CK CourseKey

API Integrations: Error Code Dictionary

This document identifies common error messages you may encounter when syncing rostering data between your student information system and CourseKey. These are error messages logged by the CourseKey services (API endpoints) that are used by CourseKey, third-party, and customer-managed API integrations. In addition to identifying common error messages you may see in your data sync logs, entries in this document include an explanation of the error and suggestions on how to fix it.

The purpose of this document is to provide school administrators and IT personnel with guidance on troubleshooting errors for API-enabled data integrations between CourseKey and other school systems.

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The list of error messages in this document are grouped by the type of record–user, course, course member (enrollment), and course attendance session.

User Error Messages

Account missing the following fields

Error Message
400 Bad Request Response: {error: {code: 10005, message: "User missing the following fields:$THE_MISSING_PARAMS", info: {},}}

What it means	How to fix it
The *schoolID* or *issuedID* parameters are missing in the request.	1. Contact the manager of the integration to check on the settings for syncing user account data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Email must be unique

Error Message
400 Bad Request Response: {error: {message: Email must be unique", info: {},}}

What it means	How to fix it
The *email* is already assigned to another user in CourseKey. No duplicate *email* are allowed for users in CourseKey. This type of error may occur if two concurrent requests try to create a user with the same *email* simultaneously.	1. In the SIS, make sure the correct *email* is assigned to the failing user record 2. The record will be added or updated next time the integration job runs

Missing required parameter

Error Message
400 Bad Request Response: {error: {code: 2019, message: "Missing required parameter: $THE_MISSING_PARAMS", info: {},}}

What it means	How to fix it
One or more of the required parameters to create or update a user is (are) missing in the request.	1. Check the CourseKey API documentation for more information about the required parameters for creating or updating a user 2. In the SIS, make sure the missing parameter(s) is (are) provided for the failing user record 3. The record will be added or updated next time the integration job runs

School's integration configuration has not been setup

Error Message
400 Internal Server Error Response: {error: {code: 2019, message: "School's integration configuration has not been setup.", info: {},}}

Meaning	How to fix it
There is an error or a missing record for the school's configuration in CourseKey.	1. Contact the CourseKey Support team to report this error

Template Not Found

Error Message
500 Internal Server Error Response: {error: {message: "template not found.", info: {},}}

Meaning	How to fix it
There is an error in the email template that is configured for the Welcome Email. This indicates a server error.	1. Contact the CourseKey Support team to report this error

Unauthorized School

Error Message
403 Bad Request Response: {error: {code: 10005, message: "Unauthorized school: $SCHOOL_ID", info: {},}}

Meaning	How to fix it
The *schoolID* for the user to create is not authorized.	1. Contact the CourseKey Support team to report this error

User missing the following fields

Error Message
400 Bad Request Response: {error: {code: 10005, message: "User missing the following fields: $THE_MISSING_PARAMS", info: {},}}

What it means	How to fix it
The *firstName*, *lastName*, or *email* parameters are missing in the request.	1. Check the CourseKey API documentation for more information about the required parameters for creating or updating a user 2. In the SIS, make sure the missing parameter(s) is (are) provided for the failing user record 3. The record will be added or updated next time the integration job runs

userID or Email is required for updating user

Error Message
400 Bad Request Response: {error: {code: 10008, message: "userID or email is required for updating user.", info: {},}}

Meaning	How to fix it
Either the *userID* or *email* parameter is missing in the request. One of these parameters is required to update an existing user in CourseKey.	1. Contact the manager of the integration to check on the settings for syncing user account data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

User Not Found

Error Message
400 Bad Request Response: {error: {code: 10009, message: "User not found.", info: {},}}

Meaning	How to fix it
The *userID* or *email* for the user to update does not exist in CourseKey. This could be a timing issue when trying to update a user record that has not yet been created in CourseKey.	1. In the SIS, make sure the failing user account record exists 2. In CourseKey, make sure the missing user account record has already been created 3. If the user record to update has not been created, wait for the next time the integration job runs to validate that the given user has been created/updated

userID_schoolID must be unique

Error Message
400 Bad Request Response: {error: {message: "userID_schoolID must be unique.", info: {},}}

