the request is identified by the user keys of the object type.

- 2 Ensure that if the user key is made up of a combination of fields, then all of these fields must be specified in the request with values that exist in Oracle CRM On Demand to identify the unique record. For more information on user keys for each record type, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, add a user key, for example, <Id>, to identify which record to update:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>

      <wsse:UsernameToken>

        <wsse:Username>%%USERNAME%%</wsse:Username>

        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>

      </wsse:UsernameToken>

    </wsse:Security>

  </soap:Header>

  <soap:Body>

    <ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contact/">

      <Echo>0n</Echo>

      <LOVLanguageMode>LIC</LOVLanguageMode>

      <ListOfContact>

        <Contact>

          <Id>ADSA-9MZ80K</Id>

          <ContactEmail>d@d.com</ContactEmail>

        </Contact>

      </ListOfContact>

    </ContactUpdate_Input>

  </soap:Body>

</soap:Envelope>
```

SBL-EAI-04403

This error code has no error symbol.

Generic Error Message

Update operation on integration component '*RecordType*' failed because no matching record in business component '*RecordType*' with search specification '*Search Criteria*' could be found (SBL-EAI-04403).

Causes and Solutions

The record identified by the user keys cannot be found.

Error Message

Update operation on integration component 'Contact' failed because no matching record in business component 'Contact' with search specification '[First Name] = "ContactExists" AND [Last Name] = "Doesnotexists"' could be found (SBL-EAI-04403).

Incorrect SOAP Request

In the following incorrect SOAP request, a contact containing the specified fields <ContactFirstName> and <ContactLastName> does not exist in Oracle CRM On Demand:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <Echo>0n</Echo>
      <LOVLanguageMode>LIC</LOVLanguageMode>
      <ListOfContact>
        <Contact>
          <ContactFirstName>ContactExists</ContactFirstName>
          <ContactLastName>Doesnotexists</ContactLastName>
          <ContactEmail>d@d.com</ContactEmail>
        </Contact>
      </ListOfContact>
    </ContactUpdate_Input>
  </soap:Body>
</soap:Envelope>
```

```
</ListOfContact>
</ContactUpdate_Input>
</soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-04403

Ensure a record exists with the exact user key values as specified in the SOAP request. You can search for the record by doing one of the following:

- Search for the record through the Oracle CRM On Demand UI.
- Invoke a QueryPage request to determine the user key values for the record.

User key values must have the same spelling as the values stored in Oracle CRM On Demand. The values are case sensitive.

Correcting the SOAP Request

To correct the SOAP request, make sure that the required record exists in Oracle CRM On Demand and that the correct values are used to identify the record:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wssse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <Echo>0n</Echo>
      <LOVLanguageMode>LIC</LOVLanguageMode>
      <ListOfContact>
        <Contact>
          <ContactFirstName>D</ContactFirstName>
          <ContactLastName>Dan</ContactLastName>
          <ContactEmail>d@d.com</ContactEmail>
        </Contact>
      </ListOfContact>
    </ContactUpdate_Input>
  </soap:Body>
</soap:Envelope>
```



```

    </ListOfContact>
  </ContactUpdate_Input>
</soap:Body>
</soap:Envelope>

```

SBL-EAI-04423

This error code has the error symbol: IDS_XMLCNV_ERR_CMPINSTTAG

Generic Error Message

Error in XML document: expecting component instance tag *ObjectName1*, found *ObjectName2* (SBL-EAI-04423).

Causes and Solutions

The Web service request contains an element with an invalid subelement. For example, the <ListOfAccount> element expects the subelement <Account>. However, the request specifies <Contact>.

Error Message

Error in XML document: expecting component instance tag Contact, found Account (SBL-EAI-04423).

Incorrect SOAP Request

In the following incorrect SOAP request, the <Account> element is not a child element of <ListOfContact>:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>

      <wsse:UsernameToken>

        <wsse:Username>%%USERNAMER%%</wsse:Username>

        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>

      </wsse:UsernameToken>

    </wsse:Security>

  </soap:Header>

  <soap:Body>

    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">

```

```
<ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
  <Account>
    <ContactFirstName />
    <ContactType />
  </Account>
</ListOfContact>
</ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>
```

Resolving Error SBL-EAI-04423

You must check all the input elements and subelements are correct.

To resolve error SBL-EAI-04423

- 1 Log in to Oracle CRM On Demand and download a relevant WSDL.
- 2 Compare your request with the WSDL to ensure that all input elements and corresponding subelements in the Web service request are correct.

Correcting the SOAP Request

To correct the SOAP request, in the element <ListOfContact>, replace <Account> with the correct child element <Contact>:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Header>
    <wsse: Security>
      <wsse: UsernameToken>
        <wsse: Username>%%USERNAME%%</wsse: Username>
        <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
      </wsse: UsernameToken>
    </wsse: Security>
  </soap: Header>
  <soap: Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
        <Contact>
```

```

        <ContactFirstName />
        <ContactType />
    </Contact>
</ListOfContact>
</ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>

```

SBL-EAI-04471

This error code has no error symbol.

Generic Error Message

BookId '%1' is invalid or User has no required permission to access the specified Book (SBL-EAI-04471).

Causes and Solutions

The Web service user specified in the SOAP request is not associated with the Book specified in the BookName field of the QueryPage request.

Error Message

BookId '1QA2-1VXZNZ' is invalid or User has no required permission to access the specified Book(SBL-EAI-04471).

Incorrect SOAP Request

In the following incorrect SOAP request, the Book, called Book C, specified in the BookName argument is not accessible by the Web Service user that is performing the request:

```

<?xml version="1.0" encoding="utf-16"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Header>
    <wss: Security>
      <wss: UsernameToken>
        <wss: Username>%%USERNAME%%</wss: Username>
        <wss: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss: Password>
      </wss: UsernameToken>
    </wss: Security>

```

```
</soap: Header>
<soap: Body>
  <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <BookName>Book C</BookName>
    <ListOfContact>
      <Contact>
        <ContactFirstName />
        <ContactLastName />
        <ListOfNote>
          <Note>
            <Subject />
          </Note>
        </ListOfNote>
      </Contact>
    </ListOfContact>
  </ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>
```

Resolving Error SBL-EAI-04471 Part 1

One possible solution is to check that the Web service user is added to the required book.

To add the user to the book

- 1 Log in to Oracle CRM On Demand.
- 2 In the upper-right corner of any page, click the Admin global link.
- 3 In the User Management and Access Controls section, click the Book Management link.
- 4 Click the required Book.
- 5 In the Book Users tab, click Add Users to add the user to the Book.

Resolving Error SBL-EAI-04471 Part 2

A second possible solution is to modify the SOAP request to specify a book with which the user is associated.

To list the books assigned to the user and to modify the SOAP request

- 1 Log in to Oracle CRM On Demand.
- 2 In the upper-right corner of any page, click the Admin global link.

- 3 In the User Management and Access Controls section, click the User Management and Access Controls link.
- 4 In the User and Group Management section, click the User Management link.
- 5 Click the Last Name link for the required user.

