National Practitioner Data Bank
Healthcare Integrity and Protection Data Bank

HRSA
U.S. Department of Health and Human Services
Health Resources and Services Administration

ITP Client Program Status Codes

Code	Description
C00	Success, no errors.
C01	Error on NPDB-HIPDB server, reattempt transfer.
C04	Database error on NPDB-HIPDB server, reattempt transfer.
C06	Database connection error on NPDB-HIPDB server, reattempt transfer.
C08	Communication error with NPDB-HIPDB ICD server during response retrieval, reattempt transfer.
C18	Error in downloaded response files, reattempt transfer.
C19	Error in getting information from the downloaded file, reattempt transfer.
C20	Unable to open downloaded file, check if sufficient disk space is available to download file and reattempt transfer.
C21	Generic error code; used for failures not yet categorized.
C22	Usage error, check command-line parameter.
C23	Error in reading Initialization file *itp.ini*, check that *itp.ini* file is in working directory.
C24	Unable to open program log file, check that disk space is available.
C25	Error in user ID and password validation, check that the DBID and password are correct.
C30	Error validating parameter in *itp.ini*, a parameter is missing or value is invalid.
C31	Error validating *UploadFile*, upload file missing or a file listed in the upload file does not exist.
C32	Error validating *DownloadDir*, directory does not exist.
C40	Error opening connection to NPDB-HIPDB server, check internet connection and reattempt transfer.
C41	Error getting input stream to NPDB-HIPDB server, check internet connection and reattempt transfer.
C42	Error getting output stream from NPDB-HIPDB server, check internet connection and reattempt transfer.
C50	Error reading status response from NPDB-HIPDB server, reattempt transfer.
C51	Error processing web request, reattempt transfer.
C52	Error getting status code, reattempt transfer.
C53	Error sending submission files, reattempt transfer.
C54	Error downloading response files, reattempt transfer.
C55	Error moving response files to the download directory, no permission to write to the directory or the device has run out of space.
C56	Your password change request could not be successfully processed. Download the response file for further details.

Code	Description
C57	Your account has been locked out. Contact your entity administrator to reset the password. If you are using an administrator account, contact the NPDB-HIPDB Customer Service Center to reset the password.
C58	Your account has been locked out. The number of invalid login attempts has exceeded the allowable login limit. Contact your entity administrator to reset the password. If you are using an administrator account, contact the NPDB-HIPDB Customer Service Center to reset the password.
C59	Your account password has expired. Contact your entity administrator to reset the password. If you are using an administrator account, contact the NPDB-HIPDB Customer Service Center to reset the password.
C60	Unable to process submission files. The files are not in the appropriate format. Check to ensure that the files are not zipped or in a binary format prior to resubmission.
C61	Your password must be changed before other transactions can be submitted.
C62	The entity identified by the DBID in itp.ini does not have active status.
C63	The entity identified by the DBID in itp.ini does not match the DBID in the submission file.
C64	No more than one password change transaction can be listed in the upload file *UploadFile* at any time. Modify *UploadFile* to include only one password change transaction, reattempt transfer.
C65	Password change transaction processing was successful but an error occurred sending the other transaction files. Re-encode new password if necessary, remove password change transactions from the upload file *UploadFile*, and reattempt transfer of other transaction files.
C66	Password change transaction processing failed but the other transaction files were sent successfully. Modify the upload file *UploadFile* to include only one password change transaction, reattempt transfer.
C67	Your password has expired. You may login to the IQRS to reset your password or contact your administrator or the NPDB-HIPDB Customer Service Center.