Meaning	How to fix it
A user account for the *userID* already exists in CourseKey for the destination *schoolID*. This type of error may occur if two concurrent requests try to create a user with the same *email* simultaneously.	1. In CourseKey, verify if the user account was created. If it was not created, contact the [CourseKey Support team](#) to report this error

Validation isEmail on email failed

Error Message
400 Bad Request Response:{error: {message: "Validation isEmail on email failed.", info: {},}}

Meaning	How to fix it
The *email* parameter does not have the right format, is missing the @ symbol, or does not specify the email domain.	1. In the SIS, make sure the correct email address is assigned to the failing user account record 2. The record will be added or updated next time the integration job runs

Course Error Messages

addCode must be less than 26 characters

Error Message
400 Bad Request Response: {error: {code: 10005, message: "addCode must be less than 26 characters.", info: {},}}

Meaning	How to fix
The *addCode* parameter, when defined in the request, cannot have more than 26 characters.	1. Contact the manager of the integration to check on the settings for auto-generating a course's *addCode*. If a CourseKey-managed integration, contact the [CourseKey Support team](#) to report this error 2. In the SIS, make sure the *addCode* for the failing course record is assigned 3. The record will be added next time the integration job runs

addCode must be unique

Error Message
400 Bad Request Response: {error: {code: 10005, message: "addCode must be unique.", info: {},}}

Meaning	How to fix i
The value for the *addCode* parameter is assigned to a course that exists in CourseKey already. The value for the *addCode* parameter must be unique per school.	1. Contact the manager of the integration to check on the settings for auto-generating a course's *addCode*. If a CourseKey-managed integration, contact the [CourseKey Support team](#) to report this error 2. In the SIS, make sure the *addCode* for the failing course record is not duplicated 3. The record will be added next time the integration job runs

addCode must contain only these characters: a-z (A-Z), 0-9, "~", "-", "_", ".", "!", "*", "\", "(", ")", or ","

Error Message
400 Bad Request Response: {error: {code: 10005, message: "addCode must contain only these characters: a-z (A-Z), 0-9, '~', '-', '_', '.', '!', '*', '\", '(', ')', or ','.'", info: {},}}

Meaning	How to fix i
The *addCode* parameter, when defined in the request, must only contain a-z (A-Z), 0-9, '~', '-', '_', '.', '!', '*', '\", '(', ')', or ','.'	1. Contact the manager of the integration to check on the settings for auto-generating a course's *addCode*. If a CourseKey-managed integration, contact the CourseKey Support team to report this error 2. In the SIS, make sure that the *addCode* parameter for the failing course record only contains the allowed characters 3. The record will be added next time the integration job runs

addCode must contain at least one non-numeric character

Error Message
400 Bad Request Response: {error: {code: 10005, message: "AddCode must contain at least one non-numeric character.", info: {},}}

Meaning	How to fix i
The *addCode* parameter, when defined in the request, must contain at least one non-numeric character.	1. Contact the manager of the integration to check on the settings for auto-generating a course's *addCode*. If a CourseKey-managed integration, contact the CourseKey Support team to report this error 2. In the SIS, make sure the *addCode* contains at least one non-numeric character 3. The record will be added next time the integration job runs

Admin does not exist

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Admin does not exist: $EMAIL", info: {},}}

Meaning	How to fix it
One or more of the *email* values listed for the *admin* parameter in the request does (do) not exist in CourseKey.	1. In the SIS, make sure the admin's *email* for the failing course record is correct 2. In CourseKey, make sure a user record exists for the admin's *email* of the failing course record 3. The record will be added or updated next time the integration job runs

Attempt to update the conversion data of a course that was not created with conversion

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Attempt to update the conversion data of a course that was not created with conversion.", info: {},}}

