

Game Multimedia Engine

Error Codes

Product Documentation



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Error Codes

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This document provides error codes that may be reported during Tencent Cloud Game Multimedia Engine (GME) development so that developers can easily debug and access GME APIs.

General Errors

Error Code Name	Error Code Value	Cause and Suggested Solution
AV_ERR_3DVOICE_ERR_NOT_INITED	7003	The <code>InitSpatializer</code> API needs to be called first.
AV_ERR_NET_REQUEST_FAILED	7004	Network request failed mainly due to an unstable network connection. To troubleshoot, see FAQ > Voice Chat Room .
AV_ERR_CHARGE_OVERDUE	7005	Operation failed due to account arrears. You need to check whether your account is in arrears in the Tencent Cloud Console.
AV_ERR_AUTH_FIALD	7006	Authentication failed. Possible causes: 1. The <code>AppID</code> does not exist or is incorrect; 2. An error occurred while authenticating the <code>authbuff</code> ; 3. Authentication expired.
AV_ERR_IN_OTHER_ROOM	7007	Already in another room.
AV_ERR_NO_PERMISSION	7009	No permission to perform the operation.
AV_ERR_FILE_CANNOT_ACCESS	7010	Unable to access the file.
AV_ERR_FILE_DAMAGED	7011	File is corrupted.
AV_ERR_SERVICE_NOT_OPENED	7012	Please enable this feature in the console before using it.
AV_ERR_USER_CANCELED	7013	The user canceled an operation before it succeeds, such as entering a room.

Error Code Name	Error Code Value	Cause and Suggested Solution
AV_ERR_LOAD_LIB_FAILED	7014	The library file is not loaded properly, please check if it is missing.
AV_ERR_SDK_NOT_FULL_UPDATE	7015	When upgrading the SDK, not all files were upgraded, which caused some module mismatches. Please fully upgrade the SDK.
AV_ERR_3DVOICE_ERR_FILE_DAMAGED	7002	Failed to load the 3D sound effect file.

Client Errors for Voice Chat

Error Code Name	Error Code Value	Description	Cause	Suggested Solution&dx
AV_ERR_REPEATED_OPERATION	1001	Repeated operation	An operation is performed when the same operation is in progress. Operation types include AVContext, room, device, and member. AVContext operations: StartContext/StopContext. Room operations: EnterRoom/ExitRoom. Device operations: enabling/disabling a device.	Perform the operation is
AV_ERR_EXCLUSIVE_OPERATION	1002	Exclusive operation	An operation is performed when another operation of the same type is in progress.	Perform the operation is
AV_ERR_HAS_IN_THE_STATE	1003	Repeated operation	An operation is performed to make an object enter a state which it is already in, for example, making a client enter a room again which it is already in.	Regard the c since the obj state.

Error Code Name	Error Code Value	Description	Cause	Suggested Solution&dx
AV_ERR_INVALID_ARGUMENT	1004	Invalid parameter	One or more incorrect parameters are passed in when an SDK API is called; for example, when the client is trying to enter a room, the input room type is not `AVRoom::ROOM_TYPE_PAIR` or `AVRoom::ROOM_TYPE_MULTI`.	Read the API valid value r API, and take the correctn
AV_ERR_TIMEOUT	1005	Timeout	The result of an operation is not returned within the specified time. This error occurs mostly when signaling transmission is involved and network problem occurs. For example, after a client performs an operation to enter a room, the result of the operation is not returned within 30 seconds.	Check wheth whether the connected, a
AV_ERR_NOT_IMPLEMENTED	1006	Not implemented	The feature is not available yet when an SDK API is called.	Find other al
AV_ERR_NOT_IN_MAIN_THREAD	1007	Not in the main thread	External SDK APIs must be called in the main thread, but a client failed to do so.	Modify the s APIs are call
AV_ERR_RESOURCE_IS_OCCUPIED	1008	Occupied resource	A required resource, such as the camera or screen, has already been occupied.	Identify the s confirm the r occupied to r used at the r conflict.
AV_ERR_CONTEXT_NOT_EXIST	1101	Invalid AVContext status	When an AVContext object is not in the CONTEXT_STATE_STARTED status, a client calls an API that can be called only when the AVContext object is in this status.	Modify the s APIs are call

