



MyID

Version 10.8 Update 2

Error Code Reference

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Conventions Used in this Document

- Lists:
 - ♦ Numbered lists are used to show the steps involved in completing a task when the order is important
 - ♦ Bulleted lists are used when the order is unimportant or to show alternatives
- **Bold** is used for menu items and for labels.
For example:
 - ♦ “Record a valid email address in **‘From’ email address**”
 - ♦ Select **Save** from the **File** menu
- *Italic* is used for emphasis and to indicate references to other sections within the current document:
For example:
 - ♦ “Copy the file *before* starting the installation”
 - ♦ “See *Issuing a Card* for further information”
- ***Bold and italic*** are used to identify the titles of other documents.
For example: “See the ***Release Notes*** for further information.”
Unless otherwise explicitly stated, all referenced documentation is available on the product CD.
- A `fixed width` font is used where the identification of spaces is important, including filenames, example SQL queries and any entries made directly into configuration files or the database.
- **Notes** are used to provide further information, including any prerequisites or configuration additional to the standard specifications.
For example:
Note: This issue only occurs if updating from a previous version.
- Warnings are used to indicate where failure to follow a particular instruction may result in either loss of data or the need to manually configure elements of the system.
For example:

Warning: You must take a backup of your database before making any changes to it.
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1 Introduction

This document provides a reference to the error codes that appear in MyID®, and possible actions that you can carry out if the errors occur.

1.1 Change history

Version	Description
IMP1887-01	First release. Consolidates the error codes previously included in the Web Services Error Code Reference and Mobile Identity Agent Error Code Reference documents. Adds printer-related error codes.
IMP1887-02	Updated for 10.8 Update 1.
IMP1887-03	Updated for 10.8 Update 2.

2 Web Service Error Codes

This section contains a list of the errors that can occur when using the MyID Web Services. Not all of these errors can appear if you are using exclusively Intercede software on the client. Often multiple error messages will share common text but have a different code. This is to assist in locating the cause of the issue. Further details about each error can often be found in the Audit Reports workflow.

To assist with the diagnosis of issues, Intercede support may guide you to enable logging on the ProcessDriver service; you can then provide these logs to customer support for analysis.

The specific text displayed on a client may have been optimized for that client, and not explicitly match the text below. When searching, search on the error number, not the error text.

Error Code	2978
Text	Please check your configuration. If the problem occurs again, contact your administrator.
Details	An attempt has been made to cancel a Device Identity and the user doesn't have permissions to create the Cancel Device Identity job.
Solution	Check that the user has the (Devices) group in their administrative groups.
Relates To	Device Identity Management

Error Code	10304
Text	Invalid Entry
Details	A certificate used during mobile provisioning contains invalid or corrupted data.
Solution	The certificate is unusable. The PFX file that the certificate was imported from is probably invalid. Source a valid PFX file and import it again.
Relates To	Identity Agent Provisioning

Error Code	21629
Text	Already Issued
Details	Issuing the current device has been prevented because the device is already issued.
Solution	If the device should not be issued to anyone, it can be canceled via the Cancel Credential workflow or Remote Cancel Credential. The Audit Report workflow will give details of the user that the device is already issued to.
Relates To	Credential Issuance

Error Code	21642
Text	Incompatible
Details	Issuing the current device has been prevented because the device is incompatible. It may be that a virtual smart card was selected for a credential profile that is restricted to physical smart cards, or that the inserted smart card does not support a data model assigned to the credential profile.
Solution	Try selecting a different credential profile, or using a different device. See the Audit Report workflow for further details.
Relates To	Credential Issuance

Error Code	21643
Text	Insufficient Space
Details	Issuing the current device has been prevented because the device has insufficient space for the required number of certificates.
Solution	Provide the user with a device that has capacity for the chosen credential profile. If the credential profile was chosen in error, request a different credential profile with fewer certificates on it. See the Audit Report workflow for further details.
Relates To	Credential Issuance

Error Code	21644
Text	Incorrect Device
Details	Issuing to the current device has been prevented because the request is bound to a different device.
Solution	Provide the user with the correct device, and ensure that it is this device the user is attempting to issue. See the Audit Report workflow for further details about the device the user used.
Relates To	Credential Issuance

Error Code	21645
Text	Unsuitable Device
Details	Issuing the current device has been prevented because the device is unsuitable.
Solution	It may be that a virtual smart card was selected for a credential profile that is restricted to physical smart cards, or that the inserted smart card does not support a data model assigned to the credential profile. Check that the selected credential profile is suitable for the device the user is trying to issue. See the Audit Report workflow for further details.
Relates To	Credential Issuance

