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## NemID Error Codes

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## Version History

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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 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
<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> <li>- [JS Client: The <code>ORIGIN</code> parameter does not</li> </ul>		<b>A technical error has occurred.</b>  <b>Please try again.</b>  <b>Contact [Service Provider] if the problem persists.</b>	<b>Der er opstået en teknisk fejl.</b>  <b>Forsøg igen.</b>  <b>Kontakt [Tjenesteudbyder], hvis problemet fortsætter.</b>	<b>Fix the integration issue.</b> <b>[JS Client: See tool at /developers/validateparameters.jsp]</b>

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
	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.				
<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.</b>  <b>Please try again.</b>  <b>Contact [Service Provider] if the problem persists.</b>	<b>Der er opstået en teknisk fejl.</b>  <b>Forsøg igen.</b>  <b>Kontakt [Tjenesteudbyder], hvis problemet fortsætter.</b>	<b>Correct the sign text.</b> <b>[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.</b>  <b>Please contact NemID support [https://www.nemid.nu/dk-en/support/contact/].</b>	<b>Der er opstået en teknisk fejl.</b>  <b>Kontakt NemID support [https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/].</b>	
<b>APP004</b>	Returned by the client if it is unable to resume an existing user session and the [JS Client: ALLOW_STEPUP parameter is <u>not</u> set to TRUE.]	<b>Short term only</b>	<b>A technical error has occurred.</b>  <b>Please try again.</b>	<b>Der er opstået en teknisk fejl.</b> <b>Forsøg igen.</b>  <b>Kontakt [Tjenesteudbyder],</b>	

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
	[Others: NO_FALLBACK parameter is set]		<b>Contact [Service Provider] if the problem persists.</b>	<b>hvis problemet fortsætter.</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 ORIGIN parameter does not match the actual origin.]		<b>A technical error has occurred. Contact [Service Provider].</b>	<b>Der er opstået en teknisk fejl. Kontakt [Tjenesteudbyder]</b>	<b>Fix the integration issue. [JS Client: See tool at /developers/validateparameters.jsp]</b>
<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 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).]		<b>A technical error has occurred. Contact [Service Provider].</b>	<b>Der er opstået en teknisk fejl. Kontakt [Tjenesteudbyder]</b>	<b>Fix the integration issue. [JS Client: See tool at /developers/validateparameters.jsp]</b>
<b>APP009</b>	Invalid HSession.	<b>Short term only</b>	<b>A technical error has occurred. Please try again. Contact [Service Provider] if the</b>	<b>Der er opstået en teknisk fejl. Forsøg igen. Kontakt [Tjenesteudbyder],</b>	



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
			<b>problem persists.</b>	<b>hvis problemet fortsætter.</b>	
<b>APP010</b>	The Java Script Client could not start.		<b>A technical error has occurred.</b>  <b>Please try again.</b>	<b>Der er opstået en teknisk fejl.</b>  <b>Forsøg igen.</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 blocked.</b>  <b>Please contact NemID support.</b> [ <a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a> ]	<b>Dit NemID er spærret.</b>  <b>Kontakt NemID support</b> [ <a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a> ].	<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>Login succeeded but you have no bank agreement.</b>  <b>Please contact your bank for mere details.</b>	<b>Login er gennemført korrekt, men du har ikke en bankaftale.</b>  <b>Kontakt din bank for at høre nærmere.</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		<b>Your NemID is temporarily locked and you cannot log on until the 8 hour time lock has been lifted.</b>	<b>Dit NemID er midlertidigt låst i 8 timer og du kan ikke logge på før spærringen er ophævet.</b>	<b>The service provider is recommended to refer the user to NemID support.</b>