Meaning	How to fix it
There are values different than Null provided for the conversion parameters of the course to be updated in the request; however the course was not created with conversion data.	1. In the SIS, make sure the conversion parameters for the failing course have a Null value. Alternatively, change the value for the *attendanceName* parameter of the course to a conversion delivery method, and provide the required conversion parameters 2. The record will be added or updated next time the integration job runs

attendanceName is required for school with multiple attendance settings

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "attendanceName is required for school with multiple attendance settings.", info: {},}}	
Meaning	**How to fix it**
The school has a configuration with multiple attendance settings, and the value for the *attendanceName* parameter in the request does not exist. In this case, it is required to provide a value for the *attendanceName* parameter with one of the available settings (attendance names).	1. In the SIS, make sure the value provided for the *attendanceName* parameter for the failing course is one of the available attendance names configured for the school. You may contact the CourseKey Support team to check on configured attendance names for your school 2. The record will be added or updated next time the integration job runs

Attendance is already set up for this course

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "Attendance is already set up for this course.", info: {},}}	
Meaning	**How to fix it**
This is an edge case in which the integration is trying to create a course and its settings; however, the settings for the course already exist.	1. Contact the CourseKey Support team to report this error

Cannot set property 'asyncTime' of null

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Cannot set property 'asyncTime' of null.", info: {},}}

Meaning	How to fix it
A conversion *attendanceName* is provided in the request, but a Null value was provided for the *asyncTime* parameter.	1. Check the [CourseKey API documentation](#) for more information about the required parameters for creating or updating a course 2. In the SIS, make sure that a value is provided for the *asyncTime* property of the failing course. Alternatively, change the value for the *attendanceName* parameter to a non-conversion delivery method 3. The record will be added or updated next time the integration job runs

Conversion Course is already set up for this course

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Conversion Course is already set up for this course.", info: {},}}

Meaning	How to fix it
This is an edge case in which the integration is trying to create a conversion course and its settings; however, the settings for the course already exist.	1. Contact the [CourseKey Support team](#) to report this error

Conversion Course requires totalTime has to be equal to syncTime + asyncTime

Error Message	
400 Bad Request Response: {error: {code: 3103, message:Conversion Course requires totalTime has to be equal to syncTime + asyncTime.", info: {},}}	
Meaning	**How to fix it**
The *totalTime* parameter in the request is different from *syncTime* + *asyncTime*.	1. Check the [CourseKey API documentation](#) for more information about the required parameters for creating or updating a course 2. In the SIS, make sure that *totalTime* is equal to *syncTime* + *asyncTime* 3. The record will be added or updated next time the integration job runs

Conversion: Requires totalTime, syncTime, asyncTime

Error Message	
400 Bad Request Response: {error: {code: 3101, message: "Conversion Course requires totalTime, syncTime and asyncTime.", info: {},}}	
Meaning	**How to fix it**
Conversion parameters are defined in the request, but either *totalTime*, *syncTime* or *asyncTime* does not have a valid numeric. For the uniform strategy, the *totalTime*, *syncTime*, and *asyncTime* parameters are required to create a course. For the fixed strategy, the *totalTime* parameter is required to create a course.	1. Check the [CourseKey API documentation](#) for more information about the required parameters for creating or updating a course 2. In the SIS, make sure the missing parameter(s) is (are) provided for the failing course record 3. The record will be added or updated next time the integration job runs

Course does not exist

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Course does not exist.", info: {},}}

Meaning	How to fix it
The *courseID* or *addCode* for the course to update in the request does not exist. This could be a timing issue when trying to update a course record that has not yet been created in CourseKey.	1. In the SIS, make sure the failing course record exists 2. In CourseKey, make sure the missing course record has already been created 3. If the course record to update has not been created, wait for the next time the integration job runs to validate that the given course has been created/updated

Course may only have the fields "start, end" OR "startDate, endDate, startTime, endTime, timeZone"

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Course may only have the fields 'start, end' OR 'startDate, endDate, startTime, endTime, timeZone.', info: {},}}