The list of books assigned to the user is displayed in the Assigned Books related applet. For more information on assigning books to users, see *Oracle CRM On Demand Online Help*.

Correcting the SOAP Request

If you followed the procedure to list the assigned books for a user, then you must perform the correction to the SOAP request as shown in the following example. To correct the SOAP request, replace the book name, Book C, with a correct book name, for example, Book A:

```
<?xml version="1.0" encoding="utf-16"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <BookName>Book A</BookName>
      <ListOfContact>
        <Contact>
          <ContactFirstName />
          <ContactLastName />
          <ListOfNote>
            <Note>
              <Subject />
            </Note>
          </ListOfNote>
        </Contact>
      </ListOfContact>
    </ContactQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

```
</soap: Body>  
</soap: Envelope>
```

SBL-EAI-04447

This error code has no error symbol.

Generic Error Message

PageSize method argument cannot be greater than '100' specified by the server parameter 'MaximumPageSize' (SBL-EAI-04447).

Causes and Solutions

The request specifies the maximum number of records to be returned if the response is greater than 100.

Error Message

PageSize method argument cannot be greater than '100' specified by the server parameter 'MaximumPageSize' (SBL-EAI-04447).

Incorrect SOAP Request

In the following incorrect SOAP request, the pagesize value is 200:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>  
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">  
  <soap:Body>  
    <AccountQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/account/">  
      <ListOfAccount pagesize="200">  
        <Account>  
          <AccountName />  
        </Account>  
      </ListOfAccount>  
    </AccountQueryPage_Input>  
  </soap:Body>  
</soap:Envelope>
```

Resolving Error SBL-EAI-04447

Specify the value for the pagesize argument so that it does not exceed 100.

Correcting the SOAP Request

To correct the SOAP request, set the PageSize value to be less than or equal to 100:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <AccountQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/account/">
      <ListOfAccount pageSize="100">
        <Account>
          <AccountName />
        </Account>
      </ListOfAccount>
    </AccountQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-EAI-08025

This error code has no error symbol.

Generic Error Message

Namespace value '*Namespace Of SOAPAction*' in SOAPAction does not match Namespace value '*Namespace of Input*' in xml tag '*InputMessageElementName*' (SBL-EAI-08025).

Causes and Solutions

The error has two possible causes.

First Cause

The namespace value specified for the SOAPAction HTTP header or for the input message is not correct.

Error Message

Namespace value 'urn:crmondemand/ws/ecbs/contact/' in SOAPAction does not match Namespace value 'urn:crmondemand/ws/ecbs/contactnamespace/' in xml tag 'ContactUpdate_Input' (SBL-EAI-08025).

Incorrect SOAP Request

In the following incorrect SOAP request, the namespace value specified for the following input message is incorrect:

```
<ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contactnamespace/">
```

The namespace value does not match the namespace value specified in the SOAPAction HTTP header:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
```

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

```
  <soap:Header>
```

```
    <wsse:Security>
```

```
      <wsse:UsernameToken>
```

```
        <wsse:Username>%%USERNAME%%</wsse:Username>
```

```
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
```

```
      </wsse:UsernameToken>
```

```
    </wsse:Security>
```

```
  </soap:Header>
```

```
  <soap:Body>
```

```
    <ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contactnamespace/">
```

```
      <ListOfContact>
```

```
        <Contact>
```

```
          <Id>ADSA-9MZ80K</Id>
```

```
          <ContactEmail>d@d.com</ContactEmail>
```

```
        </Contact>
```

```
      </ListOfContact>
```

```
    </ContactUpdate_Input>
```

```
  </soap:Body>
```

```
</soap:Envelope>
```

Resolving Error SBL-EAI-08025

You must verify the namespaces in your SOAP request and the SOAPAction HTTP header.

To resolve error SBL-EAI-08025

- 1 Log in to Oracle CRM On Demand and download a relevant WSDL.
- 2 Compare your request with the WSDL to ensure that correct namespaces are used in the request and the SOAPAction HTTP header.

Correcting the SOAP Request

To correct the SOAP request, replace the incorrect namespace value with the correct namespace value:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wss:Security>

      <wss:UsernameToken>

        <wss:Username>%%USERNAME%%</wss:Username>

        <wss:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss:Password>

      </wss:UsernameToken>

    </wss:Security>

  </soap:Header>

  <soap:Body>

    <ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contact/">

      <ListOfContact>

        <Contact>

          <Id>ADSA-9MZ80K</Id>

          <ContactEmail>d@d.com</ContactEmail>

        </Contact>

      </ListOfContact>

    </ContactUpdate_Input>

  </soap:Body>

</soap:Envelope>
```

Second Cause

A namespace must be specified in the input message tag, <ContactUpdate_Input>.

Error Message

Namespace value 'urn:crmondemand/ws/ecbs/contact/' in SOAPAction HTTP header does not match Namespace value '' in xml tag 'ContactUpdate_Input' (SBL-EAI-08025).

Incorrect SOAP Request

In the following incorrect SOAP request, a namespace must be specified in the <ContactUpdate_Input> element:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
```

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

```
  <soap:Header>
    <wss:Security>
      <wss:UsernameToken>
        <wss:Username>%%USERNAME%%</wss:Username>
        <wss:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss:Password>
      </wss:UsernameToken>
    </wss:Security>
  </soap:Header>
  <soap:Body>
    <ContactUpdate_Input>
      <ListOfContact>
        <Contact>
          <Id>ADSA-9MZ80K</Id>
          <ContactEmail>d@d.com</ContactEmail>
        </Contact>
      </ListOfContact>
    </ContactUpdate_Input>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-08025

You must verify the namespace value.

To resolve error SBL-EAI-08025

- 1 Log in to Oracle CRM On Demand and download a relevant WSDL.
- 2 Compare your request with the WSDL to ensure that the SOAPAction namespace, and all elements within the body of the SOAP message, have a specified namespace value.

Correcting the SOAP Request

To correct the SOAP request, add a namespace so that the input message element becomes, for example:

```
<ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
```

```

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactUpdate_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact>
        <Contact>
          <Id>ADSA-9MZ80K</Id>
          <ContactEmail>d@d.com</ContactEmail>
        </Contact>
      </ListOfContact>
    </ContactUpdate_Input>
  </soap:Body>
</soap:Envelope>

```

SBL-EAI-13002

This error code has no error symbol.

Generic Error Message

Field '*FieldIntegrationTag*' in the integration component '*RecordType*' instance contains invalid query expression: *QueryExpression* (SBL-EAI-13002).

NOTE: If the custom WSDL is used, then the custom integration tag is returned for custom fields. However, if the generic WSDL is used, then the generic integration tag is returned for custom fields.

Causes and Solutions

The query expression is incorrect. This error is often returned with errors [SBL-EAI-13005 on page 77](#), [SBL-EAI-13006 on page 79](#), and [SBL-EAI-13010 on page 81](#).

