

## Error Messages

In many cases, application errors that cause error messages are corrected quickly. Often if the parent waits for a while and then returns to txConnect, the system will work properly.

If an error is caused by invalid data that has been entered, a message on the page prompts the parent to correct the entry. Once they correct the error, they can continue.

The following types of errors may be generated in the txConnect application:

1. **Unexpected error:** This error is due to some exception that has been generated by the application. If the parent loses his session, he is returned to the Login page or the current page. The application logs the exception information.
2. **Database communication error:** This error occurs if the application is unable to communicate with the txConnect database. Usually, this is a very brief issue. Wait a few minutes, and then try the action again.
3. **Session loss error:** This error occurs if the session has been cleared because the application was reset. If the parent loses his session, he is returned to the Login page. If this occurs, the parent should wait a few minutes and then log on again.
4. **Configuration error:** This error occurs if there is an error in the web.config file or service environment.
5. If an error persists, contact the system administrator at the e-mail address displayed on the error page. Be sure to provide the following:
  - a. The error message, including the code that is displayed below the error message
  - b. The action that the parent attempted when the error occurred