# Cloud Apps Integration Error Messages

## EAUTH

<table>
<thead>
<tr>
<th>Description</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>This error occurs when the cloud suite fails to authorize inSync at the time of authentication for granting inSync access to users.</td>
<td>Log in again to the Cloud suite with the global administrator account and provide access to inSync to access the user data.</td>
</tr>
</tbody>
</table>

## EUSERNOTFOUND

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This error occurs for:</td>
</tr>
<tr>
<td>• OneDrive: If the user and user's device does not exist.</td>
</tr>
<tr>
<td>• Exchange Online: If the user and user's mailbox does not exist.</td>
</tr>
<tr>
<td>• Google Drive and Gmail: If the user does not exist.</td>
</tr>
</tbody>
</table>

**Important:** You may also continue to encounter this error if inSync fails to communicate with the APIs provided by cloud services.
### ETHROTTLE

**Description**

This error occurs if inSync integration with the SaaS Apps fails due to throttling issues such as continuous inSync requests sent to the app getting blocked by the app provider.

**Workaround**

SaaS Apps can automatically block requests for some time after continuous API calls to prevent any impact on the overall application performance.

To resolve this error, try again later.

### EFPERM

**Description**

This error occurs if inSync integration with the SaaS Apps fails if the SaaS Apps is not available or if inSync is unable to locate or connect to the SaaS Apps.

**Workaround**

Check if the SaaS Apps service is available. If the service is available, try again after some time.

If the error persists, contact Support.

When a SharePoint site URL is updated in inSync after a geo location update, the immediate few backups might fail with EFPERM error as the associated API is not functional during site migration.

The EFPERM error will get resolved automatically during subsequent backups for the SharePoint site.

### EFPERMS

**Description**

This error occurs if inSync fails to authenticate a user.

**Workaround**

Ensure the user exists in the SaaS Apps and is also configured for backup in inSync.

If the error persists, contact Support.
EINTERNAL

**Description**
This error occurs if inSync encounters unexpected issues related to system errors or network errors.

**Workaround**
Ensure the SaaS Apps user is connected to the internet and has no system related issues. If the error persists, contact Support.

ESITENOTFOUND

**Description**
This error occurs in case of SharePoint Online, in case the backup for a site has failed, because the site is deleted from the Microsoft 365 portal.
This error also occurs if the verification of the SharePoint configuration fails.

**Workaround**
Either remove the configured site from backup in inSync or recreate the site in SharePoint to start the backup again.
Ensure that you enter a valid SharePoint site name during verification.
If backup fails with ESITENOTFOUND during a site migration, then the site will be in the disabled state.
In this scenario, the SharePoint site discovery job will enable it again during site URL change identification and the subsequent backups will be successful.

When a SharePoint site URL is updated in inSync after a geo location update, the immediate backup might fail with ESITENOTFOUND error as the associated API is not functional during site migration.

EFOLDERNOTFOUND

**Description**
This error occurs in case the backup for a Public folder has failed because the Public folder is deleted from Microsoft 365 portal.
This error also occurs if the verification of the Public folder configuration fails.

**Workaround**
Either remove the configured Public folder from backup in inSync or recreate the Public folder to start the backup again.
Ensure that you enter a valid Public folder name during verification.
## ETEAMNOTFOUND

<table>
<thead>
<tr>
<th>Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td>This error occurs for Teams, in case the backup for a team has failed, because the team is deleted from the Microsoft 365 portal.</td>
<td>Either remove the configured team from backup in inSync or recreate the team in Teams to start the backup again.</td>
</tr>
<tr>
<td>This error also occurs if the verification of the Teams configuration fails.</td>
<td>Ensure that you enter a valid team name during verification.</td>
</tr>
</tbody>
</table>

## ESITEURLCHANGED

<table>
<thead>
<tr>
<th>Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td>When a SharePoint site URL is updated in inSync after a geo location update, the immediate few backups might fail with ESITEURLCHANGED error as the associated API is not functional during site migration or the new site collection URL is not accessible.</td>
<td>The ESITEURLCHANGED error will get resolved automatically during subsequent backups for the SharePoint site.</td>
</tr>
</tbody>
</table>

### Related articles

- [Verify configuration](#)
- [How to configure inSync with Microsoft 365?](#)
- [How to configure inSync with Google Workspace?](#)