Error Message

Field 'ContactType' in the integration component 'Contact' instance contains invalid query expression: =='Customer' (SBL-EAI-13002).

Incorrect SOAP Request

In the following incorrect SOAP request, the query expression to query ContactType is not valid because there is an extra equal sign, as in the following: =='Customer'

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wss:Security>
      <wss:UsernameToken>
        <wss:Username>%%USERNAME%%</wss:Username>
        <wss:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss:Password>
      </wss:UsernameToken>
    </wss:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
        <Contact>
          <ContactFirstName />
          <ContactType>=='Customer' </ContactType>
        </Contact>
      </ListOfContact>
    </ContactQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-13002

Ensure that all query expressions in the request use valid operators and values and that all query expressions are formatted correctly.

Correcting the SOAP Request

To correct the SOAP request, remove one of the equal signs in the ContactType query expression:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
```

```

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
        <Contact>
          <ContactFirstName />
          <ContactType>=' Customer' </ContactType>
        </Contact>
      </ListOfContact>
    </ContactQueryPage_Input>
  </soap:Body>
</soap:Envelope>

```

SBL-EAI-13005

This error code has no error symbol.

Generic Error Message

Unmatched quotes: LiteralData (SBL-EAI-13005).

Causes and Solutions

Quotation marks are missing from the query value. This error is often returned with error ["SBL-EAI-13002" on page 75](#).

Error Message

Unmatched quotes: 'Customer' (SBL-EAI-13005).

Incorrect SOAP Request

In the following incorrect SOAP request, the quotation marks in the ContactType query expression do not match because there are only three quotation marks in the expression:

```
<?xml version="1.0" encoding="UTF-8"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>

      <wsse:UsernameToken>

        <wsse:Username>%%USERNAME%%</wsse:Username>

        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>

      </wsse:UsernameToken>

    </wsse:Security>

  </soap:Header>

  <soap:Body>

    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">

      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">

        <Contact>

          <ContactFirstName />

          <ContactType>=' Customer' ' </ContactType>

        </Contact>

      </ListOfContact>

    </ContactQueryPage_Input>

  </soap:Body>

</soap:Envelope>
```

Resolving Error SBL-EAI-13005

Ensure that all query expressions in the Web service request have quotation marks that enclose literal data. Literal data must be enclosed in single quotation marks. If you want to use a single quotation mark within a literal, place another single quotation mark immediately beside that quotation mark. For more information on query syntax, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, the quotation marks in the ContactType query expression must match.

The query looks for ContactType = Customer" so you must add another quotation mark to the query expression:

```
<?xml version="1.0" encoding="UTF-8"?>
```

```

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wss:Security>
      <wss:UsernameToken>
        <wss:Username>%%USERNAME%%</wss:Username>
        <wss:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss:Password>
      </wss:UsernameToken>
    </wss:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
        <Contact>
          <ContactFirstName />
          <ContactType>=' Customer' </ContactType>
        </Contact>
      </ListOfContact>
    </ContactQueryPage_Input>
  </soap:Body>
</soap:Envelope>

```

SBL-EAI-13006

This error code has no error symbol.

Generic Error Message

Invalid operator: *QueryExpression* (SBL-EAI-13006).

Causes and Solutions

The query expression does not contain a valid operator. This error is often returned with error [“SBL-EAI-13002”](#) on page 75.

Error Message

Invalid operator: like 'Customer%' (SBL-EAI-13006).

Incorrect SOAP Request

In the following ContactType query expression, like is an invalid operator.

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>

      <wsse:UsernameToken>

        <wsse:Username>%%USERNAME%%</wsse:Username>

        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>

      </wsse:UsernameToken>

    </wsse:Security>

  </soap:Header>

  <soap:Body>

    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">

      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">

        <Contact>

          <ContactFirstName />

          <ContactType>Like 'Customer%' </ContactType>

        </Contact>

      </ListOfContact>

    </ContactQueryPage_Input>

  </soap:Body>

</soap:Envelope>
```

Resolving Error SBL-EAI-13006

Ensure that all query expressions in the request use valid operators. Operators are case-sensitive. For more information on valid query operators, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request, replace the like operator with LIKE:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>
```



```

    <wsse: UsernameToken>
      <wsse: Username>%%USERNAME%%</wsse: Username>
      <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-
profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
    </wsse: UsernameToken>
  </wsse: Security>
</soap: Header>
<soap: Body>
  <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
      <Contact>
        <ContactFirstName />
        <ContactType>LIKE 'Customer%' </ContactType>
      </Contact>
    </ListOfContact>
  </ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>

```

SBL-EAI-13010

This error code has no error symbol.

Generic Error Message

Unexpected text: *String* (SBL-EAI-13010).

Causes and Solutions

The error has two possible causes.

First Cause

The query expression is incorrect when a string follows a valid query value that is enclosed by quotation marks. This error is often returned with error ["SBL-EAI-13002" on page 75](#).

Error Message

Unexpected text: abcdedf (SBL-EAI-13010).

Incorrect SOAP Request

In the following incorrect SOAP request, the query expression to query ContactType is incorrect because the string *abcdedf* follows the last, single quotation mark:

```
<?xml version="1.0" encoding="UTF-8"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>

      <wsse:UsernameToken>

        <wsse:Username>%%USERNAMER%%</wsse:Username>

        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>

      </wsse:UsernameToken>

    </wsse:Security>

  </soap:Header>

  <soap:Body>

    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">

      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">

        <Contact>

          <ContactFirstName />

          <ContactType>=' Customer' abcdedf</ContactType>

        </Contact>

      </ListOfContact>

    </ContactQueryPage_Input>

  </soap:Body>

</soap:Envelope>
```

Resolving Error SBL-EAI-13010

For more information on resolving this error, see ["Resolving Error SBL-EAI-13005" on page 78](#). For more information on query syntax, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

To correct the SOAP request and to use single quotation mark as part of the literal data, you must add another quotation mark before the single quotation mark. You must also end the literal data with a single quotation mark:

```
<?xml version="1.0" encoding="UTF-8"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

```

<soap: Header>
  <wsse: Security>
    <wsse: UsernameToken>
      <wsse: Username>%%USERNAME%%</wsse: Username>
      <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
    </wsse: UsernameToken>
  </wsse: Security>
</soap: Header>
<soap: Body>
  <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
      <Contact>
        <ContactFirstName />
        <ContactType>=' Customer' ' abcdedf' </ContactType>
      </Contact>
    </ListOfContact>
  </ContactQueryPage_Input>
</soap: Body>
</soap: Envelope>

```

Second Cause

The field cannot be filtered.

Error Message

Unexpected text: >='10/21/2011 06:20:21'(SBL-EAI-13010).

