Web error codes

Every failure iqxWEB or WebHub can produce carries a stable **code** and a 10-character **reference**. The user sees them in the toast as `CODE · ref XXXXXXXXXX` and reads them out to us. The code says *what kind* of failure it was; the ref finds the exact request in the logs and in Sentry.

How to look one up

1. In Sentry, search Issues or Logs for `request_id:<ref>` (or `code:<code>` to see how often it happens on that site). The log line for the ref carries a `detail` field that names the precise cause (e.g. `user-not-found`, `state expired`, `hub 404 …`) — it is never shown to the user for 4xx.
2. If the site has Sentry Logs switched off, the same line is on the server's stdout (`docker logs` / the Windows service log). Both WebHub nodes and the web server share the ref, so search all of them.
3. Find the code below. The table gives the public message, what it actually means, and what to check.

Codes are defined in the npm package `@iqx-limited/web-errors` (repo `IQXLimited/web-errors`). Only the status and public message live there; this page is the internal meaning. **Do not put internal notes in the package** — it is bundled into every browser.

Severity, in one line

Codes marked *user fault* log at `info`/`warn` and never become Sentry issues — they are not bugs. Everything 5xx becomes a Sentry issue tagged with the code and ref. `HUB-*` codes mean the IQX Hub / SQL side answered badly; `AUTH-SSO-004`, `AUTH-SSO-010`, `AUTH-AUTH0-001/002/004`, `HUB-002`, `SYS-503` point at *our* configuration or infrastructure and should be treated as incidents, not user problems.

Password sign-in —

AUTH-PWD-001	401	Invalid username or password.	User fault. The log `detail` says which: `user-not-found`, `hash-mismatch`, or `legacy-hub-rejected` (a classic Hub said no). Deliberately one message for all three. Repeated `user-not-found` from one IP = someone guessing usernames.
AUTH-PWD-002	429	Too many failed sign-in attempts.	Rate limiter tripped for this user/IP. Check for a stuck client retrying, or an attack.
AUTH-PWD-003	400	Please enter your username and password.	Body missing fields. Only a broken client or a hand-made request produces this.
AUTH-PWD-004	503	The sign-in service is temporarily unavailable.	**Not** a bad password: the DB / Hub call behind sign-in failed. Check SQL Anywhere, the Hub, and the pool page under Diagnostics.

AUTH-PWD-005 400	The new password does not meet the requirements.	Change/reset password rejected by policy.
AUTH-PWD-006 400	This password reset link is not valid or has expired.	Reset token failed verification; `detail` names the stage (`JWTExpired`, signature, audience…). A signature failure right after a WebHub restart means the registration key was regenerated — every outstanding link died (a `warn` line says so).
AUTH-PWD-007 502	We could not send the password reset email.	The email send failed. Check the mail configuration on the Hub.

Account resolution —

AUTH-USER-001 404	Your account could not be found.	Identity was verified (SSO / magic link) but `NetV2RequestUser` returned nothing: no IQX person is linked to that login/email, or it is archived.
AUTH-USER-002 403	Your account does not have permission to sign in.	The person exists but has no LOGIN right.
AUTH-USER-003 400	More than one account matches these details.	Two people share the email/login the provider gave us. Fix the data in IQX.

Self-registration —

AUTH-REG-001 400	Please check the registration details and try again.	Validation failed; `detail` names the field.
AUTH-REG-002 403	Self-registration is not enabled on this system.	Web setting is off. Expected if the site does not allow registration.
AUTH-REG-003 409	That user name is already registered.	`IQXNetUser` row exists. **Known trap:** registration inserts that row *before* `NetV2CandidateRegister` and does not roll back, so a failed proc (REG-005/006) makes the next attempt show this. Delete the orphan row.
AUTH-REG-004 409	That email address is already registered.	As above, by email.
AUTH-REG-005 400	Registration could not be completed with the details provided.	The register proc returned an `IQXFailure` (business validation). The proc's message is in `detail`.
AUTH-REG-006 500	Registration could not be completed.	The proc or DB threw. Sentry issue.
AUTH-REG-007 400	This registration link is not valid or has expired.	Registration token failed verification (`detail` names the stage). Same key-regeneration caveat as PWD-006.
AUTH-REG-008 500	Registration is not available right now.	Registration signing key missing/unusable. Configuration problem on WebHub.