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
	during a 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.		<p><b>Your NemID has been blocked.</b></p> <p><b>Please contact NemID support.</b> [<a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a>]</p>	<p><b>Dit NemID er spærret.</b></p> <p><b>Kontakt NemID support</b> [<a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a>].</p>	<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.		<p><b>You have used all the codes on your code card.</b></p> <p><b>You can order a new code card on the Lost code card page.</b> [<a href="https://service.nemid.nu/dk-en/nemid/code_cards/lost_code_card/">https://service.nemid.nu/dk-en/nemid/code_cards/lost_code_card/</a>]</p>	<p><b>Du har brugt alle nøgler på nøglekortet.</b></p> <p><b>Du kan bestille et nyt på siden Mistet nøglekort.</b> [<a href="https://service.nemid.nu/dk-da/nemid/noeglekort/mistet_noeglekort/">https://service.nemid.nu/dk-da/nemid/noeglekort/mistet_noeglekort/</a>]</p>	<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		<p><b>Your NemID password is blocked due to too many failed password attempts.</b></p> <p><b>Please contact NemID support.</b> [<a href="https://www.nemid.nu/dk-">https://www.nemid.nu/dk-</a></p>	<p><b>Din NemID-adgangskode er spærret på grund af for mange fejlede forsøg.</b></p> <p><b>Kontakt NemID support</b> [<a href="https://www.nemid.nu/dk-">https://www.nemid.nu/dk-</a></p>	<b>The service provider is recommended to refer the user to NemID support.</b>

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
	previous session.		<b>en/support/contact/]</b>	<b>da/support/faa_hjaelp_til_nemid/kontakt/].</b>	
<b>AUTH008</b>	The user's OTP device is not activated and does not have an active pin code.		<p><b>Your NemID is not active and you need support to issue a new activation password to activate.</b></p> <p><b>Please call NemID support.</b> [<a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a>]</p>	<p><b>Dit NemID er ikke aktivt og du skal bestille en ny midlertidig adgangskode til aktivering hos support.</b></p> <p><b>Ring til NemID support</b> [<a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a>].</p>	<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>	<p><b>A technical error has occurred.</b></p> <p><b>Please try again.</b></p>	<p><b>Der er opstået en teknisk fejl.</b></p> <p><b>Forsøg igen.</b></p>	<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.		<p><b>A technical error has occurred.</b></p> <p><b>Please try again, and ensure that only one NemID login is running.</b></p>	<p><b>Der er opstået en teknisk fejl.</b></p> <p><b>Tjek at kun ét NemID login er aktivt og forsøg igen.</b></p>	<b>The service provider is advised to perform a reload of the client so the user can re-authenticate and try again.</b>

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<b>AUTH011</b>	The user authenticated using a PIN code on the mobile client.		<p><b>NemID login on mobile does not support authentication using a temporary password.</b></p> <p><b>Please contact NemID support to have a new temporary password issued.</b> [<a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a>]</p> <p><b>Thereafter, please log on NemID at [url to Service Provider site containing client(s)]</b></p>	<p><b>NemID på mobil understøtter ikke brug af midlertidig adgangskode.</b></p> <p><b>Kontakt NemID support for at få en ny kode udstedt.</b> [<a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a>]</p> <p><b>Log derefter på med NemID på [url til Tjenesteudbyders side med klient(er)]</b></p>	
<b>AUTH012</b>	The user tried to answer an expired OTP challenge.		<p><b>A technical error has occurred.</b></p> <p><b>Please try again.</b></p>	<p><b>Der er opstået en teknisk fejl.</b></p> <p><b>Forsøg igen.</b></p>	<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>	<p><b>A technical error has occurred.</b></p> <p><b>Please try again.</b></p>	<p><b>Der er opstået en teknisk fejl.</b></p> <p><b>Forsøg igen.</b></p>	<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>

