Often issues while configuring Cloud services

You have configured the WProofreader or SCAYT Cloud product, but you are getting the following error message in the console/network tab, so there are troubleshooting steps to resolve them.

Note, that we have highlighted variables in *italics*, which may be different depending on your subscription and specific case.

#	Error description in the console /network tab	Reason	Troubleshooting steps
1	The defined language code *en_US* is not available or supported for your customer ID. Please contact us at support@webspellchecker.net or submit a ticket at webspellchecker.com website.	This means that while specifying the default language, you used the shortcode of the language which is not enabled for your subscription. The second variant is that you typed the shortcode with a mistake. Often, our clients use hyphen (-) instead of underscore (_) in the language shortcodes.	1) Check here which language shortcode to use for the necessary language. 2) Check which languages are enabled for your subscription in your admin panel. 3) Specify the default language using the 'lang' parameter and the supported language shortcode. 4) Clean your browsers' local storage and cache. 5) If you want to add extra language, follow the steps from here.
2	403 error: '*proofreader_autosearch*' product is not enabled or allowed. Contact support@webspellchecker.net for more details.	You subscribed to one product, for example, Web API or SCAYT, but try to configure another one - WProofreader.	Contact support@webspellchecker.net to handle the request. Our team will be able to convert your subscription to another type.
3	403 error: The product '*proofreader_ck5*' is not enabled or allowed. Contact support@webspellchecker.net for more details.	We have a separate WProofreader plugin for CKEditor 5, the more native integration, than the default product that our clients use in a bundle with other editors and HTML controls. WProofreader plugin for CKEditor 5 has to be additionally enabled on our side if you had another original product type during the subscription.	Contact support@webspellchecker.net to handle the request. Our team will be able to convert your subscription to another type.
4	SyntaxError: Unexpected token < in JSON *at position 0*	You're receiving HTML (or XML) back from the server, but the dataType: JSON.	Check the "Network" tab in dev tools to see the contents of the server's response, you will identify the response format=xml. The information regarding this request has to help you to identify the core of the issue.