

# Troubleshooting User Management

Errors may occur while working in **Scheer PAS**. To facilitate troubleshooting, corresponding error and notification messages are displayed in the application. The overview of error messages allows you to identify possible causes and possible solutions. It also refers to documentation pages that contain further details.

## Overview of User Administration Errors

The following list of notification and error messages can be searched. Enter your search term in the **Global Filter** field.

Message	Possible Reasons	Troubleshooting	Further Information
<b>&lt;Valid to&gt; cannot predate &lt;valid from&gt;!</b>	In a user data sheet you have entered an earlier date in field <b>Valid until</b> than in field <b>Valid from</b> .	<ul style="list-style-type: none"><li>Change the date in field <b>Valid until</b> to a later date than the date in field <b>Valid from</b>.</li></ul>	<ul style="list-style-type: none"><li><a href="#">Adding a User</a></li></ul>
<b>Access denied for page &lt;xxx&gt;. You will be redirected.</b>	You are not authorized to access the page you wanted to open. This may be due to a lack of permissions, for example to further Scheer PAS components.	<ul style="list-style-type: none"><li>Contact an administrator.</li><li>Contact the PAS support.</li></ul>	<ul style="list-style-type: none"><li><a href="#">Support</a></li></ul>
<b>At least one profile must be assigned to a user!</b>	You want to save a user data sheet but you did not assign any profile to the user.	<ul style="list-style-type: none"><li>Assign at least one profile to the user. Otherwise saving your data is not possible.</li></ul>	<ul style="list-style-type: none"><li><a href="#">Adding a User</a></li></ul>
<b>Connection interrupted!</b>	Problems with the connection to your <b>Scheer PAS</b> system occurred. This may be due to connectivity issues or maintenance.	<ul style="list-style-type: none"><li>Try to reload.</li><li>Check the internet connectivity.</li><li>Contact a system administrator.</li></ul>	
<b>Error while changing password</b>	You changed your password but the changes are not saved. This may be due to wrong input or internet connection problems.	<ul style="list-style-type: none"><li>Check if your input in field <b>Current Password</b>.</li><li>Check if the new password fulfills the password criteria.</li><li>Check the internet connectivity.</li></ul>	<ul style="list-style-type: none"><li><a href="#">Logging In and Out</a></li><li><a href="#">Editing a User</a></li></ul>
<b>Error while checking the ID</b>	The system could not correctly determine whether the ID is already in use.	<ul style="list-style-type: none"><li>Try to save your data again.</li></ul>	<ul style="list-style-type: none"><li><a href="#">Adding a User</a></li><li><a href="#">Editing a User</a></li></ul>
<b>Error while checking the name</b>	The system could not correctly determine whether the name is already in use.	<ul style="list-style-type: none"><li>Try to save your data again.</li></ul>	<ul style="list-style-type: none"><li><a href="#">Adding a User</a></li><li><a href="#">Editing a User</a></li></ul>
<b>Error while checking the namespace</b>	The system could not correctly determine whether the namespace is already in use.	<ul style="list-style-type: none"><li>Try to save your data again.</li></ul>	<ul style="list-style-type: none"><li><a href="#">Adding a Profile</a></li><li><a href="#">Editing a Profile</a></li></ul>

### On this Page:

- [Overview of User Administration Errors](#)

### Related Documentation:

- [Administration Guide](#)
  - [Administrating Users](#)

<b>Error while creating the export</b>	The system could not create the export file correctly. This may be due to internet connection problems or corrupt export data.	<ul style="list-style-type: none"> <li>• Try selecting the content of your export again and start a new export.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Exporting User Data</a></li> </ul>
<b>Error while getting the selected entry</b>	The system could not load the selected entry. This may be due to internet connection problems.	<ul style="list-style-type: none"> <li>• Try again later.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Filtering</a></li> </ul>
<b>Error while getting total count of search results</b>	An error occurred while determining the search results. This may be due to internet connection errors.	<ul style="list-style-type: none"> <li>• Try to reload the page.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Filtering</a></li> </ul>
<b>Error while importing objects</b>	The system could not import the objects correctly. This may be due to internet connection problems or corrupt import data.	<ul style="list-style-type: none"> <li>• Check your import file for corrupt / wrong data.</li> <li>• Use the template provided on the Import page for your import.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Importing User Data</a></li> </ul>
<b>Error while loading permission</b>	The system could not load the selected permission. This may be due to internet connection errors or corrupt data.	<ul style="list-style-type: none"> <li>• Try again later.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Permissions</a></li> </ul>
<b>Error while loading profile</b>	The system could not load the selected profile. This may be due to internet connection errors or corrupt data.	<ul style="list-style-type: none"> <li>• Try again later.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Profiles</a></li> </ul>
<b>Error while loading role</b>	The system could not load the selected role. This may be due to internet connection errors or corrupt data.	<ul style="list-style-type: none"> <li>• Try again later.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Roles</a></li> </ul>
<b>Error while loading user</b>	The system could not load the selected user. This may be due to internet connection errors or corrupt data.	<ul style="list-style-type: none"> <li>• Try again later.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Users</a></li> </ul>
<b>Error while parsing data</b>	If you receive this error message, the system is not able to load or open permission data due to incorrect values.	<ul style="list-style-type: none"> <li>• Check the resource data of the permissions, in particular whether valid JSON is contained.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Permissions</a></li> </ul>
<b>Error while saving</b>	The system could not save your last action. This may be due to internet connection errors or system errors.	<ul style="list-style-type: none"> <li>• Try again.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	

