

Cytric Errors & FAQs

N.B.: Faces only synchronizes traveller profiles to and from Cytric, hence all the errors indicated apply to traveller profiles only

Error Message	Meaning	Solution
[PROFILE_UPDATE_FDF_GROUP_VALIDATION_FAILED] User profile Free data field group validation failed (B&V)	Validation rules have been set for one or more free data fields (FDF) in Cytric due to which Faces can not publish a profile if the validation rule is not met	<ul style="list-style-type: none"> To remove or change the validation rules of the FDFs in Cytric To fill in the respective fields in Faces to meet the validation rules as have been set in Cytric
No satisfying system found	System name is written in small letters (i.e. system) and Companion needs it in capital letters or mixed (i.e. SYSTEM) or it is the wrong IP address	can only be solved by Cytric Umbrella has to contact Amadeus to check the IP address
[BLE_WRAPPED_ERROR] External exception ([GENERAL_EXTERNAL_PROFILE_ID_CHANGE] Stored external profile ID differs)	The reason for the error is that Cytric has stored a different Faces UUID number than the one stored in the Faces profile.	Solution in this case: 1. Faces support team/ Circle administrators has to delete the profile link to Cytric manually 2. Travel agent has to delete the profile in Cytric (check if Faces data are up-to-date) 3. Travel agent has to save the Faces profile, then a new correct Cytric profile will be created
No setup found for Client ID, locations/divisions	Means that the Client ID is not activated in Cytric Companion.	This is what the agency must do in the TMS settings in Cytric
Unexpected response status : HTTP/1.1 500 Internal Server Error	Means that there is an error for example on company side because there is a line break	Faces support team has to check the XML: if there is an entry with &# - line break not allowed
Cytric publishing failed, but there was no error message	If the XML response contains <i>recipientAction="LOCKED"</i> (to be verified by umbrella support) then it means that profile is locked in Cytric	Unlock the profile within Cytric
[PROFILE_UPDATE_USER_AMBIGUOUS] cannot uniquely identify user	one of the value either "loginname", "recipientProfileID" or "senderProfileID" value is different from the value stored in Cytric.	Travel agent has to export the traveler profile from Cytric for this user and forward the export to Umbrella. Faces support team has to check if these values are matched or not / change the value in the CSV file to the correct one and upload in Faces after removing the Cytric Link of the profiles
[PROFILE_UPDATE_MISSING_MANDATORY_FIELD] Missing mandatory field ([PROFILE_UPDATE_INVALID_VALUE] Profile update invalid value (Billing Address - Company))	There are mandatory fields in Cytric	Change the mandatory fields in Cytric to optional
Cytric publishing failed, profile in Cytric is newer than this one	Caused by a time-stamp issue	Either manually save the profile(s) in the UI, or export and re-import the travellers via CSV which will force the publish to the interface