Error Code	21646
Text	Job Invalid
Details	Issuing the current device has been prevented because the request is in an invalid state. Repeating the issuance may help. See the Audit Report workflow for further details.
Solution	Cancelling the job in the Job Management workflow and repeating the issuance process should resolve this. If it does not, consult the Audit Report workflow for further details as to the cause.
Relates To	Credential Issuance

Error Code	21647
Text	Not Imported
Details	The issuance requires that the device being issued has already been imported into the system. The presented device is unknown to the system.
Solution	The user may be attempting to issue the credentials to a foreign card. Check that device the user is attempting to issue to. Details of the device can be found in the Audit Report workflow.
Relates To	Credential Issuance

Error Code	21648
Text	GUID is not valid.
Details	The GUID for the provisioning job has been corrupted.
Solution	Check the email template is sending it correctly. Details can be found in the mobile documentation. If the provisioning was via a Derived Credential kiosk, try scanning the code again. If this fails, contact Intercede Support.
Relates To	Identity Agent Provisioning

Error Code	21776
Text	Authentication is required to continue. Your card's issuance profile is not configured to require one.
Details	Self-service credential activation must be configured to require at least one form of authentication. If none are configured, any attempt to self activate the credential will be blocked.
Solution	Authentication requirements can be configured in the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	82369
Text	The capacity limit has been reached for the system.
Details	The action would exceed the current license capacity.
Solution	Cancel existing users and/or devices or obtain additional licenses.
Relates To	Credential Issuance

Error Code	82450
Text	Invalid auth code for the specified job.
Details	The presented authentication code is incorrect.
Solution	Check that the code was entered correctly. The input device may have caps lock enabled, or be set to an incorrect region. A new authentication code can be requested via the Request Auth Code workflow.
Relates To	Authentication

Error Code	82452
Text	SAM Account not found
Details	There has been a problem identifying the users Windows credentials.
Solution	Retry the current process. If the problem persists, and there have been no changes to the network infrastructure, contact Intercede Support or consult the Administration Guide.
Relates To	Authentication

Error Code	82501
Text	The specified mobile does not have any issued devices.
Details	A request has been attempted to replace an Identity Agent device that contains no valid keystores. This attempt has been blocked.
Solution	The Identity agent device is in an errored state and should be re-issued. Use the Cancel Credential and Request ID workflows to achieve this. If the problem persists, contact Intercede Support.
Relates To	Credential Issuance

Error Code	82502
Text	Only Identity Agent mobiles are supported.
Details	A request has been attempted to replace a non-Identity Agent in a workflow specifically intended for Identity Agent devices. This attempt has been blocked.
Solution	Non-Identity Agent devices can be cancelled via the Request Replacement Card workflow.
Relates To	Credential Issuance

Error Code	85118
Text	The 9B key for this device has not been configured or has been configured incorrectly. This needs to be corrected before issuance can continue.
Details	The 9B key for this device has not been configured or has been configured incorrectly.
Solution	The 9B key can be configured via the Key Management workflow.
Relates To	Credential Issuance

Error Code	85119
Text	The 9B key specified for this device are incorrect. This needs to be corrected before issuance can continue
Details	The 9B key for this device has not been configured or has been configured incorrectly.
Solution	The 9B key can be configured via the Key Management workflow.
Relates To	Credential Issuance

Error Code	85120
Text	The 9B key specified for this device are incorrect. This needs to be corrected before issuance can continue
Details	The 9B key for this device has not been configured or has been configured incorrectly.
Solution	The 9B key can be configured via the Key Management workflow.
Relates To	Credential Issuance

Error Code	85121
Text	The 9B key specified for this device are incorrect. Please ensure that the correct Encryption Type has been selected. This needs to be corrected before issuance can continue
Details	The 9B key for this device has not been configured or has been configured incorrectly.
Solution	The 9B key can be configured via the Key Management workflow.
Relates To	Credential Issuance

Error Code	85122
Text	The GlobalPlatform keys for this card are missing or incorrect. These need to be corrected before issuance can continue
Details	The GlobalPlatform keys for this device have not been configured or have been configured incorrectly.
Solution	The GlobalPlatform keys can be configured via the Manage Global Platform Keys workflow.
Relates To	Credential Issuance

Error Code	85123
Text	The GlobalPlatform keys for this card are missing or incorrect. Please verify the key version. These need to be corrected before issuance can continue
Details	The GlobalPlatform keys for this device have not been configured or have been configured incorrectly.
Solution	The GlobalPlatform keys can be configured via the Manage Global Platform Keys workflow.
Relates To	Credential Issuance