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<b>AUTH017</b>	Environment error.		<p><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></p> <p><b>Please try deactivating plugins, resetting your browser settings or try using a different browser.</b></p>	<p><b>En teknisk fejl i browseren gør at NemID ikke kan starte.</b></p> <p><b>Forsøg at slå unødige plug-ins fra, eller prøv igen med en anden browser.</b></p>	<b>Consider displaying information suggesting how to avoid known environmental problems.</b>
<b>AUTH018</b>	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.		<b>Your code app is revoked. To use it again please reactivate it.</b>	<b>Din nøgleapp er spærret. For at bruge den igen skal den genaktiveres.</b>	
<b>AUTH019</b>	Prevent OTP card is activated and the user has no other active alternatives.  I.e. the bank has enabled the prevent OTP card option, but the user has no alternative to the OTP card.	<b>Short term only</b>	<b>It is not possible to login with a code card, please use a code app or code token.</b>	<b>Det er ikke muligt at logge ind med nøglekort, brug anden løsning nøgleapp eller nøgleviser.</b>	

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<b>AUTH020</b>	Number of allowed attempts exceeded for self-contained logins, use 2factor login.	<b>Short term only</b>	<b>Unable to login with 1-factor, please try with 2-factor login</b>	<b>Kunne ikke logge ind med 1-faktor, prøv med 2-faktor login.</b>	<b>Retry with 2-factor login for user.</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.		<p><b>You have cancelled the activation of NemID after submitting the activation password.</b></p> <p><b>Your activation password is no longer valid, and you must request a new activation password before you can activate and use NemID.</b></p> <p><b>You can order your new activation password via NemID Support</b> [<a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a>]</p>	<p><b>Du har afbrudt aktiveringen efter du har brugt den midlertidige adgangskode.</b></p> <p><b>Din midlertidige adgangskode er ikke længere gyldig, og du skal bestille en ny midlertidig adgangskode, før du kan aktivere og bruge NemID.</b></p> <p><b>Den nye, midlertidige adgangskode kan du bestille via NemID-support</b> [<a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a>].</p>	<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		<b>You have cancelled login.</b>	<b>Du har afbrudt login.</b>	<b>The service provider must send the user to a sensible place, taking into account where the user is in the flow.</b>

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	the browser window or clicking a link.				
<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>The connection to the application has timed out or has been interrupted by another app.</b>  <b>Please try again.</b>	<b>Forbindelsen til applikationen er timet ud eller er blevet afbrudt af en anden app.</b>  <b>Forsøg igen.</b>	
<b>CAN004</b>	The bank app has called logout during a flow.		<b>The session is cancelled.</b>  <b>Please try again.</b>	<b>Sessionen er afbrudt.</b>  <b>Forsøg igen.</b>	
<b>CAN005</b>	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.		<b>You took too long to authenticate the request you had sent to your code app.</b>	<b>Det tog for lang tid, før du godkendte den anmodning, du havde sendt til din nøgleapp</b>	
<b>CAN006</b>	Code app enrol flow cancelled due to max limit.		<b>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</b>	<b>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</b>	

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			<b>Support or your bank.</b>	<b>support eller din bank.</b>	
<b>CAN007</b>	The user rejected the transaction in the code app.		<b>You rejected your code app authentication request. If this was incorrect, you can submit a new request after clicking "OK" to finish.</b>	<b>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".</b>	
<b>CAN008</b>	The transaction has been cancelled due to overwrite of the code app notification.		<b>You sent a new authentication request to your code app overwriting an existing one.</b>	<b>Du har sendt en ny anmodning til godkendelse i din nøgleapp, som overskriver en eksisterende.</b>	<b>User should be notified and could have a choice to restart transaction</b>
<b>CAPP001</b>	The code app could not be enrolled due to violation of the app's restricted identity type.	<b>Short term only</b>			
<b>CAPP002</b>	The code app could not be enrolled due to violation of the suspension rules.	<b>Short term only</b>			
<b>CAPP003</b>	The code app could not be enrolled due to its	<b>Short term</b>			



