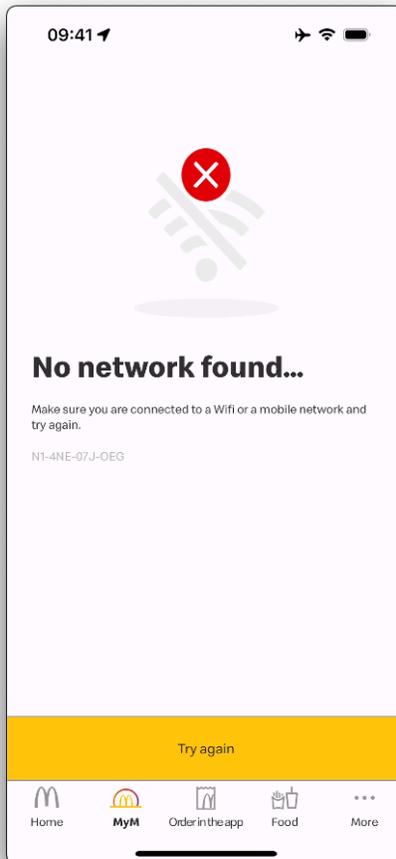


## Error Codes

This page outlines the error messages customers might encounter in the GMAL App, provides explanations for each error, and suggests any actions customers can take, if applicable.

- [Error Codes and Messages for Android and iOS](#)
- [Digital Services \(DS\) Middleware Error Codes MOP, Payments](#)

### Error Codes and Messages for Android and iOS



The error code for both Android and iOS will always follow the same format:

1 AA-XXX-XXX-XXX

The first part is always a known error code, that can be used to track the nature of the error, and what to do about it. The rest of the code is a unique alphanumeric number that, together with the first part, can be used to track an error screen to exactly one exception in Firebase Crashlytics. This will allow us to always track down exactly what happened for this user to see these specific error screens.

Code	Description	Explanation	What should I tell to end-users	Screenshot
N1	Network error, not connected to the internet	Most likely the user does not have a stable network connection.	Make sure the user verifies it.	
N2	Network error, request timeout	We could connect to the server, but the request took so long it timed out. this can be for a lot of reasons, too slow connection, server is having issues.	Ask the user to try again later.	
N3 (PLX-429)	The server is throttling requests	The server is temporarily throttling incoming requests due to unusually high demand.	Ask the user to try again later.	

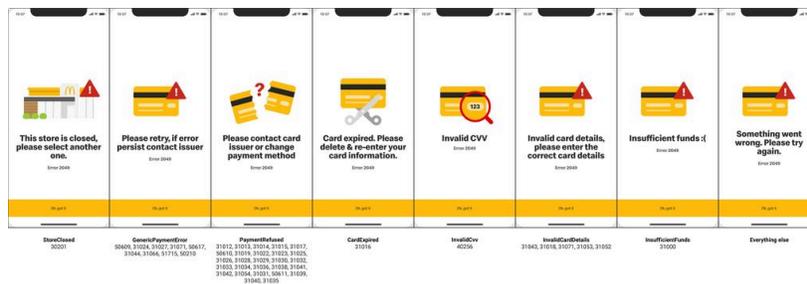
				
N4 (PLX-403)	Network error, forbidden requests	General network error.	Contact Umain for support.	
N5	Network error, request canceled	User can loose connection in the middle of the request.	Ask the user to try again later.	
N6 (PLX-500)	Network error, server error	Server (Plexure) responded with 500, something went wrong on the server side.	Contact Umain for support.	
N7 (PLX-0)	Network error, creating/receiving authentication token failed	Server (Plexure) responded with unknown error.	Contact Umain for support.	
N8 (PLX-457)	Network error, bad or malformed authentication token	Network error that occurs when a user has an old non-JWT access token had to be converted to a JWT token.	User is migrating from a very old version of the app to a newer one. tell the user to do a fresh install of the app.	
N9	Offer redemption is in cool down period	If a user has an active reward instance or an active offer redemption and attempts to redeem it again.	Users are required to review the list of active redemptions and utilize one of them, or alternatively, wait for the cool-down period to expire.	
N10	Network error, request was wrongly configured on the app side	Some network request the app tried to make, was made with wrongly configured data, the backend failed to understand this data.	Contact Umain for support	
D1	DIF error, body-digest mismatch	Could be an indication the network request was altered.	Network request was altered, could be a malicious attempt. if not, tell the user to try again later and if it persists, contact Umain for support	
D2	DIF error, Integrity failed	<p>Integrity of device could not be verified.</p> <p>Could be that the device is rooted, app is not downloaded from Google Play or the device is running a custom ROM.</p> <p>This error seem to be over represented (but still not very common) on Xiaomi devices because of their ROM. This is a known problem for some Xiaomi users in other apps too, like e.g. bank apps and Netflix to mention a couple of examples. Users on e.g. Xiaomi devices might be helped by trying another version of the MIUI.</p> <p>From what we understand this error can happen on e.g. Xiaomi devices if they are imported and run a global ROM.</p> <p>On Android, users can run Play Protect to detect harmful applications &amp; security issues.</p> <p>Potential security breach attempt.</p>	<p>Kindly ask the user to:</p> <ul style="list-style-type: none"> <li>Update the device operating-system to the latest version.</li> <li>Remove any applications that are used for rooting / hacking.</li> </ul>	
D3	DIF error, attestation failed	The creation of the attestation failed. this means either the playIntegrity or the secure enclave failed trying to sign the data for the network request. something could be wrong with the request, or with play integrity/secure enclave itself	Tell the user to restart the app and try his flow again. if it still happens contact Umain for support.	

