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## NemID Error Codes

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## Version History

12 April 2014	Version 1.0	OYVMO
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# 1 The Purpose and Target Group of the Document

This document is part of the NemID Service Provider Package.



The purpose of this document is to list all of the error codes that can be returned from any NemID client.



The document is aimed at developers and architects.

## 2 Introduction

This document lists all of the error codes that can be returned by the NemID clients.

The intended audience is developers and architects.

### 2.1 Clients

A number of NemID clients are in use. Some of the most important clients are:

- **NemID Java Script Client (JS Client)**  
Runs on most modern web browsers and devices. This client is expected to become the main client.
- **NemID Applet Client (Applet)**  
Runs on any browser supporting the Java platform. This client will be phased out.
- **NemID native Mobile Client (Mobile)**  
Runs on the iOS and Android platforms.

Several other clients exist for signing of secure mail and other specialized purposes.

Although many error codes are common to all client types, some error codes are only relevant for a specific type of client.

### 3 Error codes

An error code is returned to the service provider, if a client operation fails to complete successfully. The error code should be used to assist the user in how to remedy the situation and accomplish what he set out to do.

Please note that the current error codes are presented in a single list. Not all error codes apply to all clients, and some of the explanations of the possible causes of the error will be client specific.

Text referring to specific parameters and conditions that only applies to a particular client is wrapped with square brackets like so:  
[clienttype: text].

If a particular error code only applies to long term OCES flows, the rightmost column will contain "OCES only". Similarly, when a particular error code is only relevant for a short term bank flow, "Short term only" will be stated.

Error code	Cause of error	OCES/ Short term	Suggested text for service providers + any link to DCH	Recommendation for service provider
<b>APP001</b>	Error while parsing the parameters by the NemID client library. Possible causes include: <ul style="list-style-type: none"> <li>- The parameters are not structured correctly (must be valid JSON for the JS client).</li> <li>- A mandatory parameter is missing.</li> <li>- An unsupported parameter was submitted.</li> </ul>		<b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b>	<b>Fix the integration issue. [JS Client: See tool at /developers/validateparameters.jsp]</b>



	<ul style="list-style-type: none"> <li>- [JS Client: The <code>ORIGIN</code> parameter does not match the actual origin.]</li> <li>- An unsupported value was provided for an otherwise supported parameter.</li> <li>- The calculated digest does not match the value submitted in the <code>PARAMS_DIGEST</code> parameter.</li> </ul>			
<b>APP002</b>	The sign text was illegal, e.g. the HTML document contained illegal tags or the PDF document did not match its hash.		<b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b>	<b>Correct the sign text. [JS Client: See tool at /developers/signtextviewer.jsp]</b>
<b>APP003</b>	An unrecoverable, internal error occurred in the client. Stack traces from this kind of errors are automatically transmitted to Nets-DanID for analysis.		<b>A technical error has occurred. Please contact NemID Service Provider support. <a href="#">Contact formula</a></b>	
<b>APP004</b>	Returned by the client if it is unable to resume an existing user session and the [JS Client: <code>ALLOW_STEPUP</code> parameter is <u>not</u> set to <code>TRUE</code> .] [Others: <code>NO_FALLBACK</code> parameter is set]	<b>Short term only</b>	<b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b>	
<b>APP005</b>	Signals that a user has chosen not to trust the certificate that could		<b>You must trust Nets DanID's certificate, before</b>	



	verify the applet's signature. (Applet only).		<p><b>you can log on with NemID.</b></p> <p><b>Restart your browser and choose to trust the certificate.</b></p> <p><b>If you need help, please contact NemID Service Provider support. <a href="#">Contact formula.</a></b></p>	
<b>APP006</b>	Occurs if a PDF document uses one of the 14 standard fonts, and the font is not embedded in the document, and the font is not present on the current operating system. (Applet only).			<b>Correct the sign-text issue.</b>
<b>APP007</b>	Returned by the client if a mandatory parameter is missing, if an unrecognized parameter has been received, [JS Client: or if the <code>ORIGIN</code> parameter does not match the actual origin.]			<b>Fix the integration issue.</b> [JS Client: See tool at <code>/developers/validateparameters.jsp</code> ]
<b>APP008</b>	Returned by the client if an invalid combination of parameters has been received. [JS Client: One example of an invalid combination would be if the client			<b>Fix the integration issue.</b> [JS Client: See tool at <code>/developers/validatepa</code>