Incorrect SOAP Request

When the following incorrect SOAP request queries accounts, it bases its query on the values provided in the opportunity child component's ModifiedDate field. However, the ModifiedDate field is not filterable:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Body>
    <AccountWS_AccountQueryPage_Input xmlns="urn:crmondemand/ws/account/">
      <ListOfAccount>
        <Account>

```

```
<ModifiedDate></ModifiedDate>
<AccountName />
<ListOfOpportunity>
  <Opportunity>
    <ModifiedDate>&gt;='10/21/2011 06:20:21' </ModifiedDate>
  </Opportunity>
</ListOfOpportunity>
</Account>
</ListOfAccount>
</AccountWS_AccountQueryPage_Input>
</soap:Body>
</soap:Envelope>
```

Resolving Error SBL-EAI-13010

Make sure that all fields can be filtered. For Web Services v1.0 API, all fields in the parent objects can be filtered and some fields on child objects can be filtered.

For a list of fields that can be filtered for each object in Web Services v1.0, see *Oracle Web Services On Demand Guide*.

If you perform a search based on the child field, the request can be done through Web Services v2.0 API if the child field also exists in the Web Services v2.0 API. However, in Web Services v2.0, all parent records matching the parent criteria and only child records matching the child criteria are returned.

Correcting the SOAP Request

To correct the SOAP request, convert your SOAP request to use Web Services v2.0 API.

NOTE: This request returns all the accounts even if their opportunity child records do not have a modified date, for example:

```
>= '10/21/2011 06:20:21'
```

However, if the opportunity child record of the account has a modified date that matches the search criteria, then the opportunity child record is also returned.

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <AccountQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/account/">
      <ListOfAccount>
        <Account>
          <ModifiedDate></ModifiedDate>
          <AccountName />
        </Account>
      </ListOfAccount>
    </AccountQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

```

    <ListofOpportunity>
      <Opportunity>
        <ModifiedDate>&gt;=' 10/21/2011 06: 20: 21' </ModifiedDate>
      </Opportunity>
    </ListofOpportunity>
  </Account>
</ListofAccount>
</AccountQueryPage_Input>
</soap: Body>
</soap: Envelope>

```

SBL-ODS-00156

This error code has no error symbol.

Generic Error Message

File Transfer Service state for this context is missing or malformed (SBL-ODS-00156).

Causes and Solutions

Multiple concurrent requests to upload attachment files are being sent to Oracle CRM On Demand.

Error Message

File Transfer Service state for this context is missing or malformed (SBL-ODS-00156).

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODS-00187

When adding attachment files to Oracle CRM On Demand through Web services, make sure that the requests are sent sequentially as the attachment framework does not support concurrent requests.

Correcting the SOAP Request

Not applicable.

SBL-ODS-00187

This error code has no error symbol.

Generic Error Message

'ObjectName' is not a valid object name (SBL-ODS-00187).

Causes and Solutions

The object name does not exist in Oracle CRM On Demand.

Error Message

PlanOpportunities is not a valid object name (SBL-ODS-00187).

Incorrect SOAP Request

In the following incorrect SOAP request, the record type PlanOpportunities is invalid:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <PicklistWS_GetPicklistValues_Input xmlns="urn:crmondemand/ws/picklist/">
      <RecordType>PlanOpportunities</RecordType>
      <FieldName>IndexedPick0</FieldName>
      <LanguageCode>ENU</LanguageCode>
    </PicklistWS_GetPicklistValues_Input>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-ODS-00187

Check the Web service request to ensure that the name passed in as input to invoke a Web service method matches an object or record type name in Oracle CRM On Demand. This field does not take query expressions, and the field value does not have to be enclosed in single quotation marks.

Correcting the SOAP Request

To correct the SOAP request, map PlanOpportunities to the name CRMODLS_PlanOpportunities. For more information, see *Oracle Web Services On Demand Guide*.

Change PlanOpportunities to CRMODLS_PlanOpportunities:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <PicklistWS_GetPicklistValues_Input xmlns="urn:crmondemand/ws/picklist/">
      <RecordType>CRMODLS_PlanOpportunities</RecordType>
      <FieldName>IndexedPick0</FieldName>
      <LanguageCode>ENU</LanguageCode>
    </PicklistWS_GetPicklistValues_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-ODS-49009

This error code has no error symbol.

Generic Error Message

You have reached your limit of type '*fieldtype*' optimized custom fields available for '*recordtype*' (SBL-ODS-49009).

Causes and Solutions

Your Web service request attempted to create an optimized custom field, but the maximum number of optimized custom fields for this record type already exists. The number of available optimized fields that are available is limited.

Error Message

You have reached your limit of type 'Checkbox' optimized custom fields available for 'CustomObject5'(SBL-ODS-49009).

Incorrect SOAP Request

In the following incorrect SOAP request, the data:Optimized parameter is set to true. However, optimized fields are no longer available for the check box field type for this record type:

```
<?xml version="1.0" encoding="utf-16"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:fiel="urn:crmondemand/ws/odesabs/fielmanagement/" xmlns:data="urn:/crmondemand/xml/fielmanagement/data">
  <soapenv:Header></soapenv:Header>
  <soapenv:Body>
    <fiel:FielManagementCreate_Input>
      <data:CustomFiel d>
        <!--You may enter the following 12 items in any order-->
        <data:ObjectName>CustomObject5</data:ObjectName>
        <data:DisplayName>Fiel dName</data:DisplayName>
        <data:CustomFiel dType>Checkbox</data:CustomFiel dType>
        <!--Optional : -->
        <data:IntegrationTag></data:IntegrationTag>
        <!--Optional : -->
        <data:GenericIntegrationTag></data:GenericIntegrationTag>
        <!--Optional : -->
        <data:Required>>false</data:Required>
        <!--Optional : -->
        <data:ReadOnly>>false</data:ReadOnly>
        <data:Optimized>true</data:Optimized>
      </data:CustomFiel d>
    </fiel:FielManagementCreate_Input>
  </soapenv:Body>
</soapenv:Envelope>
```

Resolving Error SBL-ODS-49009

There are no more optimized fields available for the check box field type, so you must set the data:Optimized parameter to false.

Correcting the SOAP Request

To correct the SOAP request, set the data:Optimized parameter to false:


