



Refined Services integration

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Summary

Refined Services provides an integration service to manage the connection between the LMS platform and Adobe Connect. This service provides added security, flexibility, and simplifies the process for updates and maintenance by keeping all data centralized. Refined Services creates one administrative account named Moodle Admin to support the integration. This account is only accessible within the LMS. Refined Services stores all the credential information and the password in encrypted.

The way the integration works is the LMS logs into Adobe Connect with the **Moodle Admin** account. This LMS account is not associated with any user inside the LMS. When the LMS makes calls to Adobe Connect, the LMS uses the **Moodle Admin** credentials stored by Refined Services.

Refined Services also updates user, course, and activity information. If using Adobe Connect to import users to the LMS, please contact support@refineddata.com with assistance in syncing the accounts.

Error codes

When an error in the Refined Services connection occurs, an error code or codes will appear indicating the nature of the issue.

When there is an error with Adobe Connect or Refined Services, a page will display:

Page temporarily unavailable. If issue persists please contact support@refineddata.com

Error code:

{error code}

Please try again in a few minutes.

[Return to course]

For end users the page will redirect to the course page after 30 seconds or when the user clicks **return to course** (whichever comes first). For administrators the page will redirect to the Refined Services login page.

The admin login page will direct to a page where the site administrator needs to enter their own Adobe Connect credentials:

Please enter your Adobe Connect credentials to reset your password in Refined Services. If you need assistance please contact: support@refineddata.com

Below is a listing of all possible error codes, what they mean, and if the item will resolve on its own or needs attention from Refined Data Solutions. All error codes needing attention are automatically sent to Refined Data Solutions for further investigation and run on a cron every five minutes. Errors are logged on Refined Services regardless of debugging being turned on or off and includes:

1. Error code
2. User name
3. Moodle ID
4. Site URL

Even though this information is recorded by Refined Services, it is a best practice for the client to notify Refined Data Solutions of any errors by contacting us at support@refineddata.com.

Adobe Connect error codes

Code	Description	Possible cause	Resolution	Redirect Adobe Connect credentials page
AC001	Incorrect user credentials in Adobe Connect	Username or password does not match credentials in Refined Services	Use the form at {site URL}/local/refinedservices/change_to_created_by_rs.php and insert the users Moodle ID to update them in Refined Services.	Entering the admin's Adobe Connect credentials will resolve the discrepancy in the username/password in Refined Services
AC002	Incorrect admin credentials	Admin credentials in the LMS are incorrect	Please contact support@refineddata.com and provide the credentials (username/password) used for attempted logins.	The admin can still access Adobe Connect with their own account but will not receive the Adobe Connect credentials page.
AC003	No user in Adobe Connect	Account does not exist in Adobe Connect	This will usually resolve itself when the user attempts to access Adobe Connect content. If issue persists, please contact support@refineddata.com This code may also sometimes display as	If an admin account does not exist in Adobe Connect, inputting the admin's credentials on the credentials page will resolve the error and create a new account in Adobe Connect.

			AC001 as both are applicable in certain scenarios because Refined Services will try to connect to Adobe Connect regardless of if there is a record of the user or not.	
AC004	No response from Adobe Connect	Adobe Connect host credentials are incorrect	Please contact support@refineddata.com and provide the host credentials (username/password) for the attempted logins.	The admin will receive the message: "Error code: AC004 Please try again in a few minutes." This message displays both on the page itself (where the Adobe Connect content previously existed) and when an admin attempts to access Adobe Connect from the LMS.
AC005	General unknown error	General error that is none of the above	These general errors will require further investigation and troubleshooting by Refined Data Solutions.	

Refined Services error codes

Code	Description	Possible cause	Resolution	Redirect Adobe Connect credentials page
RS001	Refined Services account not created	The Refined Services account was not created when setting up the LMS during initial installation	If receiving this error, please contact support@refineddata.com and our development team will make the correction.	If this error occurs, it will behave in the same way as AC004.
RS002	Incorrect Refined Services credentials	Credentials for user are incorrect in Refined Services	Please contact support@refineddata.com and our development team will verify / update credentials.	The Admin will see the Adobe Connect credentials page and entering the credentials will resolve the issue.
RS003	Refined Services account expired	The Refined Services account has expired for the LMS. <i>Not applicable for hosted clients.</i>	Please contact support@refineddata.com for Refined Services account renewal.	The Admin will see the page with the error code, not the Adobe Connect credentials page.
RS004	No response from Refined	The Refined Services host in the LMS is	Refresh the page. If this doesn't resolve this issue,	This error will display on the page where the Adobe Connect

	Services or a general Refined Services error has occurred.	incorrect.	please contact support@refineddata.com and our development team will make the correction.	content previously existed, but will not display the credentials page.
RS005	Incorrect parameters passed for this call to Refined Services	This is an error in the code that is passing the data.	Please contact support@refineddata.com and our development team will make the correction.	Error will display on page
RS006	No user in Refined Services	The user was not created or was deleted in Refined Services	This can resolve itself before it becomes an error as Refined Services will create a user if they don't exist. However, if the issue persists, please contact support@refineddata.com and our development team will make the correction.	For admins, if the error doesn't resolve itself automatically, the credentials page will resolve it.
RS007	No meeting in Refined Services	The Adobe Connect meeting was not created or was deleted in Refined Services	If creating a new meeting, the admin can delete and re-create the meeting in an attempt to resolve the issue. Otherwise, please contact support@refineddata.com	For Admins the error will display on page in place of the meeting icon. Credentials page won't display.