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CVR-nr. 20016175

NemID Error Codes

Table of Contents

Version History

12 April 2014	Version 1.0	OYVMO
4 June 2014	Version 1.1	PHJER
16 September 2014	Version 1.2	OYVMO
28 January 2015	Version 1.3	KMAIB
10 February 2015	Version 1.4	KSANO
25 August 2015	Version 1.5	PKAJB
25 February 2016	Version 1.6	SPEDE
07 March 2016	Version 1.7	SPEDE
04 April 2016	Version 1.8	ABHAN
18 Maj 2017	Version 1.9	EJAKO
15 June 2017	Version 2.0	RMELG
07 July 2017	Version 2.1	PKAJB
07 August 2017	Version 2.2	RPLAU
22 August 2017	Version 2.3	EJAKO
23 August 2017	Version 2.4	RSNIE
11 September 2017	Version 2.5	EJAKO
26 September 2017	Version 2.6	EJAKO
9 October 2017	Version 2.7	EJAKO
11 October 2017	Version 2.8	RMELG
11 January 2018	Version 2.9	RMELG
11 January 2018	Version 3.0	RMELG
19 February 2018	Version 3.1	RMELG
21 March 2018	Version 3.2	RSNIE
28 March 2018	Version 3.3	RMELG

30 July 2018	Version 3.4	KHADD
02 September 2020	Version 3.5	RMELG
24 February 2021	Version 3.6	RMELG
24 February 2021	Version 3.7	KRUTK
11 March 2021	Version 3.8	MNRUS

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 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 OCES/Short term 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	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
APP001	Error while parsing the parameters by the NemID client library. Possible causes include: - The parameters are not structured correctly (must be valid JSON for the JS client). - A mandatory parameter is missing. - An unsupported parameter was submitted.		A technical error has occurred. Please try again. Contact [Service Provider] if the	Der er opstået en teknisk fejl. Forsøg igen. Kontakt [Tjenesteudbyder],	Fix the integration issue. [JS Client: See tool at /developers/validateparameters.jsp]

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
	- [JS Client: The ORIGIN parameter does not match the actual origin.] - An unsupported value was provided for an otherwise supported parameter. - The calculated digest does not match the value submitted in the PARAMS_DIGEST parameter.		**problem persists.**	**hvis problemet fortsætter.**	
APP002	The sign text was illegal, e.g. the HTML document contained illegal tags or the PDF document did not match its hash.		**A technical error has occurred.** **Please try again.** **Contact [Service Provider] if the problem persists.**	**Der er opstået en teknisk fejl.** **Forsøg igen.** **Kontakt [Tjenesteudbyder], hvis problemet fortsætter.**	**Correct the sign text.** **[JS Client: See tool at /developers/signtextviewer.jsp]**
APP003	An unrecoverable, internal error occurred in the client. Stack traces from this kind of errors are automatically transmitted to Nets-DanID for analysis.		**A technical error has occurred.** **Please contact NemID support [https://www.nemid.nu/dk-en/support/contact/].**	**Der er opstået en teknisk fejl.** **Kontakt NemID support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_ne mid/kontakt/].**	
APP004	Returned by the client if it is unable to resume an existing user session and the	**Short term**	**A technical error has occurred.**	**Der er opstået en teknisk fejl.**	

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
	[JS Client: ALLOW_STEPUP parameter is <u>not</u> set to TRUE.] [Others: NO_FALLBACK parameter is set]	only	**Please try again.** **Contact [Service Provider] if the problem persists.**	**Forsøg igen.** **Kontakt [Tjenesteudbyder], hvis problemet fortsætter.**	
APP007	Returned by the client if a mandatory parameter is missing, if an unrecognized parameter has been received, [JS Client: or if the ORIGIN parameter does not match the actual origin.]		**A technical error has occurred.** **Contact [Service Provider].**	**Der er opstået en teknisk fejl.** **Kontakt [Tjenesteudbyder]**	**Fix the integration issue. [JS Client: See tool at /developers/validateparameters.jsp]**
APP008	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 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).]		**A technical error has occurred.** **Contact [Service Provider].**	**Der er opstået en teknisk fejl.** **Kontakt [Tjenesteudbyder]**	**Fix the integration issue. [JS Client: See tool at /developers/validateparameters.jsp]**
APP009	Invalid HSession.	**Short term**	**A technical error has occurred.**	**Der er opstået en teknisk fejl.**	