Sessions and tokens —

AUTH-SESSION-001	401	You are not signed in.	No bearer token and no `accessToken` cookie. Normal after logout; from an app it means the cookie was lost.
AUTH-SESSION-002	401	Your session is no longer valid.	Token signature/issuer/audience invalid, or it is an API/registration token used on a user route. After a WebHub key rotation every session shows this once — expected.
AUTH-SESSION-003	401	Your session has expired.	Idle timeout.
AUTH-SESSION-004	401	Your session could not be verified on this device.	Device fingerprint mismatch: the token is being used from a different browser/device (or the fingerprint header is missing).
AUTH-SESSION-005	409	Only one session is allowed at a time.	Single-session mode and another session is live.
AUTH-SESSION-006	500	Sign-in is not available right now.	Signing key missing or the system user could not be resolved. WebHub configuration / DB.
AUTH-SESSION-007	403	Sign-in is not allowed from this location.	IP / origin restriction (e.g. localhost not allowed). Used to be shown as "Account Disabled".
AUTH-SESSION-008	400	Your browser did not provide the information needed to sign in.	Required header (fingerprint / cookie) missing. Usually a privacy extension or an old cached client.
AUTH-SESSION-009	404	That session was not found.	Session management: the session id to revoke does not exist.

SSO (all providers) —

Applies to Google, Apple, Microsoft, LinkedIn, X, Facebook, Instagram and the parts of Auth0 they share. The log line carries `provider`. On a callback failure the browser lands on `/auth/<provider>?error=<code>&ref=…`.

AUTH-SSO-001	501	This sign-in provider is not available on this system.	Provider not configured on the Hub (`/api/oauth/exists`).
AUTH-SSO-002	400	The sign-in request could not be verified.	OAuth `state` failed: `detail` = `expired`, `invalid`, `no-nonce`, `cookie-missing`, `cookie-mismatch`. Cookie problems = third-party cookie blocking or the user opened the link in a different browser.
AUTH-SSO-003	400	The sign-in provider did not return a valid response.	Callback had no `code` (user cancelled at the provider, or the provider sent an `error` — it is in `detail`).
AUTH-SSO-004	502	We could not complete sign-in with the provider.	**Token exchange failed.** `detail` has the provider's `error`/`error_description` and HTTP status: bad client secret, wrong redirect URI, network. Configuration incident.
AUTH-SSO-005	401	Your sign-in with the provider has expired.	ID token invalid/expired (`detail` has the jose reason). Clock skew on the server is a classic cause.

AUTH-SSO-006	400	The email address on your provider account is not verified.	Provider says `email_verified: false`. User must verify with the provider.
AUTH-SSO-007	404	No account is linked to this sign-in.	Provider identity verified, no IQX person matches.
AUTH-SSO-008	400	More than one account matches this sign-in.	Duplicate people for that identity.
AUTH-SSO-009	403	Your account does not have permission to sign in.	No LOGIN right.
AUTH-SSO-010	502	We could not retrieve your profile from the provider.	Userinfo / `/me` call failed (`detail` has status + body). Provider outage or scope not granted.
AUTH-SSO-011	502	We could not link the provider account.	Saving the provider id against the person failed (proc/DB).

Auth0-specific —

AUTH-AUTH0-001	500	Sign-in is not fully configured on this system.	Management API credentials missing on the Hub.
AUTH-AUTH0-002	502	We could not check your account with the sign-in provider.	Management API user lookup failed (`detail` has status/body).
AUTH-AUTH0-003	401	Your registration session is no longer valid.	Registration cookie/state expired mid-wizard. User starts again.
AUTH-AUTH0-004	502	We could not create your account with the sign-in provider.	Management API create-user failed.
AUTH-AUTH0-005	502	We could not update your multi-factor settings.	MFA enrolment / reset call to Auth0 failed.
AUTH-AUTH0-006	400	No person record was found for this registration.	Registration wizard: the person id in the token has no record.
AUTH-AUTH0-007	400	This account is archived and cannot be registered.	Person is archived in IQX.
AUTH-AUTH0-008	400	The person record has no email address.	Cannot create an Auth0 user without one. Fix the person record.
AUTH-AUTH0-009	403	That multi-factor enrolment does not belong to your account.	Enrolment id / user id mismatch. Someone editing a URL, or a stale page.
AUTH-AUTH0-010	409	An account with this email address already exists with the sign-in provider.	Auth0 already has that email (maybe under another connection). Link or delete it in Auth0.
AUTH-AUTH0-011	400	The password is too weak for the sign-in provider.	Auth0 password policy rejected it.
AUTH-AUTH0-012	500	Your account was created but sign-in could not be started.	The Auth0 user exists now but starting the session failed — do **not** let the user register again (AUTH0-010 would follow). Check the session log line by ref.
AUTH-AUTH0-013	400	Your account is not linked to the sign-in provider.	Person has no Auth0 id yet (e.g. MFA management before first SSO sign-in).
AUTH-AUTH0-014	500	Your account could not be created.	Unexpected failure in the registration flow. Sentry issue.

Magic links —

AUTH-MAGIC-001 400	This sign-in link is not valid.	Token missing or not `0x` + 64 hex. Truncated by an email client — ask for the link as text.
AUTH-MAGIC-002 400	This sign-in link was not found.	`NetV2FetchMagicLink` returned no row: never existed, already consumed, or purged.
AUTH-MAGIC-003 400	This sign-in link has expired.	Row exists, past its expiry.
AUTH-MAGIC-004 400	The account for this sign-in link is not available.	Person archived / not found.
AUTH-MAGIC-005 400	More than one account matches this sign-in link.	Duplicate people.
AUTH-MAGIC-006 403	Your account does not have permission to sign in.	No LOGIN right.
AUTH-MAGIC-007 400	This sign-in link is for an action that is not recognised.	Action id not in `NetV2MagicLinkActions` — logged as `warn`; the raw id is still passed through. Add the action.