	receives both CLIENTMODE=LIMITED and CREDENTIAL_UPDATE=ALIAS (since Limited mode does not support any of the administrative flows such as changing the user alias).]			rameters.jsp]
<b>APP009</b>	Invalid HSession.	<b>Short term only</b>	<b>A technical error has occurred. Please try again.</b>	
<b>APP010</b>	The Java Script Client could not start.		<b>A technical error has occurred. Please try again.</b>	
<b>AUTH001</b>	Number of allowed pin code attempts exceeded. The pin code has been revoked. The client has informed the user of this.		<b>Your NemID is bloked. Please contact NemID Service Provider support. <a href="#">Contact formula.</a></b>	<b>The service provider is recommended to refer the user to NemID support.</b>
<b>AUTH003</b>	The user does not have an established agreement with the bank.	<b>Short term only</b>		
<b>AUTH004</b>	The user's OTP device is currently quarantined, due to too many failed authentication attempts. This error code is returned if the user attempts to authenticate with an OTP device that has been quarantined during a		<b>Your NemID is temporarily locked and you cannot log on until the 8 hour time lock has been lifted.</b>	<b>The service provider is recommended to refer the user to NemID support.</b>



	previous session.			
<b>AUTH005</b>	The user's OTP device is locked permanently, due to too many failed password attempts. This error code is returned if the user attempts to authenticate with an OTP device that has been locked during a previous session.		<b>Your NemID has been blocked. Please contact NemID Service Provider support. <a href="#">Contact formula.</a></b>	<b>The service provider is recommended to refer the user to NemID support.</b>
<b>AUTH006</b>	The user has run out of OTP codes and does not have a pending OTP card.		<b>Please contact NemID Service Provider support. <a href="#">Contact formula.</a></b>	<b>The service provider is recommended to refer the user to NemID support.</b>
<b>AUTH007</b>	The user's OTP device password is revoked either because it was marked as compromised or because the user has made too many failed OTP attempts. This error code is returned if the user attempts to authenticate with an OTP device that has been revoked during a previous session.		<b>Please contact NemID Service Provider support. <a href="#">Contact formula.</a></b>	<b>The service provider is recommended to refer the user to NemID support.</b>
<b>AUTH008</b>	The user's OTP device is not activated and does not have an active pin code.		<b>Please contact NemID Service Provider support. <a href="#">Contact formula.</a></b>	<b>The service provider is recommended to refer the user to NemID support.</b>



<b>AUTH009</b>	The client was unable to resume the user's established session (either because the user logged in with only one factor, the session has timed out, or the session has been tampered with), and the single-sign-on attempt failed.	<b>Short term only</b>	<b>An error has occurred. Please try again.</b>	<b>The service provider is advised to perform a reload of the client so the user can re-authenticate and try again. Also, if the problem persists, refer to Support.</b>
<b>AUTH010</b>	The user answered an OTP challenge that was not the latest issued. The user was probably trying to use the device in several sessions at once.		<b>An error has occurred. Please try again, and ensure that only one NemID client is running.</b>	<b>The service provider is advised to perform a reload of the client so the user can re-authenticate and try again.</b>
<b>AUTH011</b>	The user authenticated using a PIN code on the mobile client.		<b>The mobile NemID client does not support authentication using a PIN. Please contact NemID Service Provider support. <a href="#">Contact formula</a> to have a new PIN issued. Thereafter, please use the NemID Applet or Java Script client available at [url to Service Provider site containing client(s)]</b>	



<b>AUTH012</b>	The user tried to answer an expired OTP challenge.		<b>An error has occurred. Please try again.</b>	<b>The service provider is advised to perform a reload of the client so the user can re-authenticate and try again.</b>
<b>AUTH013</b>	Split 2-factor authentication is not possible	<b>Short term only</b>	<b>An error has occurred. Please try again.</b>	<b>The service provider is advised to perform a reload of the client so the user can re-authenticate using regular 2-factor authentication.</b>
<b>AUTH017</b>	Environment error.		<b>Something in the browser environment has caused NemID to stop working. This could be because of an incompatible plug-in, too restrictive privacy settings or other environment factors.</b>  <b>Please try deactivating plugins, resetting your browser settings or try using a different browser.</b>	<b>Consider displaying information suggesting how to avoid known environmental problems.</b>

<b>CAN001</b>	The user chose to cancel a flow that was started using a temporary password, e.g. an activation pin code. This error is not transmitted if the user navigates away from the page containing the client, e.g. by closing the browser window or clicking a link.			<b>Redirect the user to a sensible place, taking into account where the user is in the flow.</b>
<b>CAN002</b>	The user chose to cancel the operation by pressing the cancel button. This error is not transmitted if the user navigates away from the page containing the client, e.g. by closing the browser window or clicking a link.			<b>The service provider must send the user to a sensible place, taking into account where the user is in the flow.</b>
<b>CAN003</b>	The client has timed out due to user inactivity, and the flow has been cancelled. [Mobile client: The user has switched to a different app.]			
<b>CAN004</b>	The bank app has called logout during a flow			



