DXC TECHNOLOGY

#1 provider
of core insurance systems

40+ years
of innovation in the insurance industry

1900+
customers and active customer communities

13M+
policies under administration

DXC Assure Claims

Meet consumer expectations and optimize processes with a flexible, scalable, and configurable claims management system.

Assure Claims API Error Documentation

October 2024

All questions regarding this documentation should be routed through customer assistance, Blythewood, SC

Phone: 877-275-3676
Email: risksupp@dxc.com

Table of contents

Generic HTTP Error Response Codes

>

Status Code: 200 (OK)

Description

This status response code indicates that the request has succeeded. The information returned with the response is dependent on the method used in the request.

- ➢ GET: The resource has been fetched and is transmitted in the message body.
- ➢ POST: The resource describing the result of the action is transmitted in the message body.

```
Body   Cookies   Headers (5)   Test Results          🌐  200 OK  4.71 s  11.39 KB   Save Response ⌄

Pretty    Raw    Preview    Visualize     JSON ⌄   ⇄                              ⧉  🔍

  1  {
  2      "rollUpChecks": false,
  3      "printEOBChecks": false,
  4      "allowPostChecks": false,
  5      "printEOBStub": false,
  6      "printAdjusterOnStub": true,
  7      "directToPrinter": true,
  8      "printerName": "",
  9      "printerId": 0,
 10 >    "eftCheckDateList": [ ⋯
```

Status Code: 400 (BAD REQUEST)

Description

This request could not be understood by the server due to malformed syntax. The client should not repeat the request without modifications.


```
Body   Cookies   Headers (5)   Test Results          🌐  400 Bad Request  681 ms  439 B   Save Response ⌄

Pretty    Raw    Preview    Visualize     JSON ⌄   ⇄                              ⧉  🔍

  1  {
  2      "errors": {
  3          "": [
  4              "A non-empty request body is required."
  5          ]
  6      },
  7      "type": "https://tools.ietf.org/html/rfc7231#section-6.5.1",
```

Status Code: 401 (UNAUTHORIZED ACCESS)

Description

This request requires user authentication. The request must include a valid JWT token Authenticate header field containing a challenge applicable to the requested resource.
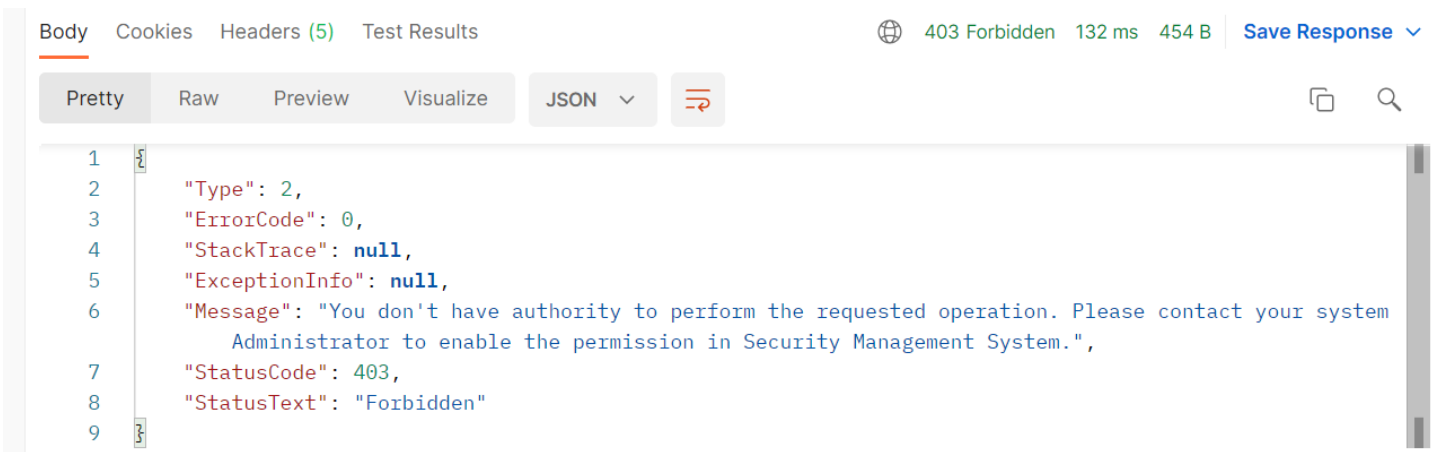
Body   Cookies   Headers (6)   Test Results   401 Unauthorized   13.95 s   366 B   Save Response ∨

