

General Issues

Error Message	Profile Type	Meaning	Solution
Reset Two Factor Authentication (2FA)	Traveler	2FA is set up for some users that have plain-text visibility enabled. When changing mobile devices, some users lose the ability to use the 2FA system. The 2FA must be reset in order to set up again.	Contact Umbrella Faces support at Faces-Support@umbrella.ch during normal business hours for an electronic option to reset the login. Option to fill in a form and send via email to our support email below: 2FA Reset Deutsche.pdf 2FA Reset English.pdf
<i>ERROR: update or delete on table "traveller" violates foreign key constraint "fk_contact_contact" on table "traveller_contact" Detail: Key (uuid)=(5429d6e7-a241-42ba-8792-63390588098d) is still referenced from table "traveller_contact"</i>	Company	This error which occurs when attempting to delete a company and it's travellers is due to a traveler from the company having been assigned an arranger or approver outside the company. Faces is not able to clean up this during company deletion	Use a CSV to delete the travellers first and then delete the company afterwards
Entry failed with error: object Object		credit card number is wrong or you jump off the field after typing nothing or not the complete number	Check if the credit card number is correct. You have to log out and log in again before you can type in again
Invalid username and/or password	Traveler	There is something wrong with the log in	Please check if there is a space after the username in the profile
CSV Upload: No BOM or Upload failed, error was: expected BOM character	CSV	There is a wrong format in the csv file	Normally, if an error appears like "no BOM" the format of the file is not correct. Please make sure it is the same format as when the csv-file is downloaded. One can check this using e.g. Notepad++ and open the file within that program. On top there is a header "Encoding" where you can check whether it is UTF-8, with or without BOM.
UNAUTHORIZED with SSO	Traveler		Please check if the e-mail address used for SSO is not used in other profiles