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
		only	Please try again. Contact [Service Provider] if the problem persists.	Forsøg igen. Kontakt [Tjenesteudbyder], hvis problemet fortsætter.	
APP010	The Java Script Client could not start.		A technical error has occurred. Please try again.	Der er opstået en teknisk fejl. Forsøg igen.	
AUTH001	Number of allowed pin code attempts exceeded. The pin code has been revoked. The client has informed the user of this.		Your NemID is blocked. Please contact NemID support. [https://www.nemid.nu/dk-en/support/contact/]	Dit NemID er spærret. Kontakt NemID support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/].	The service provider is recommended to refer the user to NemID support.
AUTH003	The user does not have an established agreement with the bank.	Short term only	Login succeeded but you have no bank agreement. Please contact your bank for more details.	Login er gennemført korrekt, men du har ikke en bankaftale. Kontakt din bank for at høre nærmere.	

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
AUTH004	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 previous session.		**Your NemID is temporarily locked and you cannot log on until the 8 hour time lock has been lifted.**	**Dit NemID er midlertidigt låst i 8 timer og du kan ikke logge på før spærringen er ophævet.**	**The service provider is recommended to refer the user to NemID support.**
AUTH005	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.		**Your NemID has been blocked.** **Please contact NemID support. [https://www.nemid.nu/dk-en/support/contact/]**	**Dit NemID er spærret.** **Kontakt NemID support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/].**	**The service provider is recommended to refer the user to NemID support.**
AUTH006	The user has run out of OTP codes and does not have a pending OTP card.		**You have used all the codes on your code card.** **You can order a new code card on the Lost code card page. [https://service.nemid.nu/dk-en/nemid/code_cards/lost_code_card/]**	**Du har brugt alle nøgler på nøglekortet.** **Du kan bestille et nyt på siden Mistet nøglekort. [https://service.nemid.nu/dk-da/nemid/noeglekort/mistet_noeglekort/]**	**The service provider is recommended to refer the user to NemID support.**

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Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
AUTH007	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.		**Your NemID password is blocked due to too many failed password attempts.** **Please contact NemID support. [https://www.nemid.nu/dk-en/support/contact/]**	**Din NemID-adgangskode er spærret på grund af for mange fejlede forsøg.** **Kontakt NemID support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/].**	**The service provider is recommended to refer the user to NemID support.**
AUTH008	The user's OTP device is not activated and does not have an active pin code.		**Your NemID is not active and you need support to issue a new activation password to activate.** **Please call NemID support. [https://www.nemid.nu/dk-en/support/contact/]**	**Dit NemID er ikke aktivt og du skal bestille en ny midlertidig adgangskode til aktivering hos support.** **Ring til NemID support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/].**	**The service provider is recommended to refer the user to NemID support.**
AUTH009	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	**Short term only**	**A technical error has occurred.** **Please try again.**	**Der er opstået en teknisk fejl.** **Forsøg igen.**	**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,**

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
	with), and the single-sign-on attempt failed.				refer to Support.
AUTH010	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.		**A technical error has occurred.** **Please try again and ensure that only one NemID login is running.**	**Der er opstået en teknisk fejl.** **Tjek at kun ét NemID login er aktivt og forsøg igen.**	**The service provider is advised to perform a reload of the client so the user can re-authenticate and try again.**
AUTH011	The user authenticated using a PIN code on the mobile client.		**NemID login on mobile does not support authentication using a temporary password.** **Please contact NemID support to have a new temporary password issued. [https://www.nemid.nu/dk-en/support/contact/]** **Thereafter, please log on NemID at [url to Service Provider site containing client(s)]**	**NemID på mobil understøtter ikke brug af midlertidig adgangskode.** **Kontakt NemID support for at få en ny kode udstedt. [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_ne mid/kontakt/]** **Log derefter på med NemID på [url til Tjenesteudbyders side med klient(er)]**	
AUTH012	The user tried to answer an expired OTP challenge.		**A technical error has occurred.**	**Der er opstået en teknisk fejl.**	**The service provider is advised to perform a reload of the client so the user can re-authenticate and try**

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
			Please try again.	Forsøg igen.	again.
AUTH013	Split 2-factor authentication is not possible	Short term only	A technical error has occurred. Please try again.	Der er opstået en teknisk fejl. Forsøg igen.	The service provider is advised to perform a reload of the client so the user can re-authenticate using regular 2-factor authentication.
AUTH017	Environment error.		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. Please try deactivating plugins, resetting your browser settings or try using a different browser.	En teknisk fejl i browseren gør at NemID ikke kan starte. Forsøg at slå unødige plug-ins fra, eller prøv igen med en anden browser.	Consider displaying information suggesting how to avoid known environmental problems.
AUTH018	Code app is revoked, i.e. the user tried to approve in a code app that was revoked. This happen is a code app is revoked (for any reason) in the time from the code app is initiated and the user approved in the app.		Your code app is revoked. To use it again please reactivate it.	Din nøgleapp er spærret. For at bruge den igen skal den genaktiveres.	