Pretty   Raw   Preview   Visualize   JSON ∨

```
1  {
2      "Type": 2,
3      "ErrorCode": 0,
4      "StackTrace": null,
5      "ExceptionInfo": null,
6      "Message": "Unauthorized Access.",
7      "StatusCode": 401,
8      "StatusText": "Unauthorized"
9  }
```

Status Code: 403 (FORBIDDEN)

Description

The HTTP 403 Forbidden client error status response code indicates that the server understood the request but refuses to authorize it. This status is similar to 401, but in this case, re-authenticating will make no difference.

Body   Cookies   Headers (5)   Test Results   403 Forbidden   132 ms   454 B   Save Response ∨

Pretty   Raw   Preview   Visualize   JSON ∨

```
1  {
2      "Type": 2,
3      "ErrorCode": 0,
4      "StackTrace": null,
5      "ExceptionInfo": null,
6      "Message": "You don't have authority to perform the requested operation. Please contact your system
          Administrator to enable the permission in Security Management System.",
7      "StatusCode": 403,
8      "StatusText": "Forbidden"
9  }
```

Status Code: 404 (NOT FOUND)

Description

The server has not found anything matching the Request-URI. No indication is given of whether the condition is temporary or permanent.
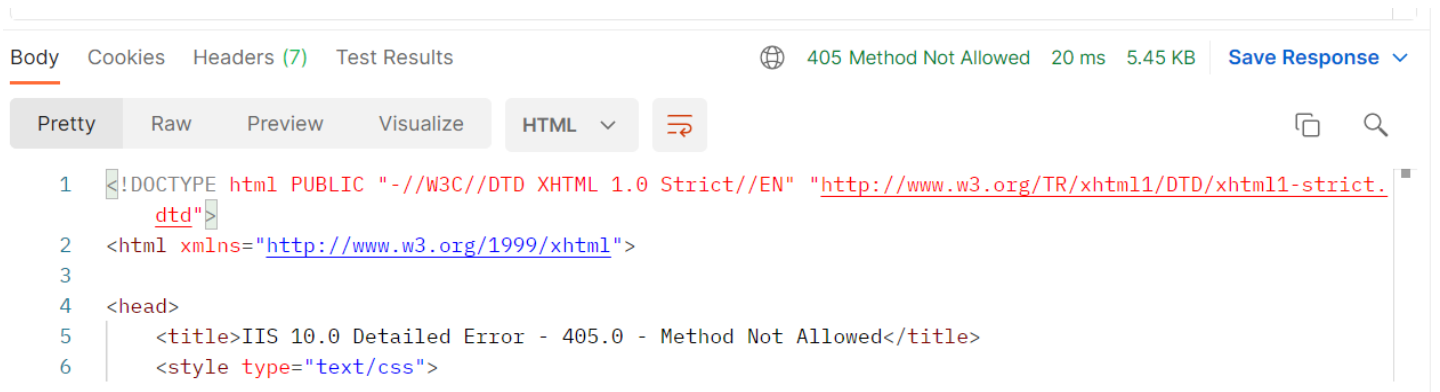

Status Code: 405 (METHOD NOT ALLOWED)

Description

The 405 Method Not Allowed error occurs when the web server is configured in a way that does not allow you to perform a specific action for a particular URL. It's an HTTP response status code that indicates that the request method is known by the server but is not supported by the target resource.

Body   Cookies   Headers (7)   Test Results   🌐 405 Method Not Allowed   20 ms   5.45 KB   Save Response ∨

Pretty   Raw   Preview   Visualize   HTML ∨   ⇶

```
1  <!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.
       dtd">
2  <html xmlns="http://www.w3.org/1999/xhtml">
3
4  <head>
5      <title>IIS 10.0 Detailed Error - 405.0 - Method Not Allowed</title>
6      <style type="text/css">
```

Status Code: 500 (INTERNAL SERVER ERROR)

Description

The HTTP status code 500 is a generic error response. It means that the server encountered an unexpected condition that prevented it from fulfilling the request. This error is usually returned by the server when no other error code is suitable.