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

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
		<b>only</b>			
<b>CAPP011</b>	The validation of the admin action challenge failed.	<b>Short term only</b>			
<b>CAPP012</b>	The code app could not be enrolled as the code app id does not exist.	<b>Short term only</b>			
<b>CAPP013</b>	The code app could not be enrolled due to incorrect software fingerprint.	<b>Short term only</b>			
<b>LIB002</b>	Network problem. A communication error occurred.		<p><b>A technical error has occurred due to network issues.</b></p> <p><b>Please try again.</b></p> <p><b>Contact [Service Provider] if the problem persists.</b></p>	<p><b>Der er opstået en teknisk fejl på grund af netværksproblemer.</b></p> <p><b>Forsøg igen.</b></p> <p><b>Kontakt [Tjenesteudbyder], hvis problemet fortsætter.</b></p>	
<b>LOCK001</b>	The user entered an incorrect password too many times, and his OTP device is now		<b>You have used the wrong user ID</b>	<b>Du har angivet forkert bruger-id eller adgangskode for</b>	

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
	<p>quarantined for 8 hours. This error code is returned during the session where the quarantine is initiated.</p>		<p><b>or password too many times.</b></p> <p><b>Your NemID is now blocked for 8 hours after which you can try again.</b></p> <p><b>If you have forgotten your password you can find support here</b> [<a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a>]</p>	<p><b>mange gange.</b></p> <p><b>NemID er nu spærret i 8 timer, hvorefter du kan forsøge igen</b></p> <p><b>Har du glemt din adgangskode kan du finde hjælp her</b> [<a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a>].</p>	
<b>LOCK002</b>	<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>You have used a wrong password too many times.</b></p> <p><b>Your NemID is blocked and cannot be used.</b></p> <p><b>To get help with this problem, Please contact NemID support.</b> [<a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a>]</p>	<p><b>Du har angivet en forkert adgangskode for mange gange.</b></p> <p><b>Dit NemID er spærret.</b></p> <p><b>Kontakt NemID support for at få adgang til dit NemID igen.</b> [<a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a>]</p>	

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<b>LOCK003</b>	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.		<p><b>You have entered a wrong NemID key too many times.</b></p> <p><b>Your NemID is blocked and cannot be used.</b></p> <p><b>Please contact NemID support.</b> [<a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a>]</p>	<p><b>Du har angivet forkert NemID nøgle for mange gange.</b></p> <p><b>Dit NemID er spærret.</b></p> <p><b>Kontakt NemID support for at få adgang til dit NemID igen.</b> [<a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a>]</p>	
<b>SRV001</b>	The signature on the client parameters could not be verified by DanID.		<p><b>A technical error has occurred.</b></p> <p><b>Please try again.</b></p> <p><b>Contact [Service Provider] if the problem persists.</b></p>	<p><b>Der er opstået en teknisk fejl.</b></p> <p><b>Forsøg igen.</b></p> <p><b>Kontakt [Tjenesteudbyder], hvis problemet fortsætter.</b></p>	
<b>SRV002</b>	The authentication request could not be parsed by DanID		<p><b>A technical error has occurred.</b></p> <p><b>Please try again.</b></p> <p><b>Contact [Service Provider] if the problem persists.</b></p>	<p><b>Der er opstået en teknisk fejl.</b></p> <p><b>Forsøg igen.</b></p> <p><b>Kontakt [Tjenesteudbyder], hvis problemet fortsætter.</b></p>	

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

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	of time without interaction.				
<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>Opdater venligst til nyeste version af [Navn på Tjenesteudbyders app].</b>	
<b>SRV008</b>	The server requires that identity protection be enabled in the SAML request.	<b>Short term only</b>	<b>A technical error has occurred. Contact [Service Provider].</b>	<b>Der er opstået en teknisk fejl. Kontakt [Tjenesteudbyder].</b>	<b>Fix the integration issue.</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>Der er opstået en teknisk fejl. Forsøg igen. Kontakt [Tjenesteudbyder], hvis problemet fortsætter.</b>	<b>There could be a problem with the enrollment of the Service Provider's VOCES certificate or its validity. Contact NemID for support.</b>
<b>SRV011</b>	The transaction context was too long.		<b>A technical error has occurred. Contact [Service Provider].</b>	<b>Der er opstået en teknisk fejl. Kontakt [Tjenesteudbyder]</b>	<b>Fix the integration issue. The value specified in the TRANSACTION_CONTEXT parameter to the JS Client was longer than the allowed 100 characters.</b>
<b>OCES001</b>	The user has opted out of OCES, but is trying	<b>OCES</b>	<b>You only have NemID for online</b>	<b>Du har kun NemID til</b>	