Error Code	85124
Text	There is no CHUID signing certificate configured. Please consult the product documentation
Details	The CHUID signing certificate for this device has not been configured or has been configured incorrectly.
Solution	The certificate location is configured in the Registry of the Application server. Refer to PIV Integration Guide for more details.
Relates To	Credential Issuance

Error Code	85125
Text	The private key for the CHUID signing certificate is not available. Please consult the product documentation
Details	The CHUID signing certificate for this device has been configured incorrectly.
Solution	The certificate location is configured in the Registry of the Application server. Refer to PIV Integration Guide on the Installation CD for more details.
Relates To	Credential Issuance

Error Code	85126
Text	The FASCN is invalid. Card issuance can not continue
Details	The system has attempted to generate an identifier for the user and failed. This is usually a PIV compliant FASCN
Solution	If a FASCN is expected, the user lacks mandatory data. Please enroll the user again. Details of the missing data will be highlighted in the Audit Report. If a FASCN is not required, change the node BuildFASCN from 1 to 0 in the relevant CardProperties file.
Relates To	Credential Issuance

Error Code	85127
Text	Some of the data provided is invalid. This could either be attributes of the Applicant or the Agency. Please review the details.
Details	The system has attempted to generate an identifier for the user and failed. This is usually a PIV compliant FASCN
Solution	If a FASCN is expected, the user lacks mandatory data. Please enroll the user again. Details of the missing data will be highlighted in the Audit Report. If a FASCN is not required, change the node BuildFASCN from 1 to 0 in the relevant CardProperties file.
Relates To	Credential Issuance

Error Code	85128
Text	The user's biometrics are not valid. Please check server version
Details	The system has attempted to write biometric data to a card, but the biometric data is invalid.
Solution	Please enroll the user again. Details for each supported biometric matching library are available in the Integration Guides folder on the installation CD. If the problem persists, contact Intercede Support.
Relates To	Credential Issuance

Error Code	85143
Text	The card is locked and requires activation.
Details	The system has attempted to write to a locked device
Solution	Activate the device using either the Activate Card process, or Assisted Activation workflow. Alternatively, if the card is no longer required, use the Cancel Card workflow to unlock and erase the device.
Relates To	Credential Issuance

Error Code	85167
Text	The key for this device has not been configured or has been configured incorrectly. This needs to be corrected before issuance can continue
Details	The 9B key for this device has not been configured or has been configured incorrectly.
Solution	The 9B key can be configured via the Key Management workflow.
Relates To	Credential Issuance

Error Code	85182
Text	The Global Platform keys for this card are missing or incorrect. These need to be corrected before issuance can continue.
Details	The Global Platform keys for this device have not been configured or have been configured incorrectly.
Solution	The Global Platform keys can be configured via the Manage Global Platform Keys workflow.
Relates To	Credential Issuance

Error Code	410039
Text	Authentication Failed
Details	The data supplied to Logon either contained invalid data, or was missing essential data.
Solution	Further details will be available in the Audit workflow.
Relates To	Authentication

Error Code	410072
Text	You cannot collect this device because your original device has expired.
Details	A renewal cannot be collected because the device has expired.
Solution	Cancel the credential and issue a new one, or use the Request Replacement Credential workflow to request a replacement credential .
Relates To	Credential Issuance

Error Code	410073
Text	Event not found
Details	An Identity Agent Provisioning job is missing or has an invalid status.
Solution	Retry the current process. If the problem persists, and there have been no changes to the network infrastructure, contact Intercede Support.
Relates To	Identity Agent Provisioning

Error Code	410074
Text	Job is invalid
Details	An Identity Agent Provisioning job has an invalid status.
Solution	Retry the current process. If the problem persists, and there have been no changes to the network infrastructure, contact Intercede Support.
Relates To	Identity Agent Provisioning

Error Code	420000
Text	User cannot be issued with certificates.
Details	The system is attempting to issue a credential with X509 certificates on it to a user with no Distinguished Name. A Distinguished Name is required for certificate issuance.
Solution	The Distinguished Name can be set via a number of processes. It is set when an account is imported from an LDAP. It is set when a user is assigned to a group or agency. It can be set via Lifecycle API. Ensure that the user has a Distinguished Name set and then retry the process.
Relates To	Credential Issuance

Error Code	500041
Text	You cannot renew this device at this time.
Details	Cards can only be renewed when they are about to expire. The number of days before expiry is controlled by the configuration flag CARD RENEWAL PERIOD. The device has more days remaining than this value.
Solution	Wait until the device is within the renewal period and retry the operation. Alternatively, if the configured period is unsuitable, use the Operation Settings workflow to change it, then retry the process.
Relates To	Credential Issuance