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AUTH019	Prevent OTP card is activated, and the user has no other active alternatives. I.e. the bank or OCES have enabled the prevent OTP card option, but the user has no alternative to the OTP card.		**It is not possible to login with a code card, please use a code app or code token.**	**Det er ikke muligt at logge ind med nøglekort, brug anden løsning nøgleapp eller nøgleviser.**	**User should be notified about missing 2. factor options and the service provider must send the user to a sensible place**
AUTH020	Number of allowed attempts exceeded for self-contained logins, use 2factor login.	**Short term only**	**Unable to login with 1-factor, please try with 2-factor login.**	**Kunne ikke logge ind med 1-faktor, prøv med 2-faktor login.**	**Retry with 2-factor login for user.**
AUTH021	This error code will be triggered if a citizen is trying to log-on to a service after a strict requirement of revalidation has been enforced.		**This NemID is no longer valid due to insufficient identification of the user. Please go to** https://www.borger.dk/opdatering-af-id-oplysninger **to get more information about how to update your NemID with the required information.**	**Det er ikke længere muligt at logge ind med dette NemID pga. manglende opdatering af identitetsoplysninger. Gå til** https://www.borger.dk/opdatering-af-id-oplysninger **for at læse mere om, hvordan du opdaterer dine oplysninger.**	**The customer has not updated the required information about identity. In order to restore functionality, the customer must update this information. This is done via** https://www.borger.dk/opdatering-af-id-oplysninger.
CAN001	The user chose to cancel a flow that was started using a temporary password, e.g. an activation pin code. This error is not		**You have cancelled the activation of NemID after submitting the**	**Du har afbrudt aktiveringen efter du har brugt den**	**Redirect the user to a sensible place, taking into account where the user is**

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	transmitted if the user navigates away from the page containing the client, e.g. by closing the browser window or clicking a link.		**activation password.** **Your activation password is no longer valid, and you must request a new activation password before you can activate and use NemID.** **You can order your new activation password via NemID Support [https://www.nemid.nu/dk-en/support/contact/]**	**midlertidige adgangskode.** **Din midlertidige adgangskode er ikke længere gyldig, og du skal bestille en ny midlertidig adgangskode, før du kan aktivere og bruge NemID.** **Den nye, midlertidige adgangskode kan du bestille via NemID-support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/].**	**in the flow.**
CAN002	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.		**You have cancelled login.**	**Du har afbrudt login.**	**The service provider must send the user to a sensible place, taking into account where the user is in the flow.**
CAN003	The client has timed out due to user inactivity, and the flow has been cancelled. [Mobile client: The user has switched to a		**The connection to the application has timed out or has been**	**Forbindelsen til applikationen er timet ud eller er blevet**	

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Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
	different app.]		interrupted by another app. Please try again.	afbrudt af en anden app. Forsøg igen.	
CAN004	The bank app has called logout during a flow.		The session is cancelled. Please try again.	Sessionen er afbrudt. Forsøg igen.	
CAN005	No response was received from the code app. 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.		You took too long to authenticate the request you had sent to your code app.	Det tog for lang tid, før du godkendte den anmodning, du havde sendt til din nøgleapp	
CAN006	Code app enrol flow cancelled due to max limit.		The maximum number of active code apps you can have at any time is ##MAXACTIVENMAS##. If you wish to activate another code app, you must first block one of your current code apps at nemid.nu or by contacting NemID Support or your bank.	Du kan højst have ##MAXACTIVENMAS## aktive nøgleapps ad gangen. Hvis du vil aktivere en ny nøgleapp, skal du først spærre en af dine nuværende på nemid.nu eller ved at kontakte NemID support eller din bank.	