```

<?xml version="1.0" encoding="utf-16"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:field="urn:crmondemand/ws/odesabs/fieldmanagement/" xmlns:data="urn:/crmondemand/xml/fieldmanagement/data">
  <soapenv:Header></soapenv:Header>
  <soapenv:Body>
    <field:FieldManagementCreate_Input>
      <data:CustomField>
        <!--You may enter the following 12 items in any order-->
        <data:ObjectName>CustomObject5</data:ObjectName>
        <data:DisplayName>FieldName</data:DisplayName>
        <data:CustomFieldType>Checkbox</data:CustomFieldType>
        <!--Optional: -->
        <data:IntegrationTag></data:IntegrationTag>
        <!--Optional: -->
        <data:GenericIntegrationTag></data:GenericIntegrationTag>
        <!--Optional: -->
        <data:Required>>false</data:Required>
        <!--Optional: -->
        <data:ReadOnly>>false</data:ReadOnly>
        <data:Optimized>>false</data:Optimized>
      </data:CustomField>
    </field:FieldManagementCreate_Input>
  </soapenv:Body>
</soapenv:Envelope>

```

SBL-ODS-49016

This error code has no error symbol.

Generic Error Message

Custom field of type '*fieldtype*' is not supported for record type '*recordtype*' (SBL-ODS-49016).

Causes and Solutions

A small number of record types can support an optimized field type even though they do not support a standard nonoptimized field type. For example, the record type Sales Assessment template supports an optimized custom long text field, but it does not support a regular custom long text field. For such record types, in Oracle CRM On Demand Web services, you must explicitly set the data:Optimized parameter to true when you create a custom field. If you do not set the data:Optimized parameter to true, then Oracle CRM On Demand Web services displays this error when no regular custom fields are available.

NOTE: The following record types do not support regular custom fields, but they support optimized fields: Sales Assessment Template, Product Indication, Opportunity Team, Account Team, Lead Team, Business Plan Team, and Service Request Team.

Error Message

Custom field of type 'Picklist' is not supported for record type 'Sales Assessment Template'. (SBL-ODS-49016).

Incorrect SOAP Request

In the following incorrect SOAP request, the data:Optimized parameter is set to false.

```
<?xml version="1.0" encoding="utf-16"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:fiel="urn:crmondemand/ws/odesabs/fielmanagement/" xmlns:data="urn:/crmondemand/xml/fielmanagement/data">
  <soapenv:Header></soapenv:Header>
  <soapenv:Body>
    <fiel:FielManagementCreate_Input>
      <data:CustomFielId>
        <!--You may enter the following 12 items in any order-->
        <data:ObjectName>Sales Assessment Template</data:ObjectName>
        <data:DisplayName>FielName</data:DisplayName>
        <data:CustomFielType>Picklist</data:CustomFielType>
        <!--Optional:-->
        <data:IntegrationTag></data:IntegrationTag>
        <!--Optional:-->
        <data:GenericIntegrationTag></data:GenericIntegrationTag>
        <!--Optional:-->
        <data:Required>>false</data:Required>
        <!--Optional:-->
        <data:ReadOnly>>false</data:ReadOnly>
        <data:Optimized>>false</data:Optimized>
      </data:CustomFielId>
    </fiel:FielManagementCreate_Input>
  </soapenv:Body>
</soapenv:Envelope>
```

```

    </fi el : Fi el dManagementCreate_I nput>
  </soapenv: Body>
</soapenv: Envel ope>

```

Resolving Error SBL-ODS-49016

Set the data:Optimized parameter to true. If optimized fields are available for this record type, then the record type might support the field type.

Correcting the SOAP Request

To correct the SOAP request, set the data:Optimized parameter to true:

```

<?xml versi on="1.0" encodi ng="utf-16"?>
<soapenv: Envel ope xml ns: soapenv="http://schemas.xml soap.org/soap/envel ope/" xml ns: fi el ="urn: crmondemand/
ws/odesabs/fi el dmanagement/" xml ns: data="urn: /crmondemand/xml /fi el dmanagement/data">
  <soapenv: Header></soapenv: Header>
  <soapenv: Body>
    <fi el : Fi el dManagementCreate_I nput>
      <data: CustomFi el d>
        <!--You may enter the following 12 items in any order-->
        <data: Obj ectName>Sal es Assessment Templ ate</data: Obj ectName>
        <data: Di spl ayName>Fi el dName</data: Di spl ayName>
        <data: CustomFi el dType>Pi ckl i st</data: CustomFi el dType>
        <!--Opti onal : -->
        <data: I ntegrati onTag></data: I ntegrati onTag>
        <!--Opti onal : -->
        <data: Generi cI ntegrati onTag></data: Generi cI ntegrati onTag>
        <!--Opti onal : -->
        <data: Requi red>fal se</data: Requi red>
        <!--Opti onal : -->
        <data: ReadOnl y>fal se</data: ReadOnl y>
        <data: Opti mi zed>true</data: Opti mi zed>
      </data: CustomFi el d>
    </fi el : Fi el dManagementCreate_I nput>
  </soapenv: Body>
</soapenv: Envel ope>

```

SBL-ODS-50642

This error code has no error symbol.

Generic Error Message

One or more required fields are missing. You must provide a value for PrimaryId or PrimaryExternalSystemId, DuplicateId or DuplicateExternalSystemId (SBL-ODS-50642).

Causes and Solutions

When invoking the MergeRecords method to merge two records, the required combination parameters PrimaryId or PrimaryExternalSystemId and DuplicateId or DuplicateExternalSystemId is missing.

Error Message

One or more required fields are missing. You must provide a value for PrimaryId or PrimaryExternalSystemId, DuplicateId or DuplicateExternalSystemId (SBL-ODS-50642).

Incorrect SOAP Request

In the following incorrect SOAP request, a value for <DuplicateExternalSystemId> or <DuplicateId> is not provided:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wssse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wssse:Security>
      <wssse:UsernameToken>
        <wssse:Username>%%USERNAME%%</wssse:Username>
        <wssse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wssse:Password>
      </wssse:UsernameToken>
    </wssse:Security>
  </soap:Header>
  <soap:Body>
    <MergeRecordsWS_MergeRecords_Input xmlns="urn:crmondemand/ws/mergerecords/">
      <PrimaryId>ADSA-9L5KXH</PrimaryId>
      <PrimaryExternalSystemId />
      <DuplicateExternalSystemId />
      <DuplicateId />
      <MergeWhenPrimaryBlank>true</MergeWhenPrimaryBlank>
      <RecordType>Contact</RecordType>
    </MergeRecordsWS_MergeRecords_Input>
  </soap:Body>
```

```
</soap:Envelope>
```

Resolving Error SBL-ODS-50642

Check the request to ensure either a PrimaryId or PrimaryExternalSystemId field is present, and also make sure that either the DuplicateId or DuplicateExternalSystemId field is present.