Passkeys —

AUTH-PASSKEY-001 400	Passkey sign-in could not be started.	Options/challenge missing or expired (session lookup).
AUTH-PASSKEY-002 400	This passkey is not recognised.	Credential id not stored for this user.
AUTH-PASSKEY-003 400	Your passkey could not be verified.	simplewebauthn rejected the assertion; `detail` has the library reason plus the expected origin/rpID. An origin/rpID mismatch = the site is served from a hostname that differs from the configured RP.
AUTH-PASSKEY-004 400	Your passkey could not be registered.	As above, for registration.
AUTH-PASSKEY-005 500	Passkeys are not available right now.	RP configuration missing, or `NetV2SavePasskeyOptions` failed.

Multi-factor (TOTP) —

AUTH-MFA-001 400	Multi-factor authentication is not set up for your account.	No secret stored.
AUTH-MFA-002 401	The verification code is not correct.	Wrong code. (The API still answers `200 { isValid: false }` — the code is in the log.) Every user wrong forever = clock drift, or see HUB-001 "encryption secret changed?".
AUTH-MFA-003 500	Multi-factor authentication could not be enabled.	Storing the secret failed.

Portal handoff —

AUTH-HANDOFF-001 400	The portal sign-in request is incomplete.	Token missing from the redeem call.

AUTH-HANDOFF-002 400	The portal sign-in request could not be verified on this device.	Fingerprint missing/mismatch.
AUTH-HANDOFF-003 401	The portal sign-in link is not valid or has expired.	`detail` says `unknown`, `consumed`, or `expired-at <time>`.
AUTH-HANDOFF-004 401	This portal sign-in link has already been used.	Double redeem (two tabs, or a refresh). Harmless.
AUTH-HANDOFF-005 403	Portal sign-in is not allowed from this location.	Origin not in the allowed list.
AUTH-HANDOFF-006 403	This portal sign-in link is not valid for this site.	Token was created for another host. Wrong portal → site mapping.

IQX Hub / stored procedures —

HUB-001 500	The request could not be completed.	The Hub or a procedure answered with an `IQXFailure` we did not expect, or something the Hub gave us could not be used (e.g. MFA secret would not decrypt — "encryption secret changed?"). The Hub's message is in `detail`. Business-validation `IQXFailures` from a procedure are *not* Sentry issues.
HUB-002 503	The IQX service is not available right now.	Hub / WebHub unreachable (connection refused, timeout, TLS). Incident.
HUB-003 502	The request could not be completed.	Hub answered 5xx. First 300 chars of its reply are in `detail`.
HUB-004 401	You must be signed in to do that.	Hub answered 401: an authenticated procedure was called without a bearer, or with one the Hub rejected. If it is a public proc, it needs the _ (anonymous) form.
HUB-005 403	That action cannot be performed from the web.	Hub answered 403 — the procedure / route is not permitted for web callers.
HUB-006 404	The requested action does not exist.	Procedure name unknown to the Hub or the database (`detail` has the name). Typo, or the SQL has not been deployed on that site.
HUB-007 400	The request is missing required information.	Hub answered 400 — parameter missing/invalid; `detail` has the Hub's text.

Web jobs —

JOB-001 500	The job failed.	The job threw. Its own `console.error` lines are in the `webjob` logger at `warn`.
JOB-002 400	The job uses a module that is not approved.	`require` of a module outside the approved list.
JOB-003 504	The job took too long and was stopped.	Exceeded its timeout.
JOB-004 500	The job finished without producing a result.	Script returned without calling `finish ( )`.

Generic —

SYS-400	400	The request could not be understood.	Fastify body/query validation, malformed JSON, or an invalid value to a settings route (`detail` says which).
SYS-401	401	You are not signed in.	A legacy `{ status: 401 }` throw with no more specific code.
SYS-403	403	You do not have permission to do that.	User class check failed (`detail` has required vs actual), or a system token used on a user route.
SYS-404	404	The requested resource was not found.	Unknown route. Never a Sentry issue.
SYS-429	429	Too many requests.	Global rate limit.
SYS-500	500	Something went wrong.	Unhandled exception — always a Sentry issue with the stack. The code to fix is wherever the stack points; if it recurs with a recognisable cause, give it a real code.
SYS-503	503	The service is temporarily unavailable.	Server not ready (Mongo/DB down) or network failure from the browser (the client maps a failed fetch to this).
SYS-UNKNOWN	—	Something went wrong.	Client-side only: the response had no code (an old server, or a non-IQX proxy answered). The ref, if any, came from the header.

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