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Genesys Rules System Deployment Guide

Error Handling

12/16/2025

Error Handling

Error Codes and Responses

HTTP status code	Description	Cause	Body of the error message
400	Bad Request - URI not valid	The received URI does not match the GRE's REST specification.	<error code=610>URI needs to be of the form /knowledgebase/{packageName}</error>
400	Bad Request - Package	The deployment of the package failed, because of compilation errors.	<error code=622>"Deployment of rule package packageName failed due to rule compile errors"</error>
400	Bad Request - Package	The deployment of the package failed, because of an exception.	<error code=623>"Error in deploying rule package packageName. ErrorMsg." </error>
404	Not Found - Package not found	The package for the received evaluation request was not found.	<error code=620>"Rule package pkgName was not found"</error>
406	Not Acceptable - Unable to convert message	The received evaluation request could not be converted to a valid knowledgebase-request message.	<error code=602>"Unable to convert. Error: errorMsg"</error>
406	Not Acceptable - Unable to process request	The received evaluation request could not be evaluated, because of an exception.	<error code=602>"Unable to process request. Error: errorMsg"</error>
500	Internal Server Error - Package deployment failed	The package could not be deployed, because of an internal error.	<error code=621>"Error allocating resources for rule package packageName"</error>

If the content type is application/json, the body of the error message is formatted as follows:

```
{
  error:{
    code:6xx,
    description:"error message"
  }
}
```