Troubleshooting

These are error messages **users** may see as they try and log into the platform.

Error	Reason	Action
ERROR: REMOTE_USER is empty. Please check your configuration.	The Identity Provider did not provide the required attribute (ePPN).	Contact your COmanage Platform Administrator(s) and ask them to reach out to the IdP to request that the IdP release the necessary attributes for the service.
Error - Unknown service	The IdP requires services register with the IdP before attributes will be released.	Contact your COmanage Platform Administrator(s) and ask them to register the platform with the IdP.
Error Message: SAML 2 SSO profile is not configured for relying party.	The error indicates that the IdP has not consumed the metadata for the SP from the eduGAIN feed.	Contact your COmanage Platform Administrator(s) and ask them to reach out to the IdP and the Federation Operator for assistance.
Error Message: The application you are attempting to access does not have permission to use ___ Credentials.	The error indicates that the IdP has not consumed the metadata for the SP from the eduGAIN feed.	Contact your COmanage Platform Administrator(s) and ask them to reach out to the IdP and the Federation Operator for assistance.
Error: Petition expired	The participant did not accept the invitation during the time period in which it was valid.	The administrator needs to go to "People" on the CO page in the Registry, then select "CO Petitions", find the participant, and under "Actions", click "Resend Invite".
Error: The identifier [xxxx] is not registered	The enrollment is still being processed (e.g., the a dministrator has still not approved the enrollment).	Contact your COmanage Platform Administrator(s) and ask them for assistance.
The identifier [xxxx] is already attached to an identity enrolled in this CO. This petition has been flagged as a duplicate.	The user is already in the COmanage Registry, possibly from an earlier petition that was never completed, or possibly from an earlier full registration.	See Resolving Enrollment Issues
Provisioning failed for [LDAP server]; Already exists	The user is already in the LDAP associated with COmanage.	Contact your COmanage Platform Administrator(s) and ask them to look at the LDAP directory.