Correcting the SOAP Request

To correct the SOAP request, add either a value for <DuplicateExternalSystemId> or <DuplicateId> to your Web service request:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <MergeRecordsWS_MergeRecords_Input xmlns="urn:crmondemand/ws/mergerecords/">
      <PrimaryId>ADSA-9L5KXH</PrimaryId>
      <PrimaryExternalSystemId />
      <DuplicateExternalSystemId>ABC1212</DuplicateExternalSystemId>
      <DuplicateId />
      <MergeWhenPrimaryBlank>true</MergeWhenPrimaryBlank>
      <RecordType>Contact</RecordType>
    </MergeRecordsWS_MergeRecords_Input>
  </soap:Body>
</soap:Envelope>
```

SBL-ODS-50644

This error code has no error symbol.

Generic Error Message

Record not found, either the Primary or Duplicate record was not found (SBL-ODS-50644).

Causes and Solutions

One possible cause is that both the primary record that is based on PrimaryId or PrimaryExternalSystemId and the duplicate record that is based on DuplicateId or DuplicateExternalSystemId does not exist in Oracle CRM On Demand. A second cause could be that either the primary record or the duplicate record does not exist in Oracle CRM On Demand. For more information on PrimaryId, PrimaryExternalSystemId, DuplicateId or DuplicateExternalSystemId, see *Oracle Web Services On Demand Guide*.

For either primary or duplicate record, when both the Row ID and the External System ID are provided, then the Row ID is used to search for the record:

- If the Row ID is incorrect and the External System ID is correct, then this error occurs. For example, if PrimaryId is specified and incorrect, while PrimaryExternalSystemId is specified and correct, then an error occurs.
- If the Row ID is correct and the External System ID is incorrect, then this error does not occur. For example, if PrimaryId is specified and correct and PrimaryExternalSystemId is specified and incorrect, then no errors will occur.

Error Message

Record not found, either the Primary or Duplicate record was not found (SBL-ODS-50644).

Incorrect SOAP Request

In the following incorrect SOAP request, a record with the ID ADSA-9L5KXI or with the ID C0089009 does not exist in Oracle CRM On Demand:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <MergeRecordsWS_MergeRecords_Input xmlns="urn:crmondemand/ws/mergerecords/">
```

```

    <PrimaryId>ADSA-9L5KXI </PrimaryId>
    <PrimaryExternalSystemId />
    <DuplicateExternalSystemId>C0089009</DuplicateExternalSystemId>
    <DuplicateId />
    <MergeWhenPrimaryBlank>true</MergeWhenPrimaryBlank>
    <RecordType>Contact</RecordType>
  </MergeRecordsWS_MergeRecords_Input>
</soap: Body>
</soap: Envelope>

```

Resolving Error SBL-ODS-50644

Check the Web service request to ensure that the PrimaryId or PrimaryExternalSystemId fields match a record in Oracle CRM On Demand. Also check that the DuplicateId or DuplicateExternalSystemId fields match a record in Oracle CRM On Demand. The Id fields are case sensitive and cannot contain query expressions.

Correcting the SOAP Request

To correct the SOAP request, ensure that both records exist in Oracle CRM On Demand and that the correct IDs are specified:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wss="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Header>
    <wss: Security>
      <wss: UsernameToken>
        <wss: Username>%%USERNAME%%</wss: Username>
        <wss: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wss: Password>
      </wss: UsernameToken>
    </wss: Security>
  </soap: Header>
  <soap: Body>
    <MergeRecordsWS_MergeRecords_Input xmlns="urn:crmondemand/ws/mergerecords/">
      <PrimaryId>ADSA-9L5KXH</PrimaryId>
      <PrimaryExternalSystemId />
      <DuplicateExternalSystemId>ABC1212</DuplicateExternalSystemId>
      <DuplicateId />
      <MergeWhenPrimaryBlank>true</MergeWhenPrimaryBlank>
    </MergeRecordsWS_MergeRecords_Input>
  </soap: Body>
</soap: Envelope>

```