Error Code	500042
Text	Existing Card found - You can not renew this device
Details	Cards can only be renewed if there are no outstanding credential requests for a user.
Solution	Collect all outstanding requests for the user, then repeat this process. If the requests are not required, they can be cancelled via the Job Management workflow. A list of the IDs can be found in the Audit Report.
Relates To	PIV Credential Issuance

Error Code	500048
Text	You cannot renew expired devices.
Details	Cards can only be renewed when they are valid. This device has expired.
Solution	Request a replacement credential specifying a reason that is not Renewal.
Relates To	PIV Credential Issuance

Error Code	503000
Text	The system could not generate a unique FASCN for this device
Details	An attempt has been made to issue a PIV-compatible device. There was an error encountered while trying to create the FASCN. The user account may not be in a suitable state to receive a PIV-compatible credential.
Solution	Ensure that the user account has all mandatory fields and that the user is approved for card issuance. If the problem persists, contact customer support.
Relates To	Credential Issuance

Error Code	503001
Text	The system could not generate a credential number for this person.
Details	An attempt has been made to issue a PIV-compatible device. There was an error encountered while trying to create the Credential Number. The user account may not be in a suitable state to receive a PIV-compatible credential.
Solution	Ensure that the user account has all mandatory fields and that the user is approved for card issuance. If the problem persists, contact customer support.
Relates To	Credential Issuance

Error Code	503002
Text	Failed to update FASCN or credential number
Details	An attempt has been made to update the FASCN or Credential Number on a user's record, but the logged on user lacks the relevant permissions.
Solution	This is usually caused when multiple PIV compatible cards are requested for a user, then that user collects them using a self service mechanism. If this is a use case that is required, contact Intercede Support for details on how to resolve this issue.
Relates To	Credential Issuance

Error Code	800533
Text	Unknown Device Inserted
Details	A user has attempted a self-service operation with a device that was not issued by the system.
Solution	Issue the user a new device and repeat the process.
Relates To	Biometric Logon

Error Code	800538
Text	Passphrase Logon is not allowed.
Details	An attempt to authenticate to MyID with passphrases whilst passphrase authentication is disabled. This attempt has been blocked.
Solution	Ask the user to authenticate with a device instead of passphrases.
Relates To	Authentication

Error Code	800540
Text	An error occurred attempting to retrieve data from the MyID Server
Details	The system has reported that there are no enabled authentication mechanisms available for self-service operations.
Solution	Contact Intercede Support.
Relates To	PIV Self Service

Error Code	800548
Text	Your card has not been issued and can't be used to logon.
Details	The device that is attempting to logon has not been issued.
Solution	The user may not have collected their issuance job yet. If no issuance job exists, or it has been cancelled, a new request can be made via the Request Card workflow.
Relates To	Authentication

Error Code	800549
Text	Your card is disabled and can't be used to logon.
Details	The device that is attempting to logon has been disabled.
Solution	Use the Enable / Disable Credential workflow to enable it. If this is unexpected, consult the Audit Reports workflow for the initial issuance of the device, or the Identify Credential workflow for a history of actions against the device.
Relates To	Authentication

Error Code	800551
Text	Logon Denied.
Details	An attempt has been made to log in and that attempt has failed.
Solution	<p>Ensure the correct passphrases have been entered. By default passphrases are case sensitive. If the authentication was with a device, ensure the device is enabled.</p> <p>This situation may also occur on an upgraded MyID system where users have SHA1 passwords and the administrator has set the Use Security Phrase algorithm version 2 configuration option. In this case, follow the instructions for <i>Upgrading security phrase security</i> in the Installation and Configuration Guide.</p> <p>This error may also occur if the user attempts to log on with an expired smart card.</p>
Relates To	Authentication

Error Code	800552
Text	You cannot logon using this card.
Details	An attempt has been made to log in with a disabled device. This attempt has been blocked.
Solution	Details of the disabled device can be found in the Audit Reports workflow. Devices can be enabled via the Enable / Disable Credential workflow.
Relates To	Authentication

Error Code	800554
Text	Activation requires assistance.
Details	The credential profile is set up for assisted activation. You cannot use self-service activation for this device.
Solution	If the device is intended to be activated using a self-service method, you must edit the device's credential profile to allow self collection. If the device is intended to be activated using assisted activation, use the Assisted Activation workflow to activate the device.
Relates To	Authentication

Error Code	800560
Text	Self-Service Unlock not allowed
Details	A self-service PIN reset has been initiated and the instance of the MWS server is not configured to allow self-service operations. This only applies to PIV installations.
Solution	If self-service operations should be permitted, edit the file <code>web.config</code> , and set the key <code>AllowSelfUnlockForPIV</code> to <code>true</code> . Additionally, verify that the configuration flag Ask Security Questions for Self Service Card Unlock is set to Yes . This flag is in the Security Settings workflow, on the PINs tab.
Relates To	PIV Self Service