<b>Error while searching</b>	An error occurred while the system was determining the search results. This may be due to internet connection errors or corrupt (filter) data.	<ul style="list-style-type: none"> <li>• Try again later.</li> <li>• Try with a different search phrase.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Filtering</a></li> </ul>
<b>Error while serializing permission</b>	The permission data could not be converted into a string.	<ul style="list-style-type: none"> <li>• Check your input for invalid (JSON) data.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Permissions</a></li> </ul>
<b>Error while serializing profile</b>	The profile data could not be converted into a string.	<ul style="list-style-type: none"> <li>• Check your input for invalid (JSON) data.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Profiles</a></li> </ul>
<b>Error while serializing role</b>	The role data could not be converted into a string.	<ul style="list-style-type: none"> <li>• Check your input for invalid (JSON) data.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Roles</a></li> </ul>
<b>Error while serializing user</b>	The user data could not be converted into a string.	<ul style="list-style-type: none"> <li>• Check your input for invalid (JSON) data.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Users</a></li> </ul>
<b>Errors occurred during user assignment for the following users: XXX</b>	You tried to assign users to profiles or roles but the action failed. This may be due to internet connection or system errors.	<ul style="list-style-type: none"> <li>• Try saving your changes again.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Users</a></li> <li>• <a href="#">Managing Profiles</a></li> <li>• <a href="#">Managing Roles</a></li> </ul>
<b>File is too large</b>	The import file you are using is too big.	<ul style="list-style-type: none"> <li>• Make sure that the import file does not exceed 500 MB.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Importing User Data</a></li> </ul>
<b>File type is not supported</b>	The file type of the import file you are using is not supported.	<ul style="list-style-type: none"> <li>• Use an Excel file.</li> <li>• Use the template provided on the Import page.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Importing User Data</a></li> </ul>
<b>No items selected for the export</b>	You want to export data but you have not selected any content to export yet.	<ul style="list-style-type: none"> <li>• Select the content you want to export.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Exporting User Data</a></li> </ul>
<b>Object not found!</b>	The object you were looking for was not found by the system.	<ul style="list-style-type: none"> <li>• Try again later.</li> <li>• Try with a different search phrase.</li> <li>• Contact a system administrator who may check if the object is available in the database.</li> </ul>	
<b>Password successfully changed</b>	You changed your user password successfully.	<ul style="list-style-type: none"> <li>• There is nothing to do: This is only a confirmation message.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Logging In and Out</a></li> <li>• <a href="#">Editing a User</a></li> </ul>
<b>Please fill all required fields with valid values!</b>	You want to create a new data sheet, but have not filled in all mandatory fields.	<ul style="list-style-type: none"> <li>• Fill in all mandatory fields. Otherwise saving your data is not possible.</li> </ul>	

<b>Reconnection failed</b>	If this message is displayed, the application cannot connect to the system. This is most likely due to internet connection problems.	<ul style="list-style-type: none"> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	
<b>The uploaded file contains no valid objects.</b>	The import file you are using does not contain valid data.	<ul style="list-style-type: none"> <li>• Check if your import file is empty.</li> <li>• Check your import file for corrupt or wrong data.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Importing User Data</a></li> </ul>
<b>The uploaded file is invalid.</b>	Your imported file is corrupt.	<ul style="list-style-type: none"> <li>• Check your import file for corrupt or wrong data.</li> <li>• Use the template provided on the Import page.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Importing User Data</a></li> </ul>
<b>This name is already in use.</b>	The name you want to use for an object is already in use.	<ul style="list-style-type: none"> <li>• Names must be unique, choose another name for your object.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Permissions</a></li> <li>• <a href="#">Managing Profiles</a></li> <li>• <a href="#">Managing Roles</a></li> </ul>
<b>This namespace is already in use.</b>	The namespace you want to assign to a profile is already in use.	<ul style="list-style-type: none"> <li>• Namespaces must be unique, choose another identifier for the namespace.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Profiles</a></li> </ul>
<b>This page could not be found.</b>	The page you wanted to open is not found by the system. This may be due to internet connection errors.	<ul style="list-style-type: none"> <li>• Try to load the page again.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	
<b>This user name is already in use.</b>	The user name you chose in the user data sheet is already used.	<ul style="list-style-type: none"> <li>• Names must be unique, choose another user name.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Users</a></li> </ul>
<b>Too many files</b>	You tried to import more than one file at once.	<ul style="list-style-type: none"> <li>• Upload one file at a time.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Importing User Data</a></li> </ul>
<b>User not saved!</b>	The system could not save the user data sheet. This may be due to internet connection errors.	<ul style="list-style-type: none"> <li>• Try to save the data sheet again.</li> <li>• Check the internet connectivity.</li> <li>• Contact a system administrator.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Users</a></li> </ul>
<b>User saved successfully!</b>	The user data sheet has been saved successfully.	<ul style="list-style-type: none"> <li>• There is nothing to do: This is only a confirmation message.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Managing Users</a></li> </ul>
<b>User saved. Warning, the user has not been activated!</b>	The user data sheet has been saved successfully but the checkbox <b>User active</b> is not activated.	<ul style="list-style-type: none"> <li>• If you want to activate the user, open the data sheet and tick the checkbox.</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Edit a User &gt; Deactivating a User</a></li> </ul>

<b>You don't have access to the Scheer PAS Administration Portal.</b>	Your profile is lacking necessary permissions to enter <b>Scheer PAS Administration</b> .	<ul style="list-style-type: none"><li>• Contact an administration user.</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Logging In and Out</a></li><li>• <a href="#">Editing a User</a></li><li>• <a href="#">Managing Profiles</a></li></ul>
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