**500 internal server error is received when accessing the application for the first time**

\*\*Description: \*\* User reports 500 internal server error is received when accessing the application for the first time.

\*\*Cause: \*\* This may occur because the Vault Policy is not setup and/or configured in production.

\*\*Resolution: \*\* The steps taken to resolve the issue:

1. Reach to Security-ITSAccess team to check if the Vault policy has been setup in production and configured accordingly.

2. Make sure user must be in Vault AD Group for cashbash application in order to access PROD Vault policy

Refer the config KB KB0024330 to get the vault AD group name.

Reach to JMA Demand team if the issue is not resolved.

\*\*KB Number: \*\* KB0024329