Error Code	800564
Text	Self-Service Unlock not allowed
Details	A self-service PIN reset has been initiated and MyID is not configured to allow self-service operations.
Solution	See the Administration Guide for details of setting up your system for self-service unlocking.
Relates To	Self Service

Error Code	800590
Text	The Certificate Policy is disabled and cannot be issued.
Details	An attempt has been made to issue a disabled certificate policy.
Solution	Select an alternate credential profile that does not contain a disabled certificate policy. This error may occur when attempting to issue a new instance of an unmanaged certificate. Unmanaged certificates should be set for historic recovery only in the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	800591
Text	The Certificate Policy is Unmanaged and the user has not had a corresponding certificate imported.
Details	An attempt has been made to issue a Credential Profile to a user that contains an unmanaged certificate. The user has no valid imported unmanaged certificates. If the credential profile uses the Use Existing option, check that the unmanaged certificate has not expired; this configuration requires a valid certificate.
Solution	Either issue a different Credential Profile (one without an unmanaged certificate, or, in the case where the certificate has expired, with the Historic Only option selected for the unmanaged certificate, which will not check the expiry date) or upload a valid certificate for the user; you can use the Upload PFX Certificates workflow to upload a certificate.
Relates To	Identity Agent Provisioning

Error Code	800600
Text	iOS OTA Organisation is mandatory
Details	An attempt has been made to issue an iOS device, but the Organisation field has not been configured.
Solution	This can be set in the Operation Settings workflow, under the Certificates tab. See the Mobile Identity Management documentation for further details.
Relates To	Identity Agent Provisioning

Error Code	800601
Text	iOS OTA Credential Profile is mandatory
Details	An attempt has been made to issue an iOS device, but the OTA Credential Profile has not been configured.
Solution	This can be set in the Operation Settings workflow, under the Certificates tab. See the Mobile Identity Management documentation for further details.
Relates To	Identity Agent Provisioning

Error Code	800602
Text	iOS OTA Credential Profile not found
Details	An attempt has been made to issue an iOS device, but the configured OTA credential profile is either incorrect, or the user lacks permissions to retrieve.
Solution	This can be set in the Operation Settings workflow, under the Certificates tab. The value is case sensitive. See the Mobile Identity Management documentation for further details.
Relates To	Identity Agent Provisioning

Error Code	800603
Text	iOS OTA Credential Profile has to be MachineIdentity
Details	An attempt has been made to issue an iOS device using an OTA Credential Profile that is not configured to have the Device Identity capability.
Solution	The credential profile can be modified in the Credential Profiles workflow. See the Mobile Identity Management documentation for further details.
Relates To	Identity Agent Provisioning

Error Code	800610
Text	The requested image was not found: {0}
Details	An image that is present in a card layout cannot be found.
Solution	Ensure the value in Image Upload Server on Operation Settings on the Video tab is resolvable by both the client and the server, and is correct. If it is, check to see if the image is actually in the location specified, and restore it if it is not.
Relates To	Identity Agent Provisioning

Error Code	800611
Text	The requested image timed out: {0}
Details	There has been a network issue retrieving an image used in a card layout.
Solution	Ensure the value in Image Upload Server on Operation Settings on the Video tab is resolvable by both the client and the server, and is correct. If it is, check to see if the image is actually in the location specified, and restore it if it is not.
Relates To	Identity Agent Provisioning

Error Code	881043
Text	User account is disabled
Details	A user with a disabled account has attempted to perform a security phrase logon to the system. This attempt has been blocked.
Solution	User accounts can be enabled via the Edit Person workflow.
Relates To	Authentication

Error Code	881044
Text	The user account is locked.
Details	A user without security phrases set has attempted to perform a security phrase logon to the system. This attempt has been blocked.
Solution	Security phrases can be set either via the Change Security Phrases or Change My Security Phrases workflows.
Relates To	Authentication

Error Code	881045
Text	User not found.
Details	The attempt to retrieve a users details, possibly from a connected LDAP system, has failed.
Solution	Check that the user exists in the database. The account may have been removed during a process. If the account is linked to an LDAP, check the LDAP permissions for the MyID system accounts. The Audit Reports workflow may be able to assist with diagnosing the problem.
Relates To	User Management

Error Code	881046
Text	Biometrics configuration problem
Details	The libraries for biometric matching on the server have failed to load.
Solution	Ensure the software is installed and the correct library selected in the Operation Settings workflow. Details for each supported biometric matching library are available in the Integration Guides folder on the installation CD.
Relates To	Authentication