Body   Cookies   Headers (5)   Test Results   🌐 500 Internal Server Error   17.67 s   307 B   Save Response ∨

Pretty   Raw   Preview   Visualize   JSON ∨   ⇶

```
1  {
2      "Message": "The ConnectionString property has not been initialized.",
3      "StatusCode": 500,
4      "StatusText": "InternalServerError"
5  }
```
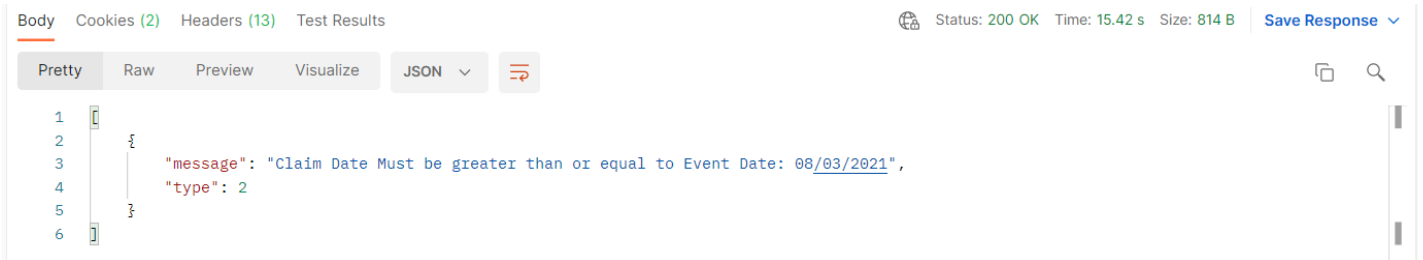
Application Specific Error Response Codes

Type: 2 (ERROR)

Description

These are handled exceptions (with HTTP status code 200) thrown by the system. For example, this error message comes when user tries to save a claim having date of claim less than event date.
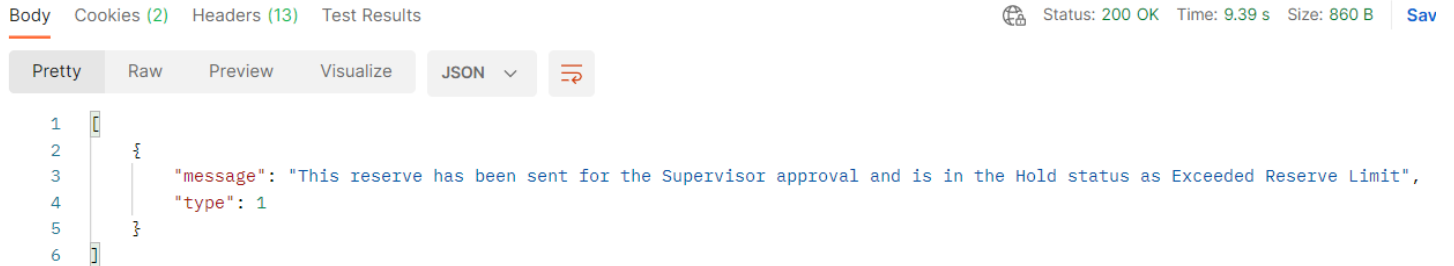


```
1  [
2     {
3         "message": "Claim Date Must be greater than or equal to Event Date: 08/03/2021",
4         "type": 2
5     }
6  ]
```

Body Cookies (2) Headers (13) Test Results   Status: 200 OK Time: 15.42 s Size: 814 B Save Response ∨

Pretty Raw Preview Visualize JSON ∨

Type: 1 (WARNING)

Description

This warning is thrown (with HTTP status code 200) when data is saved successfully with some conditions needing user attention. For example**,** this warning message comes when user tries to set reserves above his authorised limit.

