

# WebSDK error handling

When **FAILED** session, stream or call status is received, `Stream.getInfo()` method returns a description string of error occurred.

## Errors list

Error	Description string
<b>streamStatusInfo</b>	
FAILED_BY_ICE_ERROR	Failed by ICE error
FAILED_BY_ICE_TIMEOUT	Failed by ICE timeout
FAILED_BY_ICE_KEEP_ALIVE	Failed by ICE keep alive
FAILED_BY_DTLS_FINGERPRINT_ERROR	Failed by DTLS fingerprint error
FAILED_BY_DTLS_ERROR	Failed by DTLS error
FAILED_BY_HLS_WRITER_ERROR	Failed by HLS writer error
FAILED_BY_RTMP_WRITER_ERROR	Failed by RTMP writer error
FAILED_BY_RTP_ACTIVITY	Failed by RTP activity
STOPPED_BY_SESSION_DISCONNECT	Stopped by session disconnect
STOPPED_BY_REST_TERMINATE	Stopped by <code>/terminate</code> REST query
STOPPED_BY_PUBLISHER_STOP	Stopped by publisher stop
STOPPED_BY_USER	Stopped by user
FAILED_BY_ERROR	Failed by error
FAILED_TO_ADD_STREAM_TO_PROXY	Failed to add stream to proxy
DISTRIBUTOR_STOPPED	Distributor stopped
PUBLISH_STREAM_IS_NOT_READY	Publish stream is not ready
STREAM_NOT_FOUND	Stream not found
STREAM_NAME_ALREADY_IN_USE	Stream name is already in use

Error	Description string
MEDIASESSION_ID_NULL	MediaSessionId is null
MEDIASESSION_ID_ALREADY_IN_USE	MediaSessionId is already in use
SESSION_NOT_READY	Session not ready
SESSION_DOES_NOT_EXIST	Session does not exist
RTSP_HAS_WRONG_FORMAT	Rtsp has wrong format
FILE_HAS_WRONG_FORMAT	File has wrong format
FAILED_TO_CONNECT_TO_RTSP_STREAM	Failed to connect to rtsp stream
RTSP_STREAM_NOT_FOUND	Rtsp stream not found
RTSPAGENT_SHUTDOWN	RtspAgent shutdown
STREAM_FAILED	Stream failed
NO_COMMON_CODECS	No common codecs
BAD_URI	Bad URI
GOT_EXCEPTION_WHILE_STREAMING_FILE	Got exception while streaming file
REQUESTED_STREAM_SHUTDOWN	Requested stream shutdown
FAILED_TO_READ_FILE	Failed to read file
FILE_NOT_FOUND	File not found
FAILED_TO_CONNECT_TO_ORIGIN_STREAM	Failed to connect to origin stream
CDN_STREAM_NOT_FOUND	CDN stream not found
FAILED_TO_GET_AGENT_STORAGE	Failed to get agent storage
AGENT_SERVICING_ORIGIN_STREAM_IS_SHUTTING_DOWN	Agent servicing origin stream is shutting down
TERMINATED_BY_KEEP_ALIVE	Terminated by keep-alive
TRANSCODING_REQUIRED_BUT_DISABLED	Transcoding is required, but disabled
NO_AVAILABLE_TRANSCODERS	No available transcoder nodes in CDN
<b>callStatusInfo</b>	
FAILED_BY_SESSION_CREATION	Failed by session creation