Error Code	881048
Text	User has no devices.
Details	An operation has been initiated to perform an action on a user's credential. The selected user does not have any credentials.
Solution	The user's credentials may have been cancelled prior to this operation. Check the Audit Report workflow for a history of the user's credentials.
Relates To	Credential Maintenance

Error Code	881055
Text	You have no devices. Please contact your administrator.
Details	The user has requested a self-service operation on a credential they own. They do not have any credentials.
Solution	The user's credentials may have been cancelled prior to this operation. Check the Audit Report workflow for a history of the user's credentials.
Relates To	Self Service Operations

Error Code	881056
Text	You have no devices that are available for replacement. Please contact your administrator.
Details	The user has requested that a credential they own be replaced. They do not have any credentials.
Solution	The user's credentials may have been cancelled prior to this operation. Check the Audit Report workflow for a history of the user's credentials.
Relates To	Self Service Operations

Error Code	881057
Text	The user account is locked.
Details	A user with a locked account has attempted to perform a password logon to the system. This attempt has been blocked.
Solution	User accounts can be unlocked via the Unlock Security Phrases workflow.
Relates To	Authentication

Error Code	881058
Text	Target is not approved to issue a Machine Identity.
Details	The credential profile is configured to require that the recipient is approved before issuance can occur.
Solution	Users can be approved for credential issuance via the Edit Person and Edit PIV Applicant workflow, or via Lifecycle API. Alternatively, this restriction can be removed via the Credential Profiles workflow.
Relates To	Device Identity Management

Error Code	881059
Text	The user account data must be approved before credentials can be issued or updated. Please contact an Administrator.
Details	The credential profile is configured to require that the recipient is approved before issuance can occur.
Solution	Users can be approved via the Edit Person or Edit PIV Applicant workflow, or via Lifecycle API. Alternatively, this restriction can be removed via the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	881061
Text	The person has no activate authentication code configured.
Details	An Activation code is required, but there are no unlock codes assigned to the user.
Solution	Activation codes can be requested via the Request Auth Code workflow.
Relates To	Authentication

Error Code	881062
Text	The person has no unlock authentication code configured.
Details	An unlock code is required, but there are no unlock codes assigned to the user.
Solution	Unlock codes can be requested via the Request Auth Code workflow.
Relates To	Authentication

Error Code	881063
Text	The person has no logon code configured.
Details	A logon code is required, but there are no logon codes assigned to the user.
Solution	Authentication and Unlock codes can be requested via the Request Auth Code workflow.
Relates To	Authentication

Error Code	881064
Text	The person has no logon code configured.
Details	A logon code is required, but there are no authentication codes assigned to the user.
Solution	Authentication and Unlock codes can be requested via the Request Auth Code workflow.
Relates To	Authentication

Error Code	881065
Text	You have insufficient security phrases configured.
Details	An attempt has been made by a user to perform a Passphrase based authentication, but the account has insufficient passphrases to meet the current security setting. Additionally, the user does not have access to the configured workflow allowing them to set additional passphrases.
Solution	If the intent is to allow the user to authenticate, and then set their own passphrases, ensure the user has permissions to Change My Security Phrases then change the Set Security Phrase at Logon option (on the Logon tab of the Security Settings workflow) to 1,110.
Relates To	Authentication

Error Code	881100
Text	Virtual smart card issuance cannot continue
Details	An attempt has been made to issue a virtual smart card on a system but either: <ul style="list-style-type: none"> Virtual smart card support is disabled on the system, or: Attempt to generate the virtual smart card has failed.
Solution	To issue the device you must: <ul style="list-style-type: none"> Enable virtual smart card support in the Operation Settings workflow. Ensure that the TPM on the device is in a state to allow generation of a virtual smart card. The number of smart cards connected to the device does not exceed the maximum limit of 10.
Relates To	Credential Issuance

Error Code	881101
Text	Credential profile can only be issued to a virtual smart card. Issuance cannot continue.
Details	The selected credential profile can only be issued to a virtual smart card. The user has presented a device that is not a virtual smart card.
Solution	Review your issuance process. Credential profile restrictions can be managed in the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	881102
Text	Credential profile cannot be issued to a virtual smart card. Issuance cannot continue.
Details	The selected credential profile cannot be issued to a virtual smart card. The user has presented a virtual smart card.
Solution	Review your issuance process. Credential profile restrictions can be managed in the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	881104
Text	There has been an error deleting the virtual smart card.
Details	An attempt to delete a virtual smart card remotely has failed
Solution	Contact Intercede Support.
Relates To	Credential Termination