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CAN007	The user rejected the transaction in the code app.		**You rejected your code app authentication request. If this was incorrect, you can submit a new request after clicking "OK" to finish.**	**Du har afvist din anmodning om godkendelse i din nøgleapp. Hvis det var en fejl, kan du sende en ny anmodning, når du har afsluttet ved at klikke på "Ok".**	
CAN008	The transaction has been cancelled due to overwrite of the code app notification.		**You sent a new authentication request to your code app overwriting an existing one.**	**Du har sendt en ny anmodning til godkendelse i din nøgleapp, som overskriver en eksisterende.**	**User should be notified and could have a choice to restart transaction**
CAPP001	The code app could not be enrolled due to violation of the app's restricted identity type.	**Short term only**			
CAPP002	The code app could not be enrolled due to violation of the suspension rules.	**Short term only**			
CAPP003	The code app could not be enrolled due to its app id is not in status active.	**Short term**			

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		only			
CAPP004	The user attempted to confirm using a code app, which is suspended or revoked.		**Your code app is suspended or revoked. Please try and update your code app.**	**Din nøgleapp er suspenderet eller spærret. Prøv at opdatere din nøgleapp.**	
CAPP006	The code app could not be activated as it could not be found for the user who logged in.	**Short term only**			
CAPP007	The code app could not be activated as it did not have the correct status (VALIDATION_MISSING).	**Short term only**			
CAPP008	The code app could not be activated as the waiting period has not expired.	**Short term only**			
CAPP009	The code app could not be activated as the commission period has expired.	**Short term only**			
CAPP010	The reset of the code app pin could not be	**Short term**			

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	done as the code app is not in status active.	**only**			
CAPP011	The validation of the admin action challenge failed.	**Short term only**			
CAPP012	The code app could not be enrolled as the code app id does not exist.	**Short term only**			
CAPP013	The code app could not be enrolled due to incorrect software fingerprint or missing whitelist of software fingerprint.	**Short term only**			
LIB002	Network problem. A communication error occurred.		**A technical error has occurred due to network issues.** **Please try again.** **Contact [Service Provider] if the problem persists.**	**Der er opstået en teknisk fejl på grund af netværksproblemer.** **Forsøg igen.** **Kontakt [Tjenesteudbyder], hvis problemet fortsætter.**	

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LOCK001	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.		**You have used the wrong user ID or password too many times.** **Your NemID is now blocked for 8 hours after which you can try again.** **If you have forgotten your password, you can find support here [https://www.nemid.nu/dk-en/support/contact/]**	**Du har angivet forkert bruger-id eller adgangskode for mange gange.** **NemID er nu spærret i 8 timer, hvorefter du kan forsøge igen** **Har du glemt din adgangskode kan du finde hjælp her [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_ne mid/kontakt/].**	
LOCK002	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.		**You have used a wrong password too many times.** **Your NemID is blocked and cannot be used.** **To get help with this problem, please contact NemID support. [https://www.nemid.nu/dk-**	**Du har angivet en forkert adgangskode for mange gange.** **Dit NemID er spærret.** **Kontakt NemID support for at få adgang til dit NemID igen. [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_ne**	

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
			en/support/contact/]	mid/kontakt/]	
LOCK003	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 revoked.		You have entered a wrong NemID key too many times. Your NemID is blocked and cannot be used. Please contact NemID support. [https://www.nemid.nu/dk-en/support/contact/]	Du har angivet forkert NemID nøgle for mange gange. Dit NemID er spærret. Kontakt NemID support for at få adgang til dit NemID igen. [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_ne mid/kontakt/]	
SRV001	The signature on the client parameters could not be verified by DanID.		A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.	Der er opstået en teknisk fejl. Forsøg igen. Kontakt [Tjenesteudbyder], hvis problemet fortsætter.	
SRV002	The authentication request could not be parsed by DanID		A technical error has occurred. Please try again.	Der er opstået en teknisk fejl. Forsøg igen.	

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			Contact [Service Provider] if the problem persists.	Kontakt [Tjenesteudbyder], hvis problemet fortsætter.	
SRV003	The time stamp of the authentication request was not within the allowed time span.		A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.	Der er opstået en teknisk fejl. Forsøg igen. Kontakt [Tjenesteudbyder], hvis problemet fortsætter.	
SRV004	An unrecoverable, internal error occurred in the NemID servers.		A technical error has occurred. Please contact NemID support. [https://www.nemid.nu/dk-en/support/contact/]	Der er opstået en teknisk fejl. Kontakt NemID support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/].	
SRV005	The service provider was not known by DanID.		A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.	Der er opstået en teknisk fejl. Forsøg igen. Kontakt [Tjenesteudbyder], hvis problemet fortsætter.	