```
<RecordType>Contact</RecordType>
</MergeRecordsWS_MergeRecords_Input>
</soap: Body>
</soap: Envelope>
```

SBL-ODU-01003

This error code has no error symbol.

Generic Error Message

The concurrent Web services session limit quota has been reached. Please ensure that all unused Web services sessions have been logged off and retry your request. (SBL-ODU-01003)

Causes and Solutions

Oracle CRM On Demand Web services has reached the maximum number of concurrent stateful sessions for a company.

Error Message

The concurrent Web services session limit quota has been reached. Please ensure that all unused Web services sessions have been logged off and retry your request. (SBL-ODU-01003)

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01003

Ensure that all unused stateful Web services sessions have been logged off. Try the request again when there are a lower number of open stateful sessions.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01004

This error code has no error symbol.

Generic Error Message

Request exceeded the limit of 28,800 KB.

Causes and Solutions

This Web service request has exceeded the maximum size for a Web service request.

Error Message

Request exceeded the limit of 28,800 KB.

Incorrect SOAP Request

The following incorrect SOAP request exceeds the maximum size for a Web service request. In the following SOAP request, ellipses indicate a large number of characters that are not shown in the request:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <AccountInsert_Input xmlns="urn:crmondemand/ws/ecbs/account/10/2004">
      <ListOfAccount>
        <Account>
          <Id>ADSA-A70KTQ</Id>
          <ListOfAttachment>
            <Attachment>
              <FileNameOrURL>Attached</FileNameOrURL>
              <FileExtension>doc</FileExtension>
              <DisplayFileName>A Doc Attachment</DisplayFileName>
              <Attachment AttachmentIsTextData="true">OM8R4KGxGuEAAAAAAAAAAAAAAAAAAAAA
OM8R4KGxGuEAAAAAAAAAAAAAAAAAAAAAOM8R4KGxGuEAAAAA... AAAAAAAAAAAAA</Attachment>
            </Attachment>
          </ListOfAttachment>
        </Account>
      </ListOfAccount>
    </AccountInsert_Input>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-ODU-01004

Make sure that the size of the Web service request does not exceed the limit for a Web service request. The default value is 28,800 KB.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01005

This error code has no error symbol.

Generic Error Message

The maximum rate of requests was exceeded. Please try again in *X* ms.

Causes and Solutions

This error is returned when the interval between Web service requests in a session is less than the default interval of 50 milliseconds. If the interval is less than 50 milliseconds, it is highly likely that the limit of 20 requests in a session per second will be exceeded.

Error Message

The maximum rate of requests was exceeded. Please try again in 30 ms.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01005

Try the request again after *X* milliseconds, where *X* is the number of milliseconds as returned in the error message. The default value is 20 requests for each second which means that the interval between 2 requests must be 50 ms (=1000ms/20requests).

Ensure that the number of Web service requests in a session for 1 second does not exceed the limit by sending requests at least 50ms apart. For more information on Web Services Request Rate, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01006

This error code has no error symbol.

Generic Error Message

Sign-in Error: Unknown User Sign In ID or password. Make sure your Caps Lock key is off and try again.

Causes and Solutions

This error has the following possible causes:

- Oracle CRM On Demand does not recognize the company sign in ID in the Web service request.
- Oracle CRM On Demand does not recognize the user name in the Web service request.
- Oracle CRM On Demand does not recognize the combination of the company sign in ID, user name, and password in the Web service request.
- Oracle CRM On Demand does not recognize the authentication token content from the Web service request header.

Error Message

Sign-in Error: Unknown User Sign In ID or password. Make sure your Caps Lock key is off and try again.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01006

Ensure that the company sign in ID, user name and password are correct in the SOAP request. The password is case sensitive.

Ensure that any authentication token used in a SOAP request is supported by Oracle CRM On Demand and that the SOAP request correctly defines the authentication token.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01011

This error code has no error symbol.

Generic Error Message

The server is currently busy processing a prior request for you. Please try your request again later.

Causes and Solutions

This error code is for a number of generic system errors that might occur.

First Cause

One possible error is that Oracle CRM On Demand Web services has reached the maximum number of queued Web services requests while waiting for a free Object Manager session.

Error Message

The server is currently busy processing a prior request for you. Please try your request again later.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01011

Resubmit the Web service request at a later time.

Correcting the SOAP Request

Not applicable.

Second Cause

One possible error is that the user who is processing the Web service on Oracle CRM On Demand Web services is not using active, user login credentials.

Error Message

Your account is disabled. Please contact your Administrator to enable your account.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01011

Ensure that the user processing the Web service request is using active, user login credentials.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01012

This error code has no error symbol.

Generic Error Message

The server is temporarily unavailable. Please try again later.

Causes and Solutions

The Object Manager is unavailable, which might be because of one of the following conditions:

- The maximum number of Object Manager tasks has been reached, or the Maximum Tasks Limit has been reached.
- The physical Object Manager server or the Object Manager components are out of service.

Error Message

The server is temporarily unavailable. Please try again later.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01012

Resubmit the Web service request again at exponentially increasing levels. For example, you can resubmit the request again at increasing intervals like 100ms, 200ms, 400ms, 1600ms and so on.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01013

This error code has no error symbol.

Generic Error Message

Unable to establish Web service session, please retry your request or contact your company administrator.

Causes and Solutions

The JSESSIONID you supplied in the request is not valid or has expired.

Error Message

Unable to establish Web service session, please retry your request or contact your company administrator.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01013

Resubmit the Web service request with a valid JSESSIONID or with valid credentials to re-authenticate the user for a new session. For more information on JSESSIONID, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01016

This error code has no error symbol.

Generic Error Message

Your company policy dictates that you may not sign in from your current network location. Contact your company's Oracle CRM On Demand Administrator or Customer Care for details.

Causes and Solutions

You tried to log in from an IP address that is not in the range that was configured by your company administrator.

Error Message

Your company policy dictates that you may not sign in from your current network location. Contact your company's Oracle CRM On Demand Administrator or Customer Care for details.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01016

Ensure that you log in from an IP address in the range that was configured by your company administrator. For more information on valid IP ranges and security settings in Oracle CRM On Demand, see *Oracle CRM On Demand Online Help*.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01018

This error code has no error symbol.

Generic Error Message

Your company name is incorrect (Company: %). Please contact your company administrator for more information.(SBL-ODS-00444).

Causes and Solutions

You tried to retrieve an Intersite Transfer Service (ITS) URL, but you specified an invalid Single Sign-On Company Identifier.

Error Message

Your company name is incorrect (Company: *Single_Sign_On_ID*). Please contact your company administrator for more information.(SBL-ODS-00444)

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01018

You must specify the correct SSO Company Identifier in the Web service request to retrieve an ITS URL. For information about inbound SSO, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

Not applicable.

SBL-ODU-01019

This error code has no error symbol.

Generic Error Message

The HTTP request header value for '%' contains invalid data.

Causes and Solutions

You specified an invalid value for the user name or password or both in the HTTP header in your requests. Also, the user name or password values might exceed 50 characters.

Error Message

The HTTP request header value for *password_or_username* contains invalid data.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-ODU-01019

Specify the correct user name and password in the HTTP headers in your request. Also an example of an invalid value is a long user name or password that is greater than the maximum of 50 characters. For more information on stateful authentication mechanisms, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

Not applicable.

SBL-SBL-13012

This error code has no error symbol.

Generic Error Message

Requests containing more than 20 objects are not allowed (SBL-SBL-13012).

Causes and Solutions

The maximum number of objects that can be sent in a single SOAP request have been reached.

Error Message

Requests containing more than 20 objects are not allowed (SBL-SBL-13012).

Incorrect SOAP Request

The following incorrect SOAP request contains 21 objects:

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wsse:Security>
      <wsse:UsernameToken>
        <wsse:Username>%%USERNAME%%</wsse:Username>
        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soap:Header>
  <soap:Body>
    <ContactInsert_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
```



```
<ListOfContact>
  <Contact>
    <ContactFirstName>Contact1</ContactFirstName>
    <ContactLastName>Contact1</ContactLastName>
  </Contact>
  <Contact>
    <ContactFirstName>Contact2</ContactFirstName>
    <ContactLastName>Contact2</ContactLastName>
  </Contact>
  <Contact>
    <ContactFirstName>Contact3</ContactFirstName>
    <ContactLastName>Contact3</ContactLastName>
  </Contact>
  <Contact>
    <ContactFirstName>Contact4</ContactFirstName>
    <ContactLastName>Contact4</ContactLastName>
  </Contact>
  <Contact>
    <ContactFirstName>Contact5</ContactFirstName>
    <ContactLastName>Contact5</ContactLastName>
  </Contact>
  <Contact>
    <ContactFirstName>Contact6</ContactFirstName>
    <ContactLastName>Contact6</ContactLastName>
  </Contact>
  <Contact>
    <ContactFirstName>Contact7</ContactFirstName>
    <ContactLastName>Contact7</ContactLastName>
  </Contact>
  <Contact>
    <ContactFirstName>Contact8</ContactFirstName>
    <ContactLastName>Contact8</ContactLastName>
  </Contact>
  <Contact>
    <ContactFirstName>Contact9</ContactFirstName>
    <ContactLastName>Contact9</ContactLastName>
  </Contact>
</ListOfContact>
```

```
</Contact>
<Contact>
  <ContactFirstName>Contact10</ContactFirstName>
  <ContactLastName>Contact10</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact11</ContactFirstName>
  <ContactLastName>Contact11</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact12</ContactFirstName>
  <ContactLastName>Contact12</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact13</ContactFirstName>
  <ContactLastName>Contact13</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact14</ContactFirstName>
  <ContactLastName>Contact14</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact15</ContactFirstName>
  <ContactLastName>Contact15</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact16</ContactFirstName>
  <ContactLastName>Contact16</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact17</ContactFirstName>
  <ContactLastName>Contact17</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact18</ContactFirstName>
  <ContactLastName>Contact18</ContactLastName>
```

```

</Contact>
<Contact>
  <ContactFirstName>Contact19</ContactFirstName>
  <ContactLastName>Contact19</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact20</ContactFirstName>
  <ContactLastName>Contact20</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact21</ContactFirstName>
  <ContactLastName>Contact21</ContactLastName>
</Contact>
</ListOfContact>
</ContactInsert_Input>
</soap: Body>
</soap: Envelope>

```

Resolving Error SBL-SBL-13012

Make sure that the Web service request does not contain more objects than the specified maximum number of objects for each request. This number is configured in Oracle CRM On Demand Web services. The default value is 20 objects.

