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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

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

- **401**
  - Explanation: The current Thinknode user session token has expired.
  - Solution: Close and reopen the Planning App, relogin to your realm, and re-initiate the task that failed.
- **50X**
  - Explanation: Any 500-504 error codes mean there was a temporary issue on the Thinknode server side.
  - Solution: Close and reopen the Planning App, relogin to your realm, and re-initiate the task that failed.

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

Permanent link:
**http://apps.dotdecimal.com/doku.php?id=planning:userguide:errors&rev=1470765496**

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