

Snowbound Error Codes

This appendix describes the error codes that are returned by function execution problems.

This table lists the possible Snowbound errors and their descriptions.

Table 7.1: Detailed Status/Error Codes

Error	Error Code	Description
OUT_OF_MEMORY	-1	Failed on memory allocation. Problem with a standard memory allocation. Please see Determining Memory Requirements for more information on the the amount of memory required.
FILE_NOT_FOUND	-2	Open call failed when trying to decompress an image.
CORRUPTED_FILE	-3	File format bad, or unreadable.
BAD_STRING	-4	String passed in is null or invalid.
BAD_RETURN	-5	Internal DLL problem. Submit a support issue at http://support.snowbound.com and attach the document you were processing when you received this error.
CANT_CREATE_FILE	-6	Fail on saving when attempting to create a new file. On this error check that you have permission to write to that directory and that there is sufficient space available on the storage device.
FORMAT_NOT_ALLOWED	-7	Image was not recognized as a format the library can decompress.
NO_BITMAP_FOUND	-8	GetObject() call failed to return bitmap header for using DDB functions or may be returned in formats that can contain vector information such as .WPG, .WMF and .PCT if no bitmap information is found.
DISK_FULL	-9	Error writing data to the disk. Standard file i/o write failed.
BAD_DISPLAY_AREA	-10	Tried to display with negative coordinates or out of range.
PAGE_NOT_FOUND	-11	Used for multi-page file format support when attempting to access a page which does not exist. This error code provides information of an empty Word-page which is not converted to an empty page in PDF or TIFF.
DISK_READ_ERROR	-12	File format was truncated and tried to read past end of file. Standard read i/o function failed.

Error	Error Code	Description
BAD_HANDLE	-13	Application passed bad image handle. Not a valid Snowbound library image handle.
NO_CLIPBOARD_IMAGE	-14	Image not found on clipboard.
NO_SCANNER_FOUND	-15	TWAIN scanner driver not installed or not found (TWAIN.DLL).
ERROR_OPENING_SCANNER	-16	Bad scanner driver or driver not configured properly.
CANT_FIND_TWAIN_DLL	-17	TWAIN scanner driver not installed or not found (TWAIN.DLL).
USER_CANCEL	-18	Cancel out of low level save or low level decompress. Usually not an error but termination of a function intentionally.
EVAL_TIMEOUT	-19	Date on an evaluation copy of the Snowbound product has expired.
USING_RUNTIME	-20	Version not allowed for design mode.
PIXEL_DEPTH_UNSUPPORTED	-21	Tried to save an image to a format that does not support the image's bits per pixel. Or tried to perform an image processing function on an image whose bits per pixel is not allowed. Please see Supported File Formats for the pixel depths of each supported format.
PALETTE_IMAGES_NOT_ALLOWED	-22	Some image processing operations does not work on palette images.
NO_LZW_VERSION	-23	No LZW or GIF code in this version.
JAR_NOT_FOUND_24	-24	The .jar file containing a class needed to complete the operation was not found. Please carefully examine your CLASSPATH to verify the syntax is correct, and the directory containing the RasterMaster .jar(s) is in the path. For Office 2007-2010 documents you may need to explicitly specify some .jars. If you continue to receive this error contact Snowbound Support at http://support.snowbound.com and attach the document you were processing when you received this error.
FORMAT_WILL_NOT_OTFLY	-25	Format will not support on the fly decompression.
NO_TCOLOR_FOUND	-26	No transparency color information found.
COMPRESSION_NOT_SUPPORTED	-27	Currently not supporting this compression format.
NO_MORE_PAGES	-28	Returned when scanning has completed all pages in the document feeder.
FEEDER_NOT_READY	-29	No more pages ready in document feeder.
NO_DELAY_TIME_FOUND	-30	No delay time was found for the animated GIF.
TIFF_TAG_NOT_FOUND	-31	Could not find the .TIF tag.

