

# Concourse LTI Error Details

*Version 1.0, Introduced 7/27/15*

This document describes the various error messages and possible resolutions when processing LTI launches in Concourse.

If you are using auto user or course creation, please refer to the Concourse auto create specification for details about proper LTI launch construction.

## General LTI Errors

<b>Error Message</b>	<b>Possible Cause</b>	<b>Suggested Resolution</b>
Could not handle LTI request	Bad key or secret	Check that shared key and secret pair match between systems
Could not handle LTI request	Bad timestamp	Check system time or freshness of launch
Could not handle LTI request	Bad URL	Check endpoint is of the form <code>org.campusconcourse.com/</code> including the trailing slash
Could not handle LTI request	Missing user and/or course ID	Check that launch contains IDs per consumer configuration
User not found	User not in system	Check user ID
User not found	User internally authenticated	Change user authentication method to external
Course not found	Course not in system	Check course ID

## Auto Create LTI Errors

<b>Error Message</b>	<b>Possible Cause</b>	<b>Suggested Resolution</b>
User not found	Auto user create is not enabled	Enable auto user create
User not found	User email already associated with another user	Check external user ID and emails
Course not found	Auto course create is not enabled	Enable auto course create
Course not found	User not allowed to create course	Check user role
Missing required parameter <i>{name}</i>	Parameter missing from launch	Add parameter and value to launch
Missing required parameter <i>{name}</i>	Data missing from parameter	Add value to parameter
Bad start or end date	Date not valid	Check date format
Bad campus identifier	Campus not recognized	Review domain external identifiers
Bad department identifier	Department not recognized	Review domain external identifiers
Bad clone-from identifier	Originating course not found	Check for target external course ID
Section ID already exists in another course	Section ID is already associated with an existing course	Check external course and section IDs