Error Code Name	Error Code Value	Description	Cause	Suggested Solution&dx
AV_ERR_CONTEXT_NOT_STOPPED	1102	Invalid AVContext status	When an AVContext object is not in the CONTEXT_STATE_STOPPED status, a client calls an API that can be called only when the AVContext object is in this status, such as the API AVContext::DestroyContext.	Modify the s APIs are calle
AV_ERR_ROOM_NOT_EXIST	1201	Invalid AVRoom status	When an AVRoom object is not in the ROOM_STATE_ENTERED status, a client calls an API that can be called only when the AVRoom object is in this status.	Modify the s APIs are calle
AV_ERR_ROOM_NOT_EXITED	1202	Invalid AVRoom status	When an AVRoom object is not in the ROOM_STATE_EXITED status, a client calls an API that can be called only when the AVRoom object is in this status, such as the API AVContext::StopContext.	Modify the s APIs are calle
AV_ERR_DEVICE_NOT_EXIST	1301	The device does not exist	A client uses a device that does not exist or has not been initialized.	Verify that th device ID is device after
AV_ERR_ENDPOINT_NOT_EXIST	1401	The AVEndpoint object does not exist.	When a member has not initiated a voice chat or video chat, a client tries to obtain the AVEndpoint object of the member.	Modify the s APIs are calle

Error Code Name	Error Code Value	Description	Cause	Suggested Solution&dx
AV_ERR_ENDPOINT_HAS_NOT_VIDEO	1402	The member does not initiate a video chat.	When a member has not initiated a video chat, a client performs an operation that can be completed only after a video is initiated. For example, when a member has not initiated a video chat, a client requests the video image of the member.	Modify the se APIs are calle
AV_ERR_TINYID_TO_OPENID_FAILED	1501	Failed to convert a tinyid into an identifier	After receiving the signaling indicating a member's information update, a client needs to convert the tinyid into an identifier. However, the conversion failed due to issues with the logic of the IMSDK library or the network.	Confirm that check logs for the IMSDK lib
AV_ERR_OPENID_TO_TINYID_FAILED	1502	Failed to convert an identifier into a tinyid	When calling the StartContext API, a client needs to convert the identifier into a tinyid. However, the conversion failed due to issues with the logic of the IMSDK library, the network, or no login status.	Confirm that logs for any IMSDK library login API has
AV_ERR_DEVICE_TEST_NOT_EXIST	1601	Invalid AVDeviceTest status	When an AVDeviceTest object is not in the DEVICE_TEST_STATE_STARTED status, a client calls an API that can be called only when the AVDeviceTest object is in this status.	Modify the se APIs are calle

Error Code Name	Error Code Value	Description	Cause	Suggested Solution&dx
AV_ERR_DEVICE_TEST_NOT_STOPPED	1602	Invalid AVDeviceTest status	When an AVDeviceTest object is not in the DEVICE_TEST_STATE_STOPPED status, a client calls an API that can be called only when the AVDeviceTest object is in this status, such as the API AVContext::StopContext.	Modify the s APIs are calle
AV_ERR_INVITET_FAILED	1801	Failed to send an invitation.	A failure occurs when a client tries to send an invitation.	The invitatio and the invit So this error
AV_ERR_ACCEPTT_FAILED	1802	Failed to accept an invitation.	A failure occurs when a client tries to accept an invitation.	The invitatio and the invit So this error
AV_ERR_REFUSE_FAILED	1803	Failed to refuse an invitation.	A failure occurs when a client tries to reject an invitation.	The invitatio and the invit So this error
QAV_ERR_NOT_TRY_NEW_ROOM	2001	A client fails to enter a new room and remains in the original room.	A client fails to switch to a new room and remains in the current room.	Remain in th
QAV_ERR_TRY_NEW_ROOM_FAILED	2002	A client attempts to enter a new room but fails, and exits the original room.	A client fails to switch to a new room and has exited the original room.	Exit a room :

Server Errors for Voice Chat

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
AV_ERR_SERVER_FAILED	10001	General error	Locate the specific cause based on the real error code (in logs) returned from the backend to a client.	View and confirm the validity of the parameters in the API for room entry, such as AppID, UIN and AuthBuffer (see the documentation). In the console, check whether the relevant parameters match the local ones, and whether there is any account arrears. Check whether the developer's testing devices are running over a private or public network.
AV_ERR_SERVER_INVALID_ARGUMENT	10002	Invalid parameter	One or more incorrect parameters are passed when an SDK API is called or when internal SDK signaling is sent to the backend.	Ensure the correctness of parameters passed in SDK API calls. Analyze logs, obtain the real error code returned from the backend to the client, and ask backend personnel for help.

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
AV_ERR_SERVER_NO_PERMISSION	10003	No permission	A client has no permission to use a feature. For example, a client provides an incorrect or expired signature when it tries to enter a room.	Be sure to use a feature only after providing correct permission parameters. Check whether the AppID and permission key are correct.
AV_ERR_SERVER_TIMEOUT	10004	Hour	The result of an operation is not returned within the specified time.	Analyze logs, obtain the real error code returned from the backend to the client, and ask backend personnel for help.

