

Galileo/Travelport+ Errors & FAQs

Error Message	Profile Type	Meaning	Solution
BUSINESS FILE DOES NOT EXIST	Traveller	The BAR title on the company profile does not exist anymore (company profile was already purged directly in Galileo)	Faces support team/ Circle administrators have to remove new BAR Title in Faces as well as in Galileo. Save the t
VERIFY - UNABLE TO LOCATE TITLE/S	Company	The Bar title can not be found/ already deleted in Galileo	Faces support team/ Circle administrators have to remove as well as in Galileo
Associated company has no record locator	Traveller	The company profile has not yet been published to Galileo	Activate the interface on the company profile in Faces, : successful sync to take place
Rename failed: VERIFY - DUPLICATE TITLE ENTERED	Company	Blank/space on the end of the BAR Title (shortname) not allowed	Remove blank/space at the end of the shortname
Verify Business File Format/ Title	Company	Special characters are not allowed in Short name	Remove special characters and save
VERIFY - FIELD DELIMITER	Traveller	Blank/space on the end of a field (i.e. passport number) not allowed	Remove blank/space at the end of the fields
Unable to Process	Traveller/ Company	<ul style="list-style-type: none"> Client File/ Business File is empty (eventually because there are no copy commands set up for either There is a field for which a copy command has been set but there is no value filled in that field 	<ul style="list-style-type: none"> Create copies to ensure no blank files are sent to t Fill out the respective fields
DUPLICATE FILE EXISTS	Traveller/ Company	Duplicate PAR title or duplicate Short name	<ul style="list-style-type: none"> Ensure that the PAR title is inserted in the correct Rename company in Faces or in GWS or delete th
Failed: Server failed to process request (Uncaught Service Exception cause:com.cendant.tds.soa.framework.ServiceException: Exception ReturnedERR: AGENT ID - GALILEOWith the Dynamic GTID list of:AD86B9) (-1	Traveller/ Company	Error generated by Travelport due to invalid login credentials	Umbrella support has to create a ticket in travelport sup
Assumed city not allowed	Company	There is a copy action either on the agency or on the company setup with the source "gwsAgencyLocation", but the city code has not been filled in the corresponding field on the company profile	The "Agency location" field under "Interface setup" subs
VERIFY SUBFIELD - USE CORRECT FORMAT	Traveller/Company	Restrictions on subfields in address. Maximum of 5 subfields allowed with max 37 characters each. Also, 119 max characters for the entire field.	Correct the field to fit within the max character/number. Regex options available to truncate lines if no control o example to truncate the address subfield if built as a cu firstname,name,tf:regexp(tf:replace(genInternalworkadc