Error Code	881106
Text	Virtual smart card support is disabled, cancellation cannot continue.
Details	An attempt has been made to cancel a virtual smart card on a system that has virtual smart card support disabled
Solution	To cancel the device you must enable virtual smart card support in the Operation Settings workflow.
Relates To	Credential Termination

Error Code	881044
Text	User has no security questions.
Details	A user has attempted to log on with passphrases, but their account has no passphrases assigned.
Solution	Ensure the user is using the correct logon name. Passphrases can be assigned to a user account either using the Change Security Phrases workflow, or using the Lifecycle API.
Relates To	Logon

Error Code	881064
Text	User has no Logon Code.
Details	An attempt has been made by a user to perform a Logon Code authentication, but the account has no logon codes assigned to it.
Solution	Logon Codes can only be used once. If new codes are required, the workflow Request Auth Code can be used to handle this. Alternatively, repeat the process.
Relates To	Logon

Error Code	890019
Text	Temporary card profile not found in configuration
Details	A fixed temporary credential profile has been configured, but the configuration references a credential profile that does not exist.
Solution	Use the Operation Settings workflow to ensure that the value specified in the Temporary Credential Profile Name matches the intended temporary credential profile exactly. The match is not case sensitive.
Relates To	Credential Issuance

Error Code	890020
Text	Insufficient permissions to access card profile.
Details	The system has been configured to use a single, static credential profile for temporary replacement actions, but the user does not have permission to receive it.
Solution	Use the Credential Profiles workflow to configure the roles that are allowed to receive the temporary credential profile.
Relates To	Credential Issuance

Error Code	890042
Text	This action cannot be performed on your device.
Details	The job about to be actioned is not suitable for the target device, for example, collecting an Identity Agent credential profile onto a smart card.
Solution	Ensure a suitable credential profile has been requested for the user. Details about the credential presented can be found in the Audit Reports workflow.
Relates To	Credential Issuance

Error Code	890053
Text	Approval is needed.
Details	An attempt has been made to issue a credential with a request that has not yet been validated.
Solution	Requests can be validated in the Validate Request workflow. Alternatively, if validation is not required, this requirement can be removed in the Credential Profile workflow. Previous requests made when validation was required will still require validation. These requests can be cancelled via the Job Management workflow.
Relates To	Credential Issuance

Error Code	890054
Text	Action no longer available
Details	An attempt has been made to issue a credential with a request that is not in a valid state. It may be that the request has been suspended or cancelled.
Solution	The status of requests can be reviewed via the Job Management workflow.
Relates To	Credential Issuance

Error Code	890055
Text	You are not authorized to complete this action
Details	An attempt has been made to issue a credential by a user that lacks permission to that credential.
Solution	Credential profile permissions can be managed via the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	890100
Text	You have no card profiles available.
Details	There are no suitable credential profiles available to the user.
Solution	Availability of credential profiles can be changed in the Credential Profile workflow. Consult the Audit Report for further details.
Relates To	Credential Issuance

Error Code	890110
Text	No suitable credential profiles available.
Details	While attempting to replace the device, no suitable card profiles were found. This is probably due to user permission changes since the initial issuance of the device.
Solution	Permissions can be edited in the Edit Roles workflow. Credential Profile permissions can be edited via the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	890467
Text	Unable to authenticate card. Unlocking your own card is not allowed.
Details	An attempt has been made to perform a self-service PIN unlock. The card in question does not have a card authentication certificate in container 5FC101, and so cannot be validated. The process has been blocked
Solution	If the card was issued by this system, then the credential profile needs to be updated to ensure a card authentication certificate is included in the correct container. Any previously issued devices will need to be updated before they can perform self service operations. This can be performed via the Update Credential or Request Credential Update workflows.
Relates To	PIV Self Service

Error Code	890468
Text	This version has been disabled.
Details	This is usually encountered when attempting to access ProcessDriver with an obsolete client.
Solution	Update the client software to be the latest version. If the problem persists, contact Intercede Support.
Relates To	Authentication

Error Code	890477
Text	Notification creation has failed.
Details	The system attempted to send a notification to another system, but this process has failed.
Solution	The Audit may be able to assist with diagnosing the problem. If it does not, contact Intercede Support.
Relates To	Notifications

Error Code	890478
Text	An unexpected problem has occurred, please wait a short while then try again.
Details	There has been an underlying error in COM+. It may be that the COM+ settings are invalid, or the service has become unavailable.
Solution	If this is a consistent problem, permissions for the MyID system accounts may have changed. If it is an intermittent problem, the Windows Event Log may offer the cause of the authentication issues.
Relates To	Authentication

Error Code	890480
Text	Unable to register the device.
Details	An attempt to register a Trusted Platform Module with the system has failed.
Solution	The Audit may be able to assist with diagnosing the problem.
Relates To	Credential Issuance