Meaning	How to fix it
The format for the *start*, *end*, *startDate*, *endDate*, *startTime*, *endTime* and/or *timeZone* parameter(s) in the request is (are) not valid. If using ISO-strings, the *start* and *end* parameters are required. If not using ISO-strings, the *startDate*, *startTime*, *endDate*, *endTime*, and *timeZone* parameters are required.	1. Contact the manager of the integration to check on the settings for syncing course data. If a CourseKey- managed integration, contact the CourseKey Support team to report this error

Course missing the following fields: startDate, endDate, startTime, endTime, timeZone

Error Message
400 Bad Request Response: {error: {code: 2019, message: "Course missing the following fields: startDate, endDate, startTime, endTime, timeZone.", info: {},}}

Meaning	How to fix it
The *start* and/or *end* parameters is (are) not provided in the request. The fallback is to look for the *startDate*, *endDate*, *startTime*, *endTime*, *timeZone* parameters to create the dates, but they are not provided in the request.	1. Contact the manager of the integration to check on the settings for syncing course data. If a CourseKey- managed integration, contact the CourseKey Support team to report this error

Invalid conversion data to create-update in a course

Error Message
500 Bad Request Response: {error: {code: 3113, message: "Invalid conversion data to create-update in a course", info: {strategy: "More information detail about the error here"}}}

Meaning	How to fix it
The value for the *strategy* parameter in the request is different from "uniform" or "fixed". For the uniform strategy, values different from Null are not allowed for the *awardedTime* or *maxAwardedTimePerDay* parameters. For the fixed strategy, *awardedTime* or *maxAwardedTimePerDay* must be defined, with a valid numeric value.	1. Contact the manager of the integration to check on the settings for syncing course data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error 2. In the SIS, make sure that conversion parameter(s) is (are) set properly 3. The record will be added or updated next time the integration job runs

Invalid course days

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "Invalid course days", info: {},}}	
Meaning	**How to fix it**
The *days* parameter in the request is not in a valid format (*days* must be separated by the '|' character). For example, for one day only: 'Tuesday';for multiple days: 'Monday|Wednesday|Friday'.	1. Contact the manager of the integration to check on the settings for syncing course data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Invalid end date

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "Invalid end date", info: {},}}	
Meaning	**How to fix it**
The *end* or *endDate* parameter in the request is not in a valid format. The *end* parameter must be provided using a valid ISOString date. Valid formats for the *endDate* parameter include: M/D/YYYY and MM/DD/YYYY.	1. Contact the manager of the integration to check on the settings for syncing course data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Invalid end time

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "Invalid end time", info: {},}}	
Meaning	**How to fix it**
The *endTime* parameter in the request is not in a valid format. Valid formats for the *endTime* parameter include: H:mm and H:mm:ss.	1. Contact the manager of the integration to check on the settings for syncing course data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Invalid session times: start must be before end

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "Invalid session times: start must be before end", info: {},}}	
Meaning	**How to fix it**
The value provided for the *start* parameter is after the value provided for the *end* parameter in the request.	1. In the SIS, make sure the value for the start date is before the end date of the failing course 2. The record will be added or updated next time the integration job runs

Invalid start date

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "Invalid start date", info: {},}}	
Meaning	**How to fix it**
The *start* or *startDate* parameter in the request is not in a valid format. The *start* parameter must be provided using a valid ISOString date. Valid formats for the *startDate* parameter include: M/D/YYYY and MM/DD/YYYY.	1. Contact the manager of the integration to check on the settings for syncing course data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Invalid start time

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "Invalid start time", info: {},}}	
Meaning	**How to fix it**
The *startTime* parameter in the request is not in a valid format. Valid formats for the *startTime* parameter include: H:mm and H:mm:ss.	1. Contact the manager of the integration to check on the settings for syncing course data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Invalid time zone