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
AV_ERR_SERVER_ALLOC_RESOURCE_FAILED	10005	Network error	Network error occurs when a client performs an operation.	View and confirm the validity of the parameters in the API for room entry, such as AppID, UIN and AuthBuffer (see the documentation). If they are valid, check whether the developer's testing device are running over a private or public network. If it is a private network, ask the developer to check whether the following URL can be connected to: openmsf.3g.qq.com:15000. If yes, check whether the following URL can be connected to: cloud.tim.qq.com:15000.
AV_ERR_SERVER_ID_NOT_IN_ROOM	10006	Not in a room	A client performs some operations when it is not in a room.	Ensure that SDK features are used at the right time.
AV_ERR_SERVER_NOT_IMPLEMENT	10007	Not implemented	The feature is not available yet when an SDK API is called.	Find other alternative methods.

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
AV_ERR_SERVER_REPEATED_OPERATION	10008	Repeated operation	An operation is performed when another operation of the same type is in progress.	Perform the next operation after the ongoing operation is completed.
AV_ERR_SERVER_ROOM_NOT_EXIST	10009	Room does not exist	A client is performing an operation related to a room that does not exist.	Ensure that SDK features are used at the right time.
AV_ERR_SERVER_ENDPOINT_NOT_EXIST	10010	The member does not exist.	Some operations related to a nonexistent member are performed.	Analyze logs, obtain the real error code returned from the backend to the client, and ask backend personnel for help.
AV_ERR_SERVER_INVALID_ABILITY	10011	Invalid capability	Locate the specific cause based on the real error code (in logs) returned from the backend to a client.	Analyze logs, obtain the real error code returned from the backend to the client, and ask backend personnel for help.

Speech-to-Text Errors

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
QAVPTTERROR_RECORDER_PARAM_NULL	4097	Recording error	Parameter is empty.	Check whether the API parameters in the code are correct.
QAVPTTERROR_RECORDER_INIT_ERROR	4098	Recording error	Initialization error	
QAVPTTERROR_RECORDER_RECORDING_ERR	4099	Recording error	Recording is in progress.	Ensure that the SDK recording feature is used at the right time.
QAVPTTERROR_RECORDER_NODATA_ERR	4100	Recording error	Audio data is not collected.	Check if the microphone is working properly.
QAVPTTERROR_RECORDER_OPENFILE_ERR	4101	Recording error	An error occurs during access to a recording file.	Ensure the existence of the file and the validity of the file path.
QAVPTTERROR_RECORDER_PERMISSION_MIC_ERR	4102	Recording error	No microphone permission.	Microphone permission is required for using SDK. To add the permission, see SDK project configuration document for the specific engine or platform.
QAVPTTERROR_RECORDER_AUDIO_TOO_SHORT	4103	Recording error	The recording time is too short.	The recording time should be in ms and longer than 1,000 milliseconds

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
QAVPTTERROR_RECORDER_RECORD_NOT_START	4104	Recording error	No recording operation is started.	Check whether the API for starting recording has been called.
QAVPTTERROR_UPLOAD_FILE_ACCESSERROR	8193	Upload error	An error occurs during file access.	Ensure the existence of the file and the validity of the file path.
QAVPTTERROR_UPLOAD_SIGN_CHECK_FAIL	8194	Upload error	The signature verification failed.	Check whether the authentication key is correct, and the voice messaging and speech-to-text feature has been initialized.
QAVPTTERROR_UPLOAD_COS_INTERNAL_FAIL	8195	Upload error	A network error occurs.	Check if the device can access the Internet. See How do I troubleshoot network problems
QAVPTTERROR_UPLOAD_COS_INTERNAL_FAIL	8195	Upload error	A network failure occurs when getting upload parameters.	Check if the device can access the Internet. See How do I troubleshoot network problems
QAVPTTERROR_UPLOAD_SYSTEM_INNER_ERROR	8197	Upload error	The packet returned is empty when getting upload parameters.	Check whether the authentication is correct and whether the device can access the Internet. See How do I troubleshoot network problems

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
QAVPTTERROR_UPLOAD_RSP_DATA_DECODE_FAIL	8198	Upload error	The packet returned fails to be parsed when getting upload parameters.	Check whether the authentication is correct and whether the device can access the Internet. See How do I troubleshoot network problems
QAVPTTERROR_UPLOAD_APPINFO_UNSET	8200	Upload error	<code>appinfo</code> is not specified.	Check whether the <code>apply</code> API is called or the input parameter is empty.
QAVPTTERROR_DOWNLOAD_FILE_ACCESSERROR	12289	Download error	A file access error occurs when downloading a file.	Check if the file path is valid.
QAVPTTERROR_DOWNLOAD_SIGN_CHECK_FAIL	12290	Download error	The signature verification failed.	Check whether the authentication key is correct, and the voice messaging and speech-to-text feature has been initialized.
QAVPTTERROR_DOWNLOAD_COS_INTERNAL_FAIL	12291	Download error	Network error.	The server failed to get the audio file. Check whether the API parameter <code>fileid</code> is correct and whether the network is normal.