D4	DIF error, registration failed	Failed to register device with the DIF backend. Device is most likely already registered	A complete fresh install should resolve the issue. if it does not. Contact Umain for support.	
D5	DIF error, secure enclave registration failed due to device time mismatch	Device time does not match the server time. Time of the device could be set wrong. Can happen when users try to change device's time to redeem an offer.	Ask the user to check time settings and/or set it automatically.	
D6	DIF error, unknown dif response	Received unexpected DIF error code.	Contact Umain for support.	
D7	DIF error, failed due to unsupported feature	Caused by a device OS not supporting the secure enclave check.	Secure enclave is a hardware feature found on most Apple devices. if this error appears it means that this apple device does not have it, and therefor the app will not work on this device.	
D8	DIF error, unknown system failure	Something failed when interacting with the Apple secure Enclave (hardware).	Most likely something is wrong with the users device causing their Secure Enclave not to function as expected. The App is likely not to function on this specific device.	
A1	Akamai error, network request blocked by Akamai	Blocked by Akamai server. The Akamai bot detection might identify that users request is a bot and blocks the request.	A normal users behaviours are not suppose to be detected as a bot, Akamai can block a specific IP address if it detect a suspicious action are made, this may be blocked for a several hour. So if user reports back that they are still not able to use the even several hour has past, this might be false positive that need to be reported to Akamai.	
S1	Security error, device is rooted	Mcdonald's app will not run on rooted devices as a security measure.	Ask the user to try again on a non-rooted device.	
S2	Security error, device is Jailbroken	Mcdonald's app will not run on jailbroken devices as a security measure.	Ask the user to try again on a non-jailbroken device.	
S3	Security error, detected suspicious apps, files, environments, ...	App has detected other malicious software or setups that could be used for malicious intents.	Ask the user to download app from the official marketplace. Ask the users to remove any malicious software.	
S4	Security error, device time does not match server time	User has altered the device time. Could be an accident, could be intentional to spoof location or offer activation times.	Ask the user to check time settings and/or set it automatically.	
E1	General error, content doesn't exist	Some part of the app that always requires content has none. For example, deep-link to a content (e.g. offer) that doesn't exist anymore.	Market has configured the app/deeplink to direct to some content that no longer exist (for example an expired offer). If this happened from a click in the app, ask the market to update the content. if it happened through an external link, tell the user to not use this deeplink anymore and inform the market which deeplink is now unsupported.	
E2	General error, session expired	This can happen on the app start when user token expires - an edge case.	Ask the user to re-login.	
E3	General error, content was configured wrong	Some Plexure content was interacted with the app, but that content was not configured correctly. Usually happens to misconfig of Plexure's offers.	Check content configurations. for example, the extended data in a plexure offer	
E4	General error, redemption content not found	we redeemed an offer. but when requesting the redeemed offer from plexure this offer was not returned	let the user wait a couple minutes, then try again. if it persists, contact Umain for support	

E5	General error, reward activated twice	a reward can only be used once. but for some reason an offer was activated for the second time.	Contact Umain for support.
E6	General error, a offer was not reserved	The offer was not reserved, this can be due to either trying to reserve it twice.	Contact Umain, or check if the offer has already been reserved for the user.
P1	plexure error, offer/loyalty endpoint returned unexpected error	When making a network request to the plexure offer/loyalty endpoints, an unexpected error body was returned	Let the user retry their flow completely from scratch, Contact Umain if issue is repeatable
U1	General error, generic error, we can't specify exactly what when wrong	Something unexpected happened.	Ask the user to try again or contact Umain for support if it didn't help.

## Digital Services (DS) Middleware Error Codes MOP, Payments

When in the Mobile Order & Pay section of the app, there are a number of errors that can occur, mainly focused on Payment Errors.



This are the error codes that we handle currently.

Error Code	Error type	Message	Retry possible
30201	Store Closed	Store is closed when we tried to submit order	no
50609, 31024, 31027, 31071, 50617, 31044, 31066, 51715	Generic Payment Failure	Something went wrong. Please try again.	yes
31012, 31013, 31014, 31015, 31017, 50610, 31019, 31022, 31023, 31025, 31026, 31028, 31029, 31030, 31032, 31033, 31034, 31036, 31038, 31041, 31042, 31054, 31031, 50611, 31039, 31040, 31035	Payment Refused	Please contact card issuer or change payment method.	no
31016	Payment Card expired during checkout/checkin	Card expired. Please delete and re-enter your card information	no
40256	Invalid CVV number	The entered Security Code is invalid, please check the card details.	no
31043, 31018, 31071, 31053, 31052	Invalid card Details	Invalid card details, please enter the correct card details	no
31000	Insufficient Funds	Not enough money on card	no
Anything else	General error	Any unspecified error goes here	yes

Please note that for Cancel Event that have the error codes 30068 and 31023 the app is not going to show an error message, it will just go back to the current view.