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "Invalid timezone: ${timeZone}. Use the IANA TZDB standard", info: {},}}	
Meaning	**How to fix it**
The *timeZone* parameter in the request is not in a valid format. The *timeZone* string must be one of the values from this list.	1. Contact the manager of the integration to check on the settings for syncing course data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Missing required parameter

Error Message	
400 Bad Request Response: {error: {code: 2019, message: "Missing required parameter: $THE_MISSING_PARAMS", info: {},}}	
Meaning	**How to fix it**
One of the required parameters to create or update a course is missing in the request.	1. Check the CourseKey API documentation for more information about the required parameters for creating or updating a course 2. In the SIS, make sure the missing parameter(s) is (are) provided for the failing course record 3. The record will be added or updated next time the integration job runs

No options allowed in uniform strategy

Error Message
400 Bad Request Response: {error: {code: 3103, message: "No options allowed in uniform strategy.", info: {},}}

Meaning	How to fix it
When creating a course with the "uniform" *strategy*, the request cannot contain extra options like *awardedTime*. The *awardedTime* parameter is only required if the *strategy* is "fixed".	1. Check the [CourseKey API documentation](#) for more information about the required parameters for creating or updating a course 2. In the SIS, make sure the *awardedTime* property is not set for the failing course. Alternatively, change the value for the *strategy* parameter of the course to fixed 3. The record will be added or updated next time the integration job runs

Owner does not exist

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Owner does not exist: $EMAIL", info: {},}}

Meaning	How to fix it
Owner's *email* in the request does not exist in CourseKey.	1. In the SIS, make sure the owner's *email* for the failing course record is correct 2. In CourseKey, make sure a user record exists for the owner's *email* of the failing course record 3. The record will be added or updated next time the integration job runs

School's integration configuration has not been setup

Error Message
400 Internal Server Error Response: {error: {code: 2019, message: "School's integration configuration has not been setup.", info: {},}}

Meaning	How to fix it
There is an error or a missing record for the school's configuration in CourseKey. This indicates a server error.	1. Contact the CourseKey Support team to report this error

Unauthorized owner

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Unauthorized owner: $EMAIL", info: {},}}

Meaning	How to fix it
Owner's *email* in the request does not exist in CourseKey.	1. In the SIS, make sure the owner's *email* for the failing course record is correct 2. In CourseKey, make sure a user record exists for the owner's *email* of the failing course record 3. The record will be added or updated next time the integration job runs

Unauthorized school

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Unauthorized school: $SCHOOL_ID", info: {},}}

Meaning	How to fix it
The *schoolID* in the request is not authorized.	1. Contact the CourseKey Support team to report this error

userID_courseID must be unique

Error Message
400 Bad Request Response: {error: {message: "userID_schoolID must be unique.", info: {},}}

Meaning	How to fix it
This is for the edge case of adding or updating a course using a user's *email* as "owner" or "admin" that exists in CourseKey but does not have an account for the course's school.	1. In the SIS, make sure the admin and/or owner's *email* for the failing course record is correct 2. In CourseKey, make sure a user record exists for the admin and/or owner's *email* of the failing course record 3. The record will be added or updated next time the integration job runs

Validation min on duration failed

Error Message
400 Bad Request Response: {error: {message: "Validation min on duration failed.", info: {},}}

Meaning	How to fix it
This indicates an error in the school's configuration for CourseKey. The value of the *duration* parameter must be an integer between 1 and 1440.	1. Contact the [CourseKey Support team](#) to report this error

Course Member (Enrollment) Error Messages

Course does not exist

Error Message
400 Bad Request Response: {error: {code: 10005, message: "Course does not exist.", info: {},}}

Meaning	How to fix it
The course's *addCode* for the course member record to create or update in the request does match an existing course record in CourseKey. This could be due to a case sensitivity mismatch for the course's *addCode*.	1. In the SIS, make sure the course for the failing course member record exists 2. In CourseKey, make sure the course for the failing course member record exists 3. If the course record associated with the failing course member record to create or update has not been created, wait for the next time the integration job runs to validate that the given course member record has been created/updated