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
	to log in at a service provider that requires it.	<b>only</b>	<b>banking.</b>  <b>If you wish to use NemID for other public or private services, you must affiliate a public digital signature to your NemID</b> <a href="https://service.nemid.nu/dk-da/bestil_nemid/bestil_offentlig_digital_signatur_til_dit_nemid/">[https://service.nemid.nu/dk-da/bestil_nemid/bestil_offentlig_digital_signatur_til_dit_nemid/]</a>	<b>netbank.</b>  <b>Ønsker du at bruge NemID til andre hjemmesider, skal du tilknytte en offentlig digital signatur til dit NemID.</b> <a href="https://service.nemid.nu/dk-da/bestil_nemid/bestil_offentlig_digital_signatur_til_dit_nemid/">[https://service.nemid.nu/dk-da/bestil_nemid/bestil_offentlig_digital_signatur_til_dit_nemid/]</a> .	
<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>	<b>If you wish to use NemID for other services than online banking, you have to affiliate a public digital signature to your NemID.</b>  <b>You can do this by starting the regular NemID order flow, which will then order the needed public digital signature</b>  <b>Request NemID</b> <a href="https://service.nemid.nu/dk-">[https://service.nemid.nu/dk-</a>	<b>Ønsker du at bruge NemID til andet end netbank, skal du først tilknytte en offentlig digital signatur.</b>  <b>Det kan du gøre ved at lave en almindelig NemID bestilling.</b>  <b>Bestil NemID</b> <a href="https://service.nemid.nu/dk-da/bestil_nemid/">[https://service.nemid.nu/dk-da/bestil_nemid/]</a> .	

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			<a href="#">da/bestil_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>You have attempted to log on using a NemID with no public digital signature</b></p> <p><b>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.</b></p>	<p><b>Der er ikke tilknyttet en offentlig digital signatur til det NemID du har forsøgt at logge på med.</b></p> <p><b>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.</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 this NemID for your online banking service.</b>	<b>Du kan kun bruge dette NemID til netbank.</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>	<p><b>Issuing your public digital signature failed.</b></p> <p><b>Please try again.</b></p> <p><b>If the problem persists contact NemID support</b></p>	<p><b>Udstedelsen af din offentlige digitale signatur mislykkedes.</b></p> <p><b>Forsøg venligst igen.</b></p> <p><b>Hvis problemet fortsætter, kontakt NemID support</b></p>	<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 Support.</b>



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
			[[ <a href="https://www.nemid.nu/dk-en/support/contact/">https://www.nemid.nu/dk-en/support/contact/</a> ]]	[ <a href="https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/">https://www.nemid.nu/dk-da/support/faa_hjaelp_til_nemid/kontakt/</a> ]	
<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>	<p><b>You currently don't have an active public digital signature (OCES certificate) affiliated with your NemID.</b></p> <p><b>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.</b></p> <p><b>Request NemID</b> [<a href="https://service.nemid.nu/dk-da/bestil_nemid/">https://service.nemid.nu/dk-da/bestil_nemid/</a>]</p>	<p><b>Du har ikke en aktiv offentlig digital signatur tilknyttet NemID i øjeblikket.</b></p> <p><b>Ved bestilling af NemID vil du blive tilbudt at knytte en signatur til dit nuværende NemID.</b></p> <p><b>Bestil NemID</b> [<a href="https://service.nemid.nu/dk-da/bestil_nemid/">https://service.nemid.nu/dk-da/bestil_nemid/</a>].</p>	