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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
APP001	Error while parsing the parameters by the NemID client library. Possible causes include: <ul style="list-style-type: none"> - 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 problem persists.	Fix the integration issue. [JS Client: See tool at /developers/validateparameters.jsp]

	<ul style="list-style-type: none"> - [JS Client: The <code>ORIGIN</code> 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 <code>PARAMS_DIGEST</code> parameter. 			
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.	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, tel. 80 30 70 50.	
APP004	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]	Short term only	A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.	
APP005	Signals that a user has chosen not to trust the certificate that could		You must trust Nets DanID's certificate, before	



	verify the applet's signature. (Applet only).		<p>you can log on with NemID.</p> <p>Restart your browser and choose to trust the certificate.</p> <p>If you need help, please contact NemID support, tel. 80 30 70 50.</p>	
APP006	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).			Correct the sign-text issue.
APP007	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.]			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 <code>CLIENTMODE=LIMITED</code>			Fix the integration issue. [JS Client: See tool at /developers/validateparameters.jsp]



	and CREDENTIAL_UPDATE=ALIAS (since Limited mode does not support any of the administrative flows such as changing the user alias).]			
APP009	Invalid HSession.	Short term only	A technical error has occurred. Please try again.	
APP010	The Java Script Client could not start.		A technical error has occurred. Please try again.	
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 bloked. Please contact NemID support at tel. 80 30 70 50.	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		
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.	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 at tel. 80 30 70 50.	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.		Please contact NemID support at tel. 80 30 70 50.	The service provider is recommended to refer the user to NemID support.
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.		Please contact NemID support at tel. 80 30 70 50.	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.		Please contact NemID support at tel. 80 30 70 50.	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	Short term	An error has occurred.	The service provider is advised to perform a



	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.	only	Please try again.	reload of the client so the user can re-authenticate and try again. Also, if the problem persists, 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.		An error has occurred. Please try again, and ensure that only one NemID client is running.	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.		The mobile NemID client does not support authentication using a PIN. Please contact NemID support, tel. 80 30 70 50 to have a new PIN issued. Therafter, please use the NemID Applet or Java Script client available at [url to Service Provider site containing client(s)]	
AUTH012	The user tried to answer an expired OTP challenge.		An error has occurred. Please try again.	The service provider is advised to perform a reload of the client so the user can re-



				authenticate and try again.
AUTH013	Split 2-factor authentication is not possible	Short term only	An error has occurred. Please try again.	The service provider is advised to perform a reload of the client so the user can re-authenticate using regular 2-factor authentication.
AUTH014	PIN code activation not supported in Limited mode.		This mode of the NemID client does not support authentication using a PIN. Please use the NemID Applet or Java Script client available at [url to Service Provider site containing Applet / standard mode JS client(s), alternatively https://www.nemid.nu/]	Consider redirecting to nemid.nu or other suitable url.
AUTH015	An active PIN code exists for the user, but he has entered a non-PIN format password in Limited mode, and has been instructed to log in using his PIN in standard mode.		This mode of the NemID client does not support authentication using a PIN. Please use the NemID Applet or Java Script client available at [url to Service Provider site containing Applet / standard mode JS	Consider redirecting to nemid.nu or other suitable url.

			client(s), alternatively https://www.nemid.nu/]	
AUTH016	The user has no active OTP, was in Limited mode, and has been instructed to use standard mode.		This mode of the NemID client does not support activating your new code card. Please use the NemID Applet or Java Script client available at [url to Service Provider site containing Applet / standard mode JS client(s), alternatively https://www.nemid.nu/]	Consider redirecting to nemid.nu or other suitable url.
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 transmitted if the user navigates away from the page containing the client, e.g. by closing the browser window or clicking a link.			Redirect the user to a sensible place, taking into account where the user is 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			The service provider must send the user to a sensible place, taking into account where the user is in the flow.



	clicking a link.			
CAN003	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.]			
CAN004	The bank app has called logout during a flow			
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.		<p>You have used the wrong user id or password 5 times in a row.</p> <p>Your NemID is now blocked for 8 hours after which you will have 5 new tries.</p> <p>You can try to log in again after the 8 hour temporary block has been</p>	
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		<p>Your NemID has been blocked and cannot be used.</p> <p>To get help with this problem, please contact NemID support, tel. 80 30</p>	

	initiated.		70 50.	
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.		Your NemID has been blocked and cannot be used. To get help with this problem, please contact NemID support, tel. 80 30 70 50.	
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.	
SRV002	The authentication request could not be parsed by DanID		A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.	
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.	
SRV004	An unrecoverable, internal error occurred in the NemID servers.		A technical error has occurred. Please contact NemID support, tel. 80 30	



			70 50.	
SRV005	The service provider was not known by DanID.		A technical error has occurred. Please try again. Contact [Service Provider] if the problem persists.	
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.	
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].	
SRV008	The server requires that identity protection be enabled in the SAML request.	Short term only		Fix the integration issue.
SRV009	The mobile app does not support logins from IVR users.		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)]	
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.	There could be a problem with the enrollment of the Service Provider's VOCES certificate or its validity. Contact NemID for 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 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 www.nemid.nu [https://www.nemid.nu/privat/bestil_nemid/nemid_i_netbank/]	
OCES002	The user was not OCES-qualified, but is trying to log in at a service provider that requires it.	OCES only	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	

			<p>the regular NemID order flow, which will then order the needed public digital signature - click here www.nemid.nu</p> <p>[https://www.nemid.nu/privat/bestil_nemid/]</p>	
OCES003	The OTP device used to log in does not have OCES, but another OTP device belonging to the user does.	OCES only	<p>There is no public digital signature affiliated with the NemID that you have tried to log on with.</p> <p>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.</p>	
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 NemID for your online banking service.	



<p>OCES005</p>	<p>Returned in situations where a new certificate must be issued to complete the operation, but a technical error occurred while doing so.</p>	<p>OCES only</p>		<p>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.</p>
<p>OCES006</p>	<p>The user has only inaccessible or inactive OCES on all of his OTP devices or no OCES at all.</p>	<p>OCES only</p>	<p>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: www.nemid.nu [https://www.nemid.nu/privat/bestil_nemid/]</p>	