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
SRV006	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.		**Time limit exceeded.** **Please try again.**	**Tidsgrænse er overskredet.** **Forsøg venligst igen.**	
SRV007	The user is using an obsolete version of the CSP or the Mobile client		**Please update to the most recent version of [name of the service providers app].**	**Opdater venligst til nyeste version af [Navn på Tjenesteudbyders app].**	
SRV008	The server requires that identity protection be enabled in the SAML request.	**Short term only**	**A technical error has occurred.** **Contact [Service Provider].**	**Der er opstået en teknisk fejl.** **Kontakt [Tjenesteudbyder].**	**Fix the integration issue.**
SRV010	The requested client is not available to the service provider.		**A technical error has occurred.** **Please try again.** **Contact [Service Provider] if the problem persists.**	**Der er opstået en teknisk fejl.** **Forsøg igen.** **Kontakt [Tjenesteudbyder], hvis problemet fortsætter.**	**There could be a problem with the enrolment of the Service Provider's VOCES certificate or its validity. Contact NemID for support.**
SRV011	The transaction context was too long.		**A technical error has occurred.** **Contact [Service Provider].**	**Der er opstået en teknisk fejl.** **Kontakt [Tjenesteudbyder]**	**Fix the integration issue. The value specified in the TRANSACTION_CONTEXT parameter to the JS Client was longer than the**

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Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
					allowed 100 characters.
SRV012	If session contains the remote IP, the incoming request MUST come from the same remote IP.		**IP address changed in flow.** **Please try again.**	**IP adresse ændredes under transaktionen.** **Forsøg venligst igen.**	**The service provider is advised to show reason / suggested text and provide an option to perform a reload of the client so the user can try again. Also, if the problem persists, refer to Support.**
OCES001	The user has opted out of OCES but is trying to log in at a service provider that requires it.	OCES only	**You only have NemID for online banking.** **If you wish to use NemID for other public or private services, you must affiliate a public digital signature to your NemID [https://service.nemid.nu/dk-da/bestil_nemid/bestil_offentlig_digital_signatur_til_dit_nemid/]**	**Du har kun NemID til netbank.** **Ønsker du at bruge NemID til andre hjemmesider, skal du tilknytte en offentlig digital signatur til dit NemID. [https://service.nemid.nu/dk-da/bestil_nemid/bestil_offentlig_digital_signatur_til_dit_nemid/].**	
OCES002	The user was not OCES-qualified but is trying	OCES	**If you wish to use NemID for other services than online**	**Ønsker du at bruge NemID til andet end netbank, skal du**	

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	to log in at a service provider that requires it.	only	**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** **Request NemID [https://service.nemid.nu/dk-da/bestil_nemid/]**	**først tilknytte en offentlig digital signatur.** **Det kan du gøre ved at lave en almindelig NemID bestilling.** **Bestil NemID [https://service.nemid.nu/dk-da/bestil_nemid/].**	
OCES003	The OTP device used to log in does not have OCES, but another OTP device belonging to the user does.	**OCES only**	**You have attempted to log on using a NemID with no public digital signature** **If you previously have logged on to our service using your NemID, the error can be due to having more than one NemID and having used a different NemID than normally.**	**Der er ikke tilknyttet en offentlig digital signatur til det NemID du har forsøgt at logge på med.** **Hvis du tidligere har logget ind hos os med NemID, kan fejlen skyldes, at du har flere NemID, og har brugt et andet end normalt.**	

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OCES004	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.	OCES only	You can only use this NemID for your online banking service.	Du kan kun bruge dette NemID til netbank.	
OCES005	Returned in situations where a new certificate must be issued to complete the operation, but a technical error occurred while doing so.	OCES only	Issuing your public digital signature failed. Please try again. If the problem persist contact NemID support [[https://www.nemid.nu/dk-en/support/contact/]	Udstedelsen af din offentlige digitale signatur mislykkedes. Forsøg venligst igen. Hvis problemet fortsætter, kontakt NemID support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/]	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 Support.
OCES006	The user has only inaccessible or inactive OCES on all of his OTP devices or no OCES at all.	OCES only	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 which you will be asked to affiliate a	Du har ikke en aktiv offentlig digital signatur tilknyttet NemID i øjeblikket. Ved bestilling af NemID vil du blive tilbudt at knytte en signatur til dit nuværende	

Error	Cause of error	OCES/ Short term	EN - Suggested text for service providers + any link to DCH*	DK – Foreslået tekst til tjenesteudbydere + eventuelle links til DCH*	Recommendation for service provider
			public digital signature with your current NemID. **Request NemID [https://service.nemid.nu/dk-da/bestil_nemid/]**	**NemID.** **Bestil NemID [https://service.nemid.nu/dk-da/bestil_nemid/].**	

- *DCH ~ is an abbreviation for "Den Centrale Hjemmeside", which is the user-administration page at link: https://nemid.nu*