

Amadeus Errors & FAQs

General errors			
Error Message	Profile Type	Meaning	Solution
Profile type mismatch, expected TRAVELLER, got null	Traveller	Traveller profile was already deleted from or deactivated in Amadeus	Faces support team/ Circle administrators has to remove the record locator so that "save" leads to a new profile creation
Access restricted	Traveller	Traveller profile was already deleted from Amadeus	Faces support team/ Circle administrators has to remove the record locator so that "save" leads to a new profile creation
Publishing failed with the error: soap message header incorrect	Company	Something is wrong with OID or WSAP	Please contact Amadeus directly
Duplicate Index	Company	Dupe customer number	Ensure that a customer number is only used/ assigned once or renumber the company customer number in Faces
The backend didn't understand the incoming query. Please contact your helpdesk.	Company	Time out in Amadeus or There is a wrong entry in some field i.e. spaces after a line in custom fields	Save again or Amend entry and save again
INVALID DATA	Traveller/ Company	Amadeus is missing expected data	Check for any blank lines in input/t ext-area fields Remove any empty lines from input/text-area fields
Invalid external no.:123456	Company	There is a special character or space in /after the customer number	Amend the customer number and save again
Internal error	Traveller/ Company	Special character/ space has been inserted somewhere on the profile	Remove special characters/ spaces and save again If nothing solves the error, Umbrella support has to open a ticket to Amadeus
Pending Reading from Profile/ Data Truncation	Traveller/ Company	This means that the profile(s) being imported have • AP lines that are too long • Remarks that are too long (max 150 characters allowed) • Special characters in the elements, i.e commas, slashes and so on	Clean up the profiles in CSX by removing special characters, spaces or reducing the AP/ RMs, saving the profile in the GDS again before getting back to Faces to save the profile again.
11 Session	Traveller/ Company	OID has not yet been added to the WSAP	Contact Amadeus to add the OID to your WSAP

MAX NUMBER OF OCCURRENCES REACHED	Traveller	Maximum number a line/ a sequence or a command is allowed to be sent to Amadeus has been reached. This occurs when some hardcoded entries are wrongly set up as copies in the agency or company setup, i.e. PIN is set up on the traveller profile	- Countercheck the copy commands to find out which one is affecting the profiles - Do not use PIN on the traveller profile or in any way other than as it is in the umbrella standard mapping
Failed: could not execute batch; SQL [insert into USERLOGIN (ACCEPTED_PRIVACY_POLICY, ACTIVE, CREATEDATE, EMAIL, FAILEDLOGINS, LANGUAGE, LASTLOGINDATE, LASTMODIFIED, LASTMODIFIEDBY, LOCKOUTDATE, PASSWD, PWDCHANGEDATE, PASSWORD_RESET_EXPIRATION, PASSWORD_RESET_TOKEN, SENT_CREDENTIALS, TOTP_RECOVERY_CODES, TOTP_SECRET, TRAVELAGENCY, USERNAME, UUID) values (?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?)]; constraint [idx_user_loginfields]; nested exception is org.hibernate.exception.ConstraintViolationException: could not execute batch	Traveller read from GDS	Profiles can not be imported as travellers with the same usernames already exist in Faces	Change the usernames of the existing travellers in Faces and import again
org.hibernate.exception.DataException: could not execute batch	Company	Due to data truncation/ invalid field lengths. This is individual and could affect any entry such the AP, APM, APE lines, RX lines exceeding a maximum of 150 characters etc.	Please edit and shorten the fields within Amadeus before saving the profile again in Faces to allow import
INVALID PREFERENCE DEFINITION - RULE ALREADY EXISTS	Traveller	There may be a duplicate airline, hotel, car rental entry. Or a copy action leads to a duplicate	Please check the entries and copy actions
Errors specific to version "Tenzing"			
SR-DOCS cannot exceed length of 70 chars	Traveller	Due to a long name, the SR DOCS line is then too long (maximum characters allowed are 70 chars)	Only occurs if the agency is using the Tenzing version of Amadeus webservices. This is a Webservice limitation for Tenzing that does not exist in Amadeus Central System. To solve this error, the name has to either shortened in Faces or the SR DOCS copy command has to be removed/ deactivated in Faces. The complete SR DOCS line can be separately directly inserted in Amadeus Central
Transport error: 404 Error: HTTP/1.1 404 404	Traveller	Midoco Server down / Tokenizer CC cards	Faces support team has to contact Midoco. After that save the profiles anew
Transport error: 401 Error: HTTP/1.1 401 401	Traveller/Company	Midoco credentials on agency not correct	As Circle Admin please check the credentials on the agency. All other admins please contact Umbrella Faces Support team.
Serializing/Deserializing error: [type = Group] [name = remarkSection] [min = 0] [max = 40505312][Error = Too many or not enough repeatable item]	Traveller	for example it could be that there are too many RM,RMA,RMC,RMH lines in total. Amadeus allows only 100 lines	Please check number of RM lines in total and shorten it.
UNABLE TO PROCESS LINK NOT FOUND	Company/Traveller	Amadeus is missing expected data	Check that all required fields and mapping are correct

No agreement on destination	Company/Traveller	Credentials provided by Amadeus are most likely not configured to work with Umbrella Faces provider code TST	Check with Amadeus that the WSAP provided is of the structure below WS{xxx}TST where {xxx} is the agency customer code and therefore able to work with Umbrella Faces
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FAQ's

1. I have already imported a company into Umbrella Faces yet some new traveller profiles have been directly created in Amadeus. How do I import these into Faces?

- Use a CSV containing the following values and fill in the fields, leaving only uuid blank. Please set "sortedPublishStates0.readFromProfile" to **true**

metadata.action	uuid	username	email	gender	name	firstname	nationality	company.uuid	comp
Metadata / Action	uuid	Username	E-mail	Greeting	Legal Last name	Legal First name	Citizenship	Company / uuid	Com Com name
SAVE		testuser@kbase.ch	testuser@kbase.ch	Mr	User	Test	CH	aacd76c-q68q7-zuus6f86-63484	Knov Base

- Upload the CSV into Umbrella Faces. This will import all the traveller profile data and cause new profiles to be created in Faces

A sample CSV to be used