Error	Description string
FAILED_BY_ICE_ERROR	Failed by ICE error
FAILED_BY_RTP_ACTIVITY	Failed by RTP activity
FAILED_BY_RTMP_WRITER_ERROR	Failed by RTMP writer error
FAILED_BY_DTLS_FINGERPRINT_ERROR	Failed by DTLS fingerprint error
FAILED_BY_DTLS_ERROR	Failed by DTLS error
FAILED_BY_ERROR	Failed by error
FAILED_BY_REQUEST_TIMEOUT	Failed by request timeout
TRANSCODING_REQUIRED_BUT_DISABLED	Transcoding is required, but disabled
<b>errorInfo</b>	
NONE_OF_MEDIAPROVIDERS_AVAILABLE	None of MediaProviders available
NONE_OF_PREFERRED_MEDIAPROVIDERS_AVAILABLE	None of preferred MediaProviders available
FLASHPHONER_API_NOT_INITIALIZED	Flashphoner API is not initialized
OPTIONS_URLSERVER_MUST_BE_PROVIDED	options.urlServer must be provided
INVALID_SESSION_STATE	Invalid session state
OPTIONS_MUST_BE_PROVIDED	options must be provided
INVALID_CALL_STATE	Invalid call state
EVENT_CANT_BE_NULL	Event can't be null
CALLBACK_NEEDS_TO_BE_A_VALID_FUNCTION	Callback needs to be a valid function
INVALID_SESSION_STATE	Invalid session state
OPTIONS_NAME_MUST_BE_PROVIDED	<code>options.name</code> must be provided
CAN_NOT_SWITCH_CAM	Number of cams is less than 2 or already used custom stream
CAN_NOT_SWITCH_MIC	Number of mics is less than 2 or already used custom stream
LOCAL_ERROR	Local error raised in browser

## Local browser errors catching

When local browser error is caught, `Stream.getInfo()` method returns `Flashphoner.constants.ERROR_INFO.LOCAL_ERROR`. In this case `Stream.getErrorInfo()` method returns local error description based on exception information, for example:

- Requested device not found - all microphones or cameras are disabled
- Could not start video source - camera is busy by another application (Chromium-browser message)
- Failed to allocate videosource - camera is busy by another application (Firefox message)
- Permission denied - access to camera/mic is not allowed
- Invalid constraint - unsupported resolution is selected in Safari
- This provider doesn't support getMediaAccess - WSPPlayer is used, or publisher page is opened via insecure connection (HTTP)

## Error handling code example

As an example. let's take the Two Way Streaming application code version with hash 501f72f, that is available to download in build 0.5.28.2753.143

[code](#)

```
function setStatus(selector, status, stream) {
    var statusField = $(selector);
    statusField.text(status).removeClass();
    if (status == "PLAYING" || status == "ESTABLISHED" || status == "PUBLISHING") {
        ...
    } else if (status == "FAILED") {
        if (stream) {
            if (stream.published()) {
                switch(stream.getInfo()){
                    case STREAM_STATUS_INFO.STREAM_NAME_ALREADY_IN_USE:
                        $("#publishInfo").text("Server already has a publish stream with the same name, try using different one").attr("class", "text-muted");
                        break;
                    case ERROR_INFO.LOCAL_ERROR:
                        $("#publishInfo").text("Browser error detected: " + stream.getErrorInfo()).attr("class", "text-muted");
                        break;
                    default:
                        $("#publishInfo").text("Other: "+stream.getInfo()).attr("class", "text-muted");
                        break;
                }
            }
        } else {
            switch(stream.getInfo()){
                case STREAM_STATUS_INFO.SESSION_DOES_NOT_EXIST:
```

```

        $("#playInfo").text("Actual session does not
exist").attr("class", "text-muted");
        break;
        case STREAM_STATUS_INFO.STOPPED_BY_PUBLISHER_STOP:
            $("#playInfo").text("Related publisher stopped its
stream or lost connection").attr("class", "text-muted");
            break;
        case STREAM_STATUS_INFO.SESSION_NOT_READY:
            $("#playInfo").text("Session is not initialized or
terminated on play ordinary stream").attr("class", "text-muted");
            break;
        case STREAM_STATUS_INFO.RTSP_STREAM_NOT_FOUND:
            $("#playInfo").text("Rtsp stream not found where
agent received '404-Not Found'").attr("class", "text-muted");
            break;
        case STREAM_STATUS_INFO.FAILED_TO_CONNECT_TO_RTSP_STREAM:
            $("#playInfo").text("Failed to connect to rtsp
stream").attr("class", "text-muted");
            break;
        case STREAM_STATUS_INFO.FILE_NOT_FOUND:
            $("#playInfo").text("File does not exist, check
filename").attr("class", "text-muted");
            break;
        case STREAM_STATUS_INFO.FILE_HAS_WRONG_FORMAT:
            $("#playInfo").text("File has wrong format on play
vod, this format is not supported").attr("class", "text-muted");
            break;
        default:
            $("#playInfo").text("Other:
"+stream.getInfo()).attr("class", "text-muted");
            break;
    }
}
}
statusField.attr("class", "text-danger");
}
}
}

```