Error- CRM Exception- Principal user is missing privilege

Applicable to: XperiDo for Microsoft Dynamics CRM

There may be multiple causes for this error, so please look through the ones listed below to see whether one of them applies to your problem.

Rights problem

Symptom
When generating a document, you get the following error:

CRM Exception: Principal user is missing (...) privilege

The actual error is longer and includes some IDs, but the issue is the same.

Cause
This is due to the user generating the document missing certain rights. They usually do not have the right to read data from one of the related entities of the data set.

Solution
The solution is to give the user the required rights. This may seem vague, but this is a broad error and thus you will have to take a further look into the error message to define which rights they are lacking.

For instance, missing prvReadPrincipalObjectAttributeAccess privilege means that there is a missing Read privilege (prvRead) on the Field Sharing entity.

You can find more information about all rights here: https://msdn.microsoft.com/en-us/library/hh547441.aspx

XperiDo connection user set as Administrative

Symptom
At various points, you may get the following error:

An error occurred. Retry the performed action. If the error persists, check the XperiDo support portal or contact your XperiDo support partner.

Error: Invenso.CRM.XperiDo.Library.Helpers.MS DynamicsCRMServiceException
Details: Principal user (Id=34171c80-4373-e611-80d5-c765d77f7e65, type=8) is missing privilege (Id=19db7019-2c59-4a62-8d3f-5c3c6b4c2f6e)
Organization: [Redacted]

CRM Exception: Principal user is missing (...) privilege

The actual error is longer and includes some IDs, but the issue is the same.

Cause
This is due to the XperiDo connection user set as Administrative, instead of Read-Write:
Solution

Head into the XperiDo connection user's details in CRM. You may need to make this part visible (Client Access License (CAL) information). Once there, set the connection user to **Read-Write**. Save to update the information.

Note that it is also possible to have the XperiDo connection user be a non-interactive user, as explained on this page.