

Evolvi Errors & FAQs

Error Message	Meaning	Solution
null	no Unit, Account, Policy on company or traveller is configured	Configure Unit/ Account/ Policy on company and or as well as on traveller profile
[CannotMoveToThisUnit] UserID: 0 Username: sherlock@holmes.uk can not move to this UnitID as it is not in the same Organisation. Unit Specified: 0	This is a limitation within Evolvi that does not allow a user to be moved to another/ a different unit that does not belong to the same organization, i.e. when a user Sherlock Holmes is created on Unit X or organization A and one tries to re-assign Sherlock to Unit Y or organization B, then this error is returned	• Purge the profile and create a new one • Evolvi support has to help agency to disconnect and manually reassign the user
Error in deserializing body of request message for operation 'UpdateUserDetail'.	Mapping for Evolvi is missing	Please fill in the fields in the Setup for Evolvi Mapping
Our server had a problem processing that request ([AuthorizationError] Logon ErrorMessage: Profile Integration Not Enabled For Your Organisation)		Please email to support@evolvi.co.uk requesting that "Profile Integration" is enabled for your site?