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Thinknode Errors

When encountering an error in the astroid Planning App, check this list of common and known issues and their known fixes. If the fix detailed does not resolve the issue please contact the .decimal staff.

Error Messages

When receiving an error notification, this message will be in the body of the notification

- **“provider terminated unexpectedly”**:
 - During feasibility: calculation grid is too dense and crashed the provider. Make calc grid coarser

HTTP Error Codes

- **401**
 - Session token has expired, close planning and relogin.
- **50X**
 - Any 500-504 error codes mean there was a temporary issue on the Thinknode side. Closing, reopening, and retrying what gave the 50X error should resolve the issue.

From:
<http://apps.dotdecimal.com/> - **decimal App Documentation**

Permanent link:
<http://apps.dotdecimal.com/doku.php?id=planning:userguide:errors&rev=1470765330>

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