



## Agent (Subcontractor) Error Codes

The following is a complete list of errors for webSub that an Agent of the county would see.

<b>ERROR NUMBER</b>	<b>MESSAGE</b>
2101	Motor Vehicle Database is unavailable, your request cannot be processed at this time.
2300	GENERAL WEBAGENT ERROR.
2301	No record found. Please refer your customer to their local county tax office.
2302	Please refer your customer to their local county tax office.
2303	LAST4VIN DOES NOT MATCH.
2304	Please refer your customer to their local county tax office.
2305	RENEWAL MUST BE SCANNED.
2306	RENEWAL TOO FAR IN ADVANCE.
2307	Please refer your customer to their local county tax office.
2308	Please refer your customer to their local county tax office.
2309	Please refer your customer to their local county tax office.
2310	Please refer your customer to their local county tax office.
2311	Please refer your customer to their local county tax office.
2312	Please refer your customer to their local county tax office.
2313	Please refer your customer to their local county tax office.
2314	Please refer your customer to their local county tax office.
2315	ERROR GENERATING RENEWAL RECEIPT.
2317	WEB AGENT AUTHORIZATION FAILURE.
2319	RENEWAL MUST BE ENTERED VIA KEYBOARD.

2320	OVER 1000 BATCH ROWS RETURNED. PLEASE REFINE SEARCH CRITERIA.
2321	Authentication error, if you continue to have trouble logging in please contact your local county tax office.
2322	START AND END DATE ARE OVER 30 DAYS APART.
2323	INVALID RENEWAL LOOKUP REQUEST.
2336	WEB AGENT TRANSACTION NOT AVAILABLE TO VOID.
2337	This renewal has already been processed.
2338	WEB AGENT AUTHENTICATION ERROR
2339	WEB AGENT AUTHENTICATION ERROR
2341	Please contact your local county tax office.
2343	CHALLENGE QUESTIONS ARE MISSING.
2344	USER IS LOCKED OUT.
2345	USERNAME AND PASSWORD ARE REQUIRED.
2348	Please contact your local county tax office.
2349	Please contact your local county tax office.
5000	IS NUMERIC.
5001	MUST BE NUMERIC.
5002	USERNAME AND PASSWORD MUST BE ENTERED.
5003	USERNAME MUST BE ENTERED.
5004	PASSWORD MUST BE ENTERED.
5006	PLEASE CHECK I ACCEPT OR PRESS THE CANCEL BUTTON.
5007	PLEASE ENTER THE LICENSE PLATE NUMBER.
5008	PLEASE ENTER THE LAST FOUR CHARACTERS OF THE VIN.
5009	PLEASE SCAN THE RENEWAL NOTICE BARCODE.
5010	NOT ENOUGH DATA WAS SCANNED TO PERFORM A SEARCH. PLEASE RESCAN.
5011	THE INPUT METHOD USED IS NOT VALID.
5012	THIS RENEWAL HAS ALREADY BEEN PROCESSED.

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5013	PLEASE SELECT THE RESPONSE FOR CITATION ISSUED QUESTION.
5014	EXPIRED LICENSE CITATION WAS ISSUED SO RENEWAL MAY NOT BE PROCESSED.
5015	PLEASE SELECT THE APPROPRIATE RESPONSE FOR VALID INSURANCE.
5016	CANNOT PROCESS RENEWAL WITHOUT PROOF OF INSURANCE.
5017	PLEASE SELECT AN AGENCY LOCATION AND PRESS CONTINUE.
5018	USER NAME OR FIRST AND LAST NAME MUST BE ENTERED TO SEARCH.
5020	NO USER WAS FOUND FOR THE CRITERIA ENTERED.
5021	FIRST NAME AND LAST NAME MUST BE ENTERED.
5028	PHONE NUMBER MUST BE 10 NUMERIC DIGITS.
5029	AT LEAST ONE ACTION FOR USER OR ADMINISTRATOR MUST BE SELECTED.
5030	THERE WAS A PROBLEM WITH THE {0} AS ENTERED, PLEASE RE-ENTER THE AMOUNT.
5031	THE {0} MUST BE LESS THAN \$100,000; PLEASE RE-ENTER THE AMOUNT.
5033	IF USER NAME IS ENTERED, THEN FIRST AND LAST NAME MUST BE BLANK.
5037	SEARCH DATES MAY NOT BE AFTER TODAY.
5044	NO RENEWALS WERE FOUND FOR THE DATE ENTERED.
5045	LAST NAME MUST BEGIN WITH A LETTER.
5046	FIRST NAME MUST BEGIN WITH A LETTER.

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