Error Handling Cockpit

Errors may occur when working in the cockpit. To facilitate troubleshooting, **Scheer PAS** *BPaaS* displays appropriate error and notification messages. We have compiled an overview of the possible information and error messages in **Scheer PAS** *Cockpit* for you on this page.

Overview of Cockpit Notifications

The following table can be searched. Enter your search term in the **Global Filter** field.

Message	Possible Reasons	Troubleshooting	Further Information
Could not save user preferences.	You changed your user preferences but you are not able to save the changes. This may be due to internet connection errors or authorization problems.	• Try to save your changes again. • Check the internet connectivity. • Contact an administrator.	• User Preferences
Error while changing password.	You changed your password but the changes are not saved. This may be due to internet connection errors or authorization problems.	• Try to save your changes again. • Check the internet connectivity. • Contact an administrator.	• User Preferences > Changing the Password
Error while loading administrator privileges	When you see this message, you want to perform an action reserved for an administrator. Your user profile is lacking the missing authorization.	• Contact an administrator.	• Administration Guide
Error while loading robot data.	The system could not load the data for one of your softeware robots correctly. This may be due to internet connection errors or robot connection errors.	• Check the robot connectivity. • Contact an administrator.	• Robotic Process Automation Guide
Error while loading user permissions	The system could not load all user permissions correctly. This may be due to internet connection errors or authorization problems.	• Try to reload the cockpit. • Check the internet connectivity. • Contact an administrator.	• Administration Guide
Error while opening software robot queue dialog	The system could not load the software robot queue dialog correctly. This may be due to internet connection errors or robot connection errors.	• Try to reload the cockpit. • Check the internet connectivity. • Check the robot connectivity. • Contact an administrator.	• Robotic Process Automation Guide
Error while opening the model details.	The model details dialog cannot be loaded. This may be due to internet connection errors.	• Try to reload the cockpit. • Check the internet connectivity. • Contact an administrator.	• The Content Area > Editing Tiles

Related Pages:

- Troubleshooting BPaaS
  - Error Handling Login Page
  - Error Handling BPaaS Editor
  - Error Handling App Execution
- Information to Include in a Support Request

Related Documentation:

- BPaaS
  - Starting BPaaS

Error while removing project.	You tried to delete a project but the system could not remove it correctly. This may be due to internet connection errors or corrupt project content.	• Try to remove the project again. • Check the internet connectivity. • Contact an administrator.	• The Additional Actions Sidebar > Deleting Projects
Error while saving group.	You tried to create a group or to save changes in the settings of a group. The error message may be due to internet connection errors or corrupt group content.	• Try to save the group again. • Check the internet connectivity.	• The Content Area > Groups
Error while saving link.	You tried to create an external link or to save changes in the settings of a link. The error message may be due to internet connection errors or corrupt link content.	• Try to save the link again. • Check the internet connectivity.	• The Content Area > Tiles
Error while saving project.	You tried to create a project or to save changes in the settings of a project. The error message may be due to internet connection errors, to authorization problems or corrupt project content.	• Try to save the project again. • Check the internet connectivity. • Contact an administrator.	• The Content Area > Tiles
Error while saving start robot.	You cannot start a robot from the cockpit. This may be due to internet connection errors or robot connection errors.	• Try to reload the cockpit. • Check the internet connectivity. • Check the robot connectivity. • Contact an administrator.	• Robotic Process Automation Guide
Group saved successfully.	You have created a group or changed the settings of a group successfully.	• There is nothing to do: This is only a confirmation message.	• The Content Area > Groups
Group Scheer PAS restored.	The default group Scheer PAS has been successfully restored in your cockpit.	• There is nothing to do: This is only a confirmation message.	• The Additional Actions Sidebar > Restoring the Scheer PAS Group
Instance counter could not be queried. Retry ...	The system could not load the necessary data to display the instance counters of your overview tiles.	• There is nothing to do: The system will automatically try to load the data again.	• The Content Area > Tiles
Link saved successfully.	You have created an external link or changed the settings of a link successfully.	• There is nothing to do: This is only a confirmation message.	• The Content Area > Tiles

Password invalid!	You are trying to change your password but the entered password is invalid and/or does not match the password criteria.	• Check your entries for typing errors and pay particular attention to upper and lower case. • Check the password criteria.	• Login
Password successfully changed.	Your new password has been saved successfully.	• There is nothing to do: This is only a confirmation message.	• User Preferences > Changing the Password
Project removed successfully.	A project has been deleted successfully.	• There is nothing to do: This is only a confirmation message.	• The Additional Actions Sidebar > Deleting Projects
Project saved successfully.	You have created a project or changed the settings of a project successfully.	• There is nothing to do: This is only a confirmation message.	• The Content Area > Tiles
Robot could not be started.	The robot could not be started from your cockpit. This may be due to internet connection errors or robot connection errors or an erroneous robot configuration.	• Check the internet connectivity. • Check the robot configuration • Check the robot connectivity. • Contact an administrator.	• Robotic Process Automation Guide
Robot started successfully.	You successfully started a software robot from your cockpit.	• There is nothing to do: This is only a confirmation message.	• Robotic Process Automation Guide
Start robot saved successfully.	You successfully started a software robot from your cockpit.	• There is nothing to do: This is only a confirmation message.	• Robotic Process Automation Guide
The deletion process may take a certain time. Please be patient.	You are deleting one or several projects from your system. If the project(s) a very big, this may take some time.	• There is nothing to do: This is only an interim announcement.	• The Additional Actions Sidebar > Deleting Projects
Unknown Profile	The content you want to access is stored in a profile you are not (or no longer) authorized for.	• Contact an administrator.	• Administration Guide
User preferences saved.	The changes made in your user preferences have been saved successfully.	• There is nothing to do: This is only a confirmation message.	• User Preferences