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
QAVPTTERROR_DOWNLOAD_REMOTEFILE_ACCESSERROR	12292	Download error	Server file system error.	Check whether the device can access the Internet and whether the file exists on the server.
QAVPTTERROR_DOWNLOAD_GET_SIGN_NETWORK_FAIL	12293	Download error	HTTP network failure occurs when getting download parameters.	Check if the device can access the Internet. See How do I troubleshoot network problems
QAVPTTERROR_DOWNLOAD_SYSTEM_INNER_ERROR	12294	Download error	The packet returned is empty when getting upload parameters.	Check whether the device can access the Internet. See How do I troubleshoot network problems
QAVPTTERROR_DOWNLOAD_GET_SIGN_RSP_DATA_DECODE_FAIL	12295	Download error	The packet returned fails to be parsed when getting upload parameters.	Check whether the device can access the Internet. See How do I troubleshoot network problems
QAVPTTERROR_DOWNLOAD_APPINFO_UNSET	12297	Download error	<code>appid</code> is not specified.	Check whether the authentication key is correct, and the voice messaging and speech-to-text feature has been initialized.
QAVPTTERROR_PLAYER_INIT_ERR	20481	Playback error	Initialization error.	

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
QAVPTTERROR_PLAYER_PLAYING_ERR	20482	Playback error	During playback, the client tried to interrupt and play back the next one but failed (which should succeed normally).	Check whether the code logic is correct.
QAVPTTERROR_PLAYER_PARAM_NULL	20483	Playback error	Parameter is empty.	Check whether the API parameters in the code are correct.
QAVPTTERROR_PLAYER_OPENFILE_ERR	20484	Playback error	A playback error occurs during file access.	Ensure the existence of the file and the validity of the file path.
QAVPTTERROR_PLAYER_PLAYER_NOT_START_ERR	20485	Playback error	Playback is not started.	Ensure the existence of the file and the validity of the file path.
QAVPTTERROR_S2T_INTERNAL_ERROR	32769	Speech-to-text error	Internal error.	Contact Tencent Cloud technical support for assistance, and provide your logs as instructed in FAQ > Download and Use .
QAVPTTERROR_S2T_NETWORK_FAIL	32770	Speech-to-text error	Network failure.	Check if the device can access the Internet. See How do I troubleshoot network problems

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
QAVPTTERROR_S2T_RSP_DATA_DECODE_FAIL	32772	Speech-to-text error	The packet returned failed to be parsed.	Contact Tencent Cloud technical support for assistance, and provide your logs as instructed in FAQ > Download and Use .
QAVPTTERROR_S2T_APPINFO_UNSET	32774	Speech-to-text error	<code>appinfo</code> is not specified.	Check whether the authentication key is correct, and whether the voice messaging and speech-to-text feature has been initialized.
QAVPTTERROR_STREAMIN_RECORD_SUC_REC_FAIL	32775	Streaming speech-to-text converting error	Streaming speech-to-text converting fails, but recording is successful.	Check if the network is connected correctly, and if the permission key is correct.
QAVPTTERROR_S2T_SIGN_CHECK_FAIL	32776	authbuffer check failure	authbuffer check failed.	Check if authbuffer is correct.
QAVPTTERROR_STREAMIN_RECORD_SUC_REC_FAIL	32775	Streaming speech-to-text converting error	Streaming speech-to-text converting fails, but recording and upload are successful.	Check if there are any errors in the code.

Error Code Name	Error Code Value	Description	Cause	Suggested Solution
QAVPTTERROR_S2T_PARAM_NULL	32784	Speech-to-text error	Invalid speech-to-text parameter	Check whether the API parameter <code>fileid</code> is empty in the code.
QAVPTTERROR_S2T_AUTO_SPEECH_REC_ERROR	32785	Speech-to-text error	An error occurred when getting the text from speech-to-text conversion.	Contact Tencent Cloud technical support for assistance, and provide your logs as instructed in FAQ > Download and Use .
QAVPTTERROR_ERR_VOICE_STREAMIN_RUNNING_ERROR	32786	Streaming speech-to-text converting error	Streaming speech-to-text converting failed.	Stream recording in progress. Wait for the stream recording API to return a response.
QAVPTTERROR_ERR_VOICE_STREAMING_ASR_ERROR	50012	Streaming speech-to-text converting error	ASR request error.	Upload the recorded file again using the <code>UploadRecordedFile</code> API, and then call the <code>SpeechToText</code> API. Meanwhile, contact Tencent Cloud technical support for assistance, and provide your logs as instructed in FAQ > Download and Use .