Correcting the SOAP Request

To correct the SOAP request, reduce the number of records in the Web service request to 20 or fewer records:

```

<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<soap: Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap: Header>
    <wsse: Security>
      <wsse: UsernameToken>
        <wsse: Username>%%USERNAME%%</wsse: Username>
        <wsse: Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse: Password>
      </wsse: UsernameToken>
    </wsse: Security>
  </soap: Header>

```

```
<soap: Body>
  <ContactInsert_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
    <ListOfContact>
      <Contact>
        <ContactFirstName>Contact1</ContactFirstName>
        <ContactLastName>Contact1</ContactLastName>
      </Contact>
      <Contact>
        <ContactFirstName>Contact2</ContactFirstName>
        <ContactLastName>Contact2</ContactLastName>
      </Contact>
      <Contact>
        <ContactFirstName>Contact3</ContactFirstName>
        <ContactLastName>Contact3</ContactLastName>
      </Contact>
      <Contact>
        <ContactFirstName>Contact4</ContactFirstName>
        <ContactLastName>Contact4</ContactLastName>
      </Contact>
      <Contact>
        <ContactFirstName>Contact5</ContactFirstName>
        <ContactLastName>Contact5</ContactLastName>
      </Contact>
      <Contact>
        <ContactFirstName>Contact6</ContactFirstName>
        <ContactLastName>Contact6</ContactLastName>
      </Contact>
      <Contact>
        <ContactFirstName>Contact7</ContactFirstName>
        <ContactLastName>Contact7</ContactLastName>
      </Contact>
      <Contact>
        <ContactFirstName>Contact8</ContactFirstName>
        <ContactLastName>Contact8</ContactLastName>
      </Contact>
    </ListOfContact>
  </ContactInsert_Input>
</soap: Body>
```

```
<ContactFi rstName>Contact9</ContactFi rstName>
  <ContactLastName>Contact9</ContactLastName>
</Contact>
<Contact>
  <ContactFi rstName>Contact10</ContactFi rstName>
  <ContactLastName>Contact10</ContactLastName>
</Contact>
<Contact>
  <ContactFi rstName>Contact11</ContactFi rstName>
  <ContactLastName>Contact11</ContactLastName>
</Contact>
<Contact>
  <ContactFi rstName>Contact12</ContactFi rstName>
  <ContactLastName>Contact12</ContactLastName>
</Contact>
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  <ContactFi rstName>Contact13</ContactFi rstName>
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</Contact>
<Contact>
  <ContactFi rstName>Contact16</ContactFi rstName>
  <ContactLastName>Contact16</ContactLastName>
</Contact>
<Contact>
  <ContactFi rstName>Contact17</ContactFi rstName>
  <ContactLastName>Contact17</ContactLastName>
</Contact>
<Contact>
```

```
<ContactFirstName>Contact18</ContactFirstName>
<ContactLastName>Contact18</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact19</ContactFirstName>
  <ContactLastName>Contact19</ContactLastName>
</Contact>
<Contact>
  <ContactFirstName>Contact20</ContactFirstName>
  <ContactLastName>Contact20</ContactLastName>
</Contact>
</ListOfContact>
</ContactInsert_Input>
</soap:Body>
</soap:Envelope>
```

SBL-SBL-70172

This error code has no error symbol.

Generic Error Message

The <Web Services Allotment name> has been reached or there is insufficient capacity remaining to process your request.

Causes and Solutions

The error has two possible causes.

First Cause

You have reached the tenant's Web Services Concurrent Request Allotment.

Error Message

The Web Services Operations Allotment of <#> Operations has been reached or there is insufficient capacity remaining to process your request.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-SBL-70172

If you have reached your Web Services Operations Allotment, you can retry your request when the rolling 24-hour period has shifted in the next hour.

NOTE: Web Services Operations Allotment is measured using a rolling 24-hour period. The current usage for a tenant is equal to the sum of the usage for the current hour plus the sum of the usage of the preceding 23-hour period. The maximum number of operations depends on the value assigned to the tenant.

Correcting the SOAP Request

Not applicable.

Second Cause

You have reached the tenant's Web Services Concurrent Request Allotment.

Error Message

The Web Services Concurrent Request Allotment of <#> has been reached or there is insufficient capacity remaining to process your request.

Incorrect SOAP Request

Not applicable.

Resolving Error SBL-SBL-70172

Try to send the request again after the other active requests are completed. The maximum number of concurrent requests depends on the value assigned to the tenant. For more information on service allotments, see *Oracle Web Services On Demand Guide*.

Correcting the SOAP Request

Not applicable.

SBL-UNU-00133

This error code has no error symbol.

Generic Error Message

EAI Common Internal Error: Invalid search specification '*searchspec value*', Integration component '*Element*' does not have an integration component field with XML tag '*FieldName*' (SBL-UNU-00133).

Causes and Solutions

The searchspec value specified in the Web service request is invalid. It contains an invalid field that does not exist. In the following example, ContactNum is not a field of the contact object:

```
<Contact searchspec="[ContactNum] = 'A*' ">
```

Error Message

EAI Common Internal Error: Invalid search specification '[FirstName]='A*', Integration component 'Contact' does not have an integration component field with XML tag 'FirstName' (SBL-UNU-00133).

Incorrect SOAP Request

In the following incorrect SOAP request, the searchspec criteria "[FirstName]='A*" is invalid. FirstName is not a field of the Contact object:

```
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wssse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Header>
    <wssse:Security>
      <wssse:UsernameToken>
        <wssse:Username>%%USERNAME%%</wssse:Username>
        <wssse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wssse:Password>
      </wssse:UsernameToken>
    </wssse:Security>
  </soap:Header>
  <soap:Body>
    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">
      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">
        <Contact searchspec="[FirstName]='A*' ">
          <ContactFirstName />
          <ContactType />
        </Contact>
      </ListOfContact>
    </ContactQueryPage_Input>
  </soap:Body>
</soap:Envelope>
```

Resolving Error SBL-UNU-00133

To resolve this error you must verify the field names for the object.

To resolve error SBL-UNU-00133

- 1** Log in to Oracle CRM On Demand and download a relevant WSDL.
- 2** Compare your request with the WSDL to validate field names for the object.
- 3** Verify the searchspec value in the Web service request to ensure that the query syntax is correct and that all fields to which searchspec refers are valid.

Correcting the SOAP Request

To correct the SOAP request, replace FirstName with ContactFirstName in the searchspec criteria:

```
<?xml version="1.0" encoding="UTF-8"?>

<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:wssse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd" xmlns:xsd="http://www.w3.org/2001/XMLSchema">

  <soap:Header>

    <wsse:Security>

      <wsse:UsernameToken>

        <wsse:Username>%%USERNAME%%</wsse:Username>

        <wsse:Password Type="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-username-token-profile-1.0#PasswordText">%%PASSWORD%%</wsse:Password>

      </wsse:UsernameToken>

    </wsse:Security>

  </soap:Header>

  <soap:Body>

    <ContactQueryPage_Input xmlns="urn:crmondemand/ws/ecbs/contact/">

      <ListOfContact pagesize="5" startrownum="0" recordcountneeded="true">

        <Contact searchspec="[ContactFirstName]='A'">

          <ContactFirstName />

          <ContactType />

        </Contact>

      </ListOfContact>

    </ContactQueryPage_Input>

  </soap:Body>

</soap:Envelope>
```


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An index is not available with this guide.