Course not found

Error Message
400 Bad Request Response: {error: {code: 2213, message: "Course not found.", info: {},}}

Meaning	How to fix it
The course's *courseID* or *addCode* for the course member record to create or update in the request does not exist in CourseKey. This could be a timing issue when trying to create a course member record for a course that has not yet been created in CourseKey.	1. In the SIS, make sure the course for the failing course member record exists 2. In CourseKey, make sure the course for the failing course member record exists 3. If the course record associated with the failing course member record to create or update has not been created, wait for the next time the integration job runs to validate that the given course member record has been created/updated

Course not authorized

Error Message
403 Bad Request Response: {error: {code: 2213, message: "Course not authorized", info: {},}}

Meaning	How to fix it
The course's *courseID* or *addCode* for the course member record to create or update in the request does not belong to an authorized school.	1. Contact the [CourseKey Support team](#) to report this error

Missing required parameter

Error Message
400 Bad Request Response: {error: {code: 2019, message: "Missing required parameter: $THE_MISSING_PARAMS", info: {},}}

Meaning	How to fix it
One or more of the required parameters to create or update a course member is missing in the request.	1. Contact the manager of the integration to check on the settings for syncing course data. If this is for a CourseKey-managed integration, contact the [CourseKey Support team](#) to report this error

School's integration configuration has not been setup

Error Message
400 Internal Server Error Response: {error: {code: 2019, message: "School's integration configuration has not been setup.", info: {},}}

Meaning	How to fix it
The *mappingID* parameter is set in the request; however, there is an error or a missing record for the school's configuration in CourseKey. This indicates a server error.	1. Contact the [CourseKey Support team](#) to report this error

User does not exist

Error Message	
400 Bad Request Response: {error: {code: 10005, message: "User does not exist.", info: {},}}	
Meaning	**How to fix it**
The *ID (email)* parameter is set in the request; however, there is no user in CourseKey matching the *email* value. This could be a timing issue when trying to create a course member record for a user that has not yet been created in CourseKey.	1. In the SIS, make sure the user (email) for the failing course member record exists 2. In CourseKey, make sure the user (email) for the failing course member record exists 3. If the user record associated with the failing course member record to create or update has not been created, wait for the next time the integration job runs to validate that the given course member record has been created/updated

userID_courseID must be unique

Error Message	
400 Bad Request Response: {error: {message: "userID_schoolID must be unique.", info: {},}}	
Meaning	**How to fix it**
A course enrollment for the *ID (email)* and *courseID* already exists in CourseKey for the destination *schoolID*. This type of error may occur if two concurrent requests try to create a course member record with the same *email* simultaneously.	1. In CourseKey, verify if the course member record was created. If not, contact the [CourseKey Support team](#) to report this error

Course Attendance Session Error Messages

Attendance options not setup

Error Message
400 Bad Request Response: {error: {code: 2112,message: "Attendance options not setup.", info: {},}}

Meaning	How to fix it
The attendance configuration of the course for which the attendance session(s) is (are) being created has not been set up yet.	1. Contact the manager of the integration to check on the settings for syncing course attendance session data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Attendance Overlap

Error Message
400 Bad Request Response: {error: {code: 2109, message: "Attendance Overlap", info: {}, // Info will include a full detail of the attendance that is overlapping}}

Meaning	How to fix it
The attendance to create is overlapping with an existing attendance in the course.	1. In the SIS, make sure the course attendance sessions are configured correctly to avoid session overlaps 2. Wait for the next time the integration job runs to validate that the given course attendance session record has been created

Attendance does not exist

Error Message
400 Bad Request Response: {error: {code: 5, message: "AttendanceID ${info.attendanceID} does not exist", info: {},}}

Meaning	How to fix it
The *attendanceID* for the course attendance session to delete does not exist. This could be a timing issue when trying to delete a course attendance record that was already deleted in CourseKey.	1. In CourseKey, verify that the course attendance session has been deleted 2. If the error persists, contact the [CourseKey Support team](#) to report this issue

