

RESPONSE



IMPORTANT

please note this documentation is no longer being updated. for the most up to date information, please visit [Engage API](#)

After control XML is processed, a controlResultMessage is sent to the specified email address.

The message contains one of the following states:

STATUS	Description	Result sent to address defined ...
COMPLETE	All processing steps finished without any error indication.	... in the success-report-address node.
PARTIAL	Initial processing was successful, but one or more of the processing steps encountered errors.	... in the failure-report-address node.
FAILURE	Processing failed in an early stage and did not continue.	... in the failure-report-address node.

ERROR MESSAGES - AUTHENTICATION

Message	Cause	Action
AXIS error, No service is available at this URL	Correct message in the browser for <code>https://webdomain/eCMessageService</code>	Use one of the tools to send request
<code><faultstring>Authentication failed, no valid user or password.</faultstring></code>	Wrong user, password, or expired account.	Verify your credentials at Mapp Engage login
<code><faultstring>Domain not found</faultstring></code>	Wrong systemname	Verify your <code><realm>my_system_name</realm></code> from soap header

ERROR MESSAGES - GENERAL

Message	Cause	Action
Error parsing document.	Document not well-formed or not valid	Check if XML is valid. Check examples or WSDL for available tags
Error parsing document. Message: "no such member-list"	Attachment invalid or missing	Please check <code><uri-reference></code> tag and attachment name
Group email domain 'my_system_name.cust-mta.com' invalid for customer	Domain not correct for the particular customer	In Mapp Engage create a new group and check domain
Email '740f224' already exists.. Error ID 'TestGroup1'	Group email already exists	Check <code><email></code> tag
<code><import-fatal-error>Content is not allowed in prolog.</import-fatal-error></code>	Problem with attachment format	Check <code><uri-reference></code> and <code><member-list></code> tags
No CDATA for HTML/TXT part OR Encoding for group or message content or recipient file is wrong.		use CDATA to avoid this.
The zip file cannot be found	File zipped with a directory structure	Pack zip file without directory (1 level compression)
Content not allowed in prolog	In "Process Control XML" "File is Zipped:" is false	"File is Zipped:" set to true

Other problems

- FTP URL not ending with /
- Sendout date is before the campaign is fully loaded on eC-m
- Executor/owner of task/group is deactivated (group/systemwide)