Error	Error Code	Description
NOT_A_TILED_IMAGE	-32	Not recognized as a TIFF tiled image.
NOT_SUPPORTED_IN_THIS_VERSION	-33	You are using a version that does not support this function. You do not have support for this file format. Please open a support issue at http://support.snowbound.com or contact your account representative to get information on the VirtualViewer® HTML5 option that will allow
AUTOFEED_FAILED	-34	Autofeed fail in the TWAIN Scanner.
NO_FAST_TWAIN_SUPPORTED	-35	TWAIN driver cannot do fast transfer.
NO_PDF_VERSION	-36	The PDF processing option was not found. If you have the PDF processing option, please make sure the name of the directory containing Snowbound's pdfplug.dll is in the System environment variable Path.
NO_ABIC_VERSION	-37	No ABIC plug-in code in this version.
EXCEPTION_ERROR	-38	Internal error. An exception occurred during processing. Please enter a support ticket at http://support.snowbound.com providing the document that was being processed. If the RasterMaster function being called was not a decompress bitmap, then please include a small sample program that can be used to reproduce the issue. Please see Getting a ClassNotFound Exception Error for more information on troubleshooting an exception error.
NO_VECTOR_CAPABILITY	-39	No vector plug-in found in this version.
NO_PCL_VERSION	-40	The PCL processing option was not found. If you have the PCL processing option, please make sure the name of the directory containing Snowbound's pclplug.dll is in the System environment variable Path.
NO_JPEG2000_VERSION	-41	NO JPEG2000 plug-in found in this version.
SEARCH_STRING_NOT_FOUND	-42	Did not find attempted search string.
NO_WORD_VERSION	-43	The MS Word processing option was not found. If you have the MS Word processing option, please make sure the name of the directory containing Snowbound's docplug.dll is in the System environment variable Path.
PASSWORD_PROTECTED_PDF	-44	This file was password protected.
METHOD_NOT_FOUND	-45	The Snowbound method was not found. Please check the spelling of the method name and Snowbound library version.

Error	Error Code	Description
ACCESS_DENIED	-46	Access denied. Please check the security permissions.
BAD_LICENSE_SECONDARY	-47	Primary level license loaded is bad.
PASSWORD_PROTECTED_FILE	-48	This file was password protected for Word or other formats.
PDF_PACKAGE_NOT_SUPPORTED	-49	This PDF file is part of a package that is not supported.
JWEBENGINE_JAR_NOT_IN_CLASSPATH	-50	The jwebengine.jar is not in the classpath.
JAVA_1_6_RUNTIME_REQUIRED	-51	You must be running java 1.6 or better to use HTML support.
OOXML_LICENSE_NOT_FOUND	-52	The OOXML Aspose license file was not found.
OOXML_LICENSE_EXPIRED	-53	The OOXML Aspose license file expired or is otherwise invalid.
LICENSE_NOT_FOUND	-55	Returned when the SnowboundLicense.jar file is not found.
LICENSE_EXPIRED	-56	Returned when the Snowbound licenses expires.
LICENSE_ERROR	-57	Returned when an error occurs when reading the license.

Older error define values are retrieved from the `StatusDetails` Property.

Table 7.2: General Error Define Values Retrieved from Status Property

Value	Error Code	Description
GENERAL_STATUS.SYSTEM_CRASH	-100	If an internal exception is thrown, this is the resulting value.
GENERAL_STATUS.DELETE_ERROR	-101	Image data of the object failed
GENERAL_STATUS.DEFAULT	-102	What the internal values are initially set to
GENERAL STATUS.SNOWBND_OK	1	Operation completed successfully
GENERAL STATUS.SNOWBND_ERROR	-1	Operation failed. See <code>StatusDetails</code> property.
GENERAL_STATUS.IMAGE_NOT_AVAILABLE	-103	Internal image data unavailable when trying to complete an operation
GENERAL STATUS.SNOWBND_API_NOT_AVAILABLE	-104	API is not implemented

Value	Error Code	Description
GENERAL STATUS. NOT_VALID	-105	Parameter is not valid
GENERAL STATUS. DISPLAY_ERROR	-106	General error display

This table lists the possible Snowbound general status/errors codes and their descriptions.

Table 7.3: General Error Define Values Retrieved from Status Property

Error	Description
DELETE_ERROR	The image in memory cannot be removed.
DISPLAY_ERROR	Any problems with displaying an image will return this error code.
IMAGE_NOT_AVAILABLE	No image data is available to do manipulations on.
NOT_VALID	This is returned if a parameter passed into an API is not valid.
SNOWBND_API_NOT_AVAILABLE	This is returned if an API method is not implemented in the current build.
SNOWBND_ERROR	General API error code of an unsuccessful action.
SNOWBND_OK	General API status of a successful action.
SYSTEM_CRASH	This is returned when a Critical Exception is thrown.

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