<p><b>LIB002</b></p>	<p>Network problem. A communication error occurred.</p>		<p><b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b></p>	
<p><b>LOCK001</b></p>	<p>The user entered an incorrect password too many times, and his OTP device is now quarantined for 8 hours. This error code is returned during the session where the quarantine is initiated.</p>		<p><b>You have used the wrong user id or password 5 times in a row.</b></p> <p><b>Your NemID is now blocked for 8 hours after which you will have 5 new tries.</b></p> <p><b>You can try to log in again after the 8 hour temporary block has been</b></p>	
<p><b>LOCK002</b></p>	<p>The user entered an incorrect password too many times, and his OTP device is now locked permanently. This error code is returned during the session where the lock is initiated.</p>		<p><b>Your NemID has been blocked and cannot be used.</b></p> <p><b>To get help with this problem, please contact NemID Service Provider support. <a href="#">Contact formula.</a></b></p>	
<p><b>LOCK003</b></p>	<p>The user exceeded the allowed number OTP code attempts, and his OTP device is now revoked. This error code is returned during the session where the device is</p>		<p><b>Your NemID has been blocked and cannot be used.</b></p> <p><b>To get help with this</b></p>	

	revoked.		<b>problem, please contact NemID Service Provider support. <a href="#">Contact formula.</a></b>	
<b>SRV001</b>	The signature on the client parameters could not be verified by DanID.		<b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b>	
<b>SRV002</b>	The authentication request could not be parsed by DanID		<b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b>	
<b>SRV003</b>	The time stamp of the authentication request was not within the allowed time span.		<b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b>	
<b>SRV004</b>	An unrecoverable, internal error occurred in the NemID servers.		<b>A technical error has occurred. Please contact NemID Service Provider support. <a href="#">Contact formula.</a></b>	
<b>SRV005</b>	The service provider was not known by DanID.		<b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b>	



<b>SRV006</b>	The server lost the session it had established with the client. This may occur if the user leaves the client open for a prolonged stretch of time without interaction.		<b>Time limit exceeded. Please try again.</b>	
<b>SRV007</b>	The user is using an obsolete version of the CSP or the Mobile client		<b>Please update to the most recent version of [name of the service providers app].</b>	
<b>SRV008</b>	The server requires that identity protection be enabled in the SAML request.	<b>Short term only</b>		<b>Fix the integration issue.</b>
<b>SRV009</b>	The mobile app does not support logins from IVR users.		<b>You have attempted to log in with an IVR user on the NemID mobile client. Unfortunately this is not supported. Please use the NemID Applet or Java Script client available at [url to Service Provider site containing client(s)]</b>	
<b>SRV010</b>	The requested client is not available to the service provider.		<b>A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.</b>	<b>There could be a problem with the enrollment of the Service Provider's VOCES certificate or its validity. Contact NemID</b>





				for support.
<b>OCES001</b>	The user has opted out of OCES, but is trying to log in at a service provider that requires it.	<b>OCES only</b>	<p><b>You have chosen to use NemID for online banking only. If you wish to use NemID for other public or private services, you must first affiliate a public digital signature to your NemID - click here <a href="http://www.nemid.nu">www.nemid.nu</a></b></p> <p><b>[<a href="https://www.nemid.nu/privat/bestil_nemid/nemid_i_netbank/">https://www.nemid.nu/privat/bestil_nemid/nemid_i_netbank/</a>]</b></p>	
<b>OCES002</b>	The user was not OCES-qualified, but is trying to log in at a service provider that requires it.	<b>OCES only</b>	<p><b>If you wish to use NemID for other services than online banking, you have to affiliate a public digital signature to your NemID. You can do this by starting the regular NemID order flow, which will then order the needed public digital signature - click here <a href="http://www.nemid.nu">www.nemid.nu</a></b></p> <p><b>1 [<a href="https://www.nemid.nu/privat/bestil">https://www.nemid.nu/privat/bestil</a>]</b></p>	



			<a href="#">nemid/]</a>	
<b>OCES003</b>	The OTP device used to log in does not have OCES, but another OTP device belonging to the user does.	<b>OCES only</b>	<p><b>There is no public digital signature affiliated with the NemID that you have tried to log on with.</b></p> <p><b>If you have previously logged on to [service provider] using your NemID, you might have several NemIDs and you have just used a different NemID than the one normally used on our website.</b></p>	
<b>OCES004</b>	The user is not OCES-qualified due to not having a CPR-number, being younger than 15 years of age or having the identity type bank employee.	<b>OCES only</b>	<b>You can only use NemID for your online banking service.</b>	
<b>OCES005</b>	Returned in situations where a new certificate must be issued to complete the operation, but a technical error occurred while doing so.	<b>OCES only</b>		<b>The service provider is advised to perform a reload of the client so the user can try again. Also, if the problem persists, refer to</b>



				Support.
<b>OCES006</b>	The user has only inaccessible or inactive OCES on all of his OTP devices or no OCES at all.	<b>OCES only</b>	<b>You currently don't have an active public digital signature (OCES certificate) affiliated with your NemID. To get this, start the regular NemID order flow after witch you will be asked to affiliate a public digital signature with your current NemID. Start the order flow here:</b> <a href="http://www.nemid.nu">www.nemid.nu</a>  <a href="https://www.nemid.nu/privat/bestil_nemid/">[https://www.nemid.nu/privat/bestil_nemid/]</a>	