Body Cookies (2) Headers (13) Test Results   Status: 200 OK Time: 9.39 s Size: 860 B Sav

Pretty   Raw   Preview   Visualize   JSON ˅

```
1  [
2    {
3      "message": "This reserve has been sent for the Supervisor approval and is in the Hold status as Exceeded Reserve Limit",
4      "type": 1
5    }
6  ]
```

Type: 0 (INFO)

Description

For example, this message comes when maximum user count has exceeded.
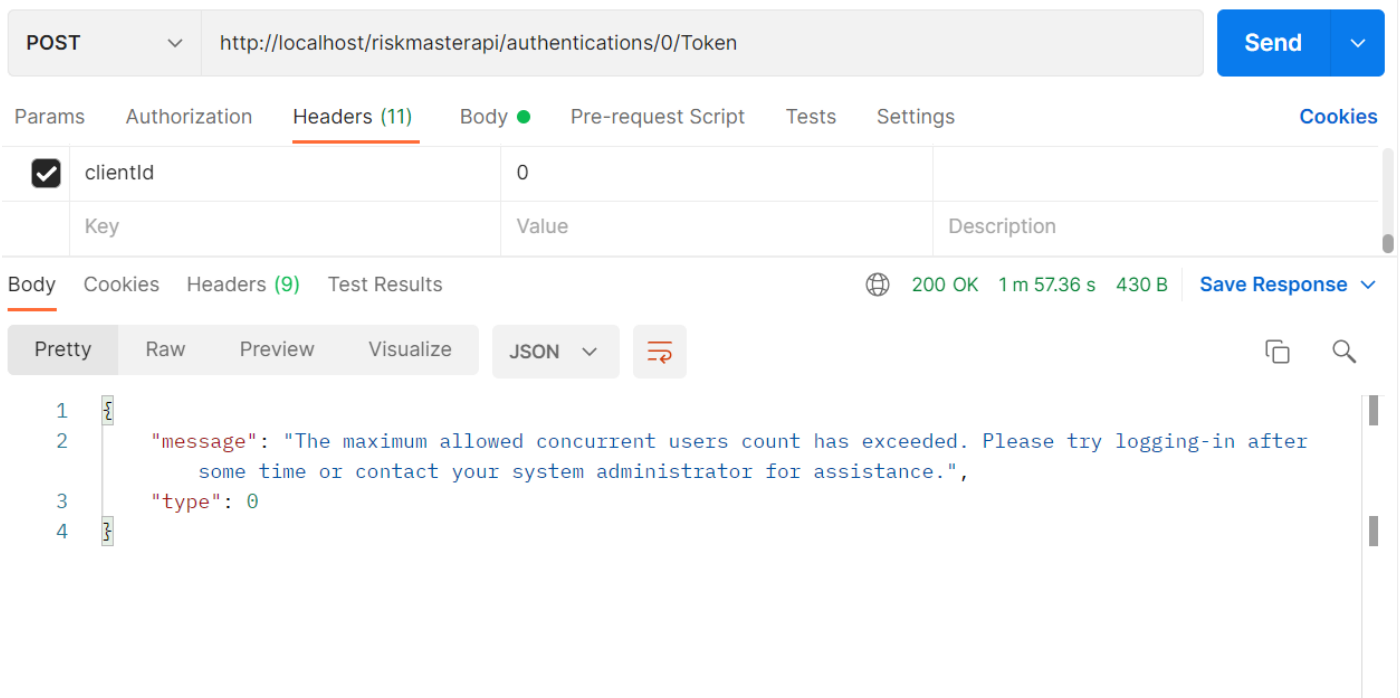
POST ˅   http://localhost/riskmasterapi/authentications/0/Token   **Send** ˅

Params   Authorization   Headers (11)   Body ●   Pre-request Script   Tests   Settings   **Cookies**

☑	clientId	0	
	Key	Value	Description

Body Cookies Headers (9) Test Results   200 OK 1 m 57.36 s 430 B **Save Response** ˅

Pretty   Raw   Preview   Visualize   JSON ˅

```
1  {
2    "message": "The maximum allowed concurrent users count has exceeded. Please try logging-in after
          some time or contact your system administrator for assistance.",
3    "type": 0
4  }
```

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at DXC.com.

Follow DXC Technology on social media

Get the insights that matter.

Keep up to date with technology and innovation, now and in the future.

DXC Assure Claims Support Helpdesk

Phone: 1-877-275-3676
Email: risksupp@dxc.com