Course not found

Error Message
400 Bad Request Response: {error: {code: 2213, message: "Course note found", info: {},}}

Meaning	How to fix it
The course's *courseID* or *addCode* for the course attendance session to create in the request does not exist in CourseKey. This could be a timing issue when trying to create a course attendance session record for a course that has not yet been created in CourseKey.	1. In the SIS, make sure the course for the failing course attendance session record exists 2. In CourseKey, make sure the course for the failing course attendance session record exists 3. Wait for the next time the integration job runs to validate that the given course attendance session record has been created

Course not authorized

Error Message
403 Bad Request Response: {error: {code: 2213, message: "Course not authorized", info: {},}}

Meaning	How to fix it
The course's *courseID* or *addCode* for the course attendance session record to create or delete in the request does not belong to an authorized school.	1. Contact the [CourseKey Support team](#) to report this error

End Date Invalid

Error Message	
400 Bad Request Response: {error: {code: 10003, message: "End Date invalid", info: {},}}	
Meaning	**How to fix it**
An *endDate* parameter in the request is not in a valid format. Valid formats for the *endDate* parameter include: M/D/YYYY and MM/DD/YYYY.	1. Contact the manager of the integration to check on the settings for syncing course attendance session data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Invalid end time

Error Message	
400 Bad Request Response: {error: {code: 10007, message: "Invalid end time", info: {},}}	
Meaning	**How to fix it**
The *endTime* parameter in the request is not in a valid format. Valid formats for the *endTime* parameter include: H:mm and H:mm:ss.	1. Contact the manager of the integration to check on the settings for syncing course attendance session data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

Invalid start time

Error Message	
400 Bad Request Response: {error: {code: 10006, message: "Invalid start time", info: {},}}	
Meaning	**How to fix it**
The *startTime* parameter in the request is not in a valid format. Valid formats for the *startTime* parameter include: H:mm and H:mm:ss.	1. Contact the manager of the integration to check on the settings for syncing course attendance session data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error

mAttendanceID_courseID_sysID must be unique

Error Message
400 Bad Request Response: {error: {message: "mAttendanceID_courseID_sysID must be unique.", info: {},}}

Meaning	How to fix it
A course attendance session for the *attendanceID* already exists in CourseKey for the *courseID* in the destination *schoolID.* This type of error may occur if two concurrent requests try to create a user with the same *email* simultaneously.	1. In CourseKey, verify if the course attendance session was created. If not, contact the [CourseKey Support team](#) to report this error

Missing Required Parameter

Error Message
400 Bad Request Response: {error: {code: 2019, message: "Missing required parameter: $THE_MISSING_PARAMS", info: {},}}

Meaning	How to fix it
One or more of the required parameters (*startDate*, *endDate*, *startTime*, *endTime*, and/or *timeZone*) to create a course attendance session is missing in the request. For bulk creating attendance sessions, the *session* array is required. For delete attendance session and bulk delete attendance sessions, the *attendanceID* of the attendance session(s) to be deleted is (are) required.	1. Contact the manager of the integration to check on the settings for syncing course attendance session data. If this is for a CourseKey-managed integration, contact the [CourseKey Support team](#) to report this error

School's integration configuration has not been setup

Error Message
400 Internal Server Error Response: {error: {code: 2019, message: "School's integration configuration has not been setup.", info: {},}}

Meaning	How to fix it
The *mappingID* parameter is set in the request; however, there is an error or a missing record for the school's configuration in CourseKey. This indicates a server error.	1. Contact the CourseKey Support team to report this error

Start Date invalid

Error Message
400 Bad Request Response: {error: {code: 10002, message: "Start Date invalid", info: {},}}

Meaning	How to fix it
The *start* or *startDate* parameter in the request is not in a valid format. Valid formats for the *startDate* parameter include: M/D/YYYY and MM/DD/YYYY.	1. Contact the manager of the integration to check on the settings for syncing course attendance session data. If this is for a CourseKey-managed integration, contact the CourseKey Support team to report this error