

# Concur Errors & FAQs

Error Message	Meaning	Solution
HTTP/1.1 500 Internal Server Error	<p>This error comes from Concur and can be due to several reasons i.e:</p> <ul style="list-style-type: none"><li>• Concur is sending creates for duplicate profiles</li><li>• There is an outage on Concur's side</li><li>• Missing permissions on client Concur site</li></ul>	<ul style="list-style-type: none"><li>• Ensure that all required permissions are present in the client Concur site. The TMC must set a user with Web Services Administrator permission on the site. This permission needs to be assigned directly to the user and not by groups.</li><li>• Request XML dumps from Umbrella support to deliver to Concur ( or ask support if they can see the cause of the error based on the XML)</li><li>• Try manually resaving the profile in Faces after some time to see if the profile is pushed through</li></ul>
HTTP/1.1 403 Forbidden	<p>There is something wrong with the credentials like refresh token or Config ID</p>	<ul style="list-style-type: none"><li>• Please check the refresh token and ConfigID on the company side</li></ul>
Invalid User (EC1): {username}	<p>This error is reported back by Concur for various reasons that have to do with the settings set up in Concur i.e:</p> <ul style="list-style-type: none"><li>• The username rule in Concur has been set to either email, first name, surname etc.</li><li>• Totally absurd names are not accepted i.e. test etc. are not accepted</li><li>• If the username has been changed directly in Concur it will create a new profile in Faces and the original profile Concur username does not match</li></ul>	<ul style="list-style-type: none"><li>• Adhere to the rules pre-set in Concur or change the rules within Concur to match your needs</li><li>• Use real names for profiles and William Never as a test subject</li><li>• Where the username has been changed in Concur request via Support that the traveller profile be disconnected from the interfaces so that the profile can be deleted and the new one pushed back from Concur will become the master</li></ul>
There is an error in XML document	<p>There is a missing value that is expected to be in the XML</p>	<p>Populate the fields that have been set as mandatory in Concur or in the HR-Feed</p>
WSAdmin does not belong to an agency that is associated with the provided TravelConfigID.	<p>This is a problem with access rights in Concur</p>	<p>Request XML dumps from Umbrella support to deliver to Concur</p>