Error Code	890482
Text	Invalid response to the Client Action.
Details	The client has responded to the MWS with either a blank or invalid response.
Solution	This is usually caused by an unexpected client side error. The Audit may be able to assist with diagnosing the problem.
Relates To	All

Error Code	890488
Text	The card is not issued.
Details	An attempt was made to change the PIN for a credential that was not issued by the system.
Solution	Ensure that the user is using the correct device.
Relates To	Self Service Operations

Error Code	890489
Text	The card is disabled.
Details	An attempt has been made to reset the user PIN for a device that is currently disabled.
Solution	Details of the disabled device can be found in the Audit Reports workflow. Devices can be enabled via the Enable / Disable Credential workflow.
Relates To	Self Service Operations

Error Code	890490
Text	The card is not recognized or the user does not have permissions to use it.
Details	A device has been selected that the user does not have permissions to view or manipulate.
Solution	Typically, this occurs during self service operations where a process is initiated with one card but, mid process, an alternative card is switched-in. It can also occur when an Auth Code that is tied to a device is used against another device. New authentication codes can be requested from the Request Auth Code workflow.
Relates To	Authentication

Error Code	890491
Text	An unknown error has occurred trying to capture biometrics.
Details	An unexpected error has occurred validating biometric data.
Solution	The System Event log may give further advice.
Relates To	Authentication

Error Code	890493
Text	An unknown error has occurred.
Details	An unexpected low level error has occurred.
Solution	<p>The error is usually caused by low level exceptions being thrown by components. This can be caused by such things as:</p> <ul style="list-style-type: none"> ▪ The card layout assigned to the mobile credential profile having an image that was missing from the system. ▪ A Content Signer Certificate not being correctly configured on the App Server. ▪ Card access failure. ▪ Other low level failure conditions. <p>Details of the issue will be available in the Audit Reports and System Events workflow. If the problem persists, contact Intercede Support.</p>
Relates To	All

Error Code	890496
Text	Attempted to execute un-approved command
Details	An unsolicited command has been attempted against a card.
Solution	Stop using the issuing workstation or device immediately and contact Intercede Support.
Relates To	Credential Issuance

Error Code	890497
Text	Your session has expired, please try again.
Details	The action cannot be completed because the user did not complete the workflow in a reasonable time.
Solution	Ask the user to repeat the action. You can configure the duration using the Task Number Timeout setting on the Process tab of the Security Settings workflow. The default is 30 minutes.
Relates To	All

Error Code	890499
Text	The card profile does not support encryption and therefore can not be used for key recovery
Details	The system was asked to recover a certificate to a device that cannot protect the private key for that certificate. This attempt was blocked.
Solution	Ensure the credential profile is configured correctly. Any device that is to receive an archived certificate must be configured for MyID signing. This is usually a certificate policy of type Signature configured for signing within MyID. If you require further assistance, contact Intercede Support.
Relates To	Credential Issuance

Error Code	890500
Text	This card does not support biometric match from card.
Details	A request for a derived credential has been made from a card that does not support biometric matching.
Solution	If it is not the intention to perform biometric matching during the request for derived credentials, use the Operation Settings workflow.
Relates To	Credential Issuance

Error Code	890501
Text	No Captured Sample
Details	The client has returned no biometric data.
Solution	Ensure that the correct client software is installed and that a suitable biometric capture device is connected to the client.
Relates To	Authentication

Error Code	890502
Text	No Sample From Card
Details	A card that we expected to have biometric data on it does not.
Solution	Canceling and re-issuing the device may help. The Audit will show whether biometric data was written to the card during issuance.
Relates To	Authentication

Error Code	890503
Text	Security Phrases do not match
Details	The user has entered an incorrect security phrase during credential issuance, so the process has been aborted.
Solution	Repeat the process entering the correct security phrase. Security phrases can be reset either via the Change Security Phrases or Change My Security Phrases workflows.
Relates To	Authentication

Error Code	890504
Text	This device does not support the use of generic encryption keys
Details	This device does not support the use of generic keys for encryption. Issuance cannot continue.
Solution	The selected credential does not support the use of generic keys for encryption.
Relates To	Credential Issuance

Error Code	890505
Text	This device does not support the use of certificates for encryption.
Details	The selected credential does not support the use of certificates for encryption.
Solution	The Credential Profiles workflow can be used to control how a credential authenticates to MyID. Contact Intercede Support for further details.
Relates To	Credential Issuance

Error Code	890506
Text	This device does not support the use of generic signing keys
Details	The selected credential does not support the use of generic keys for signing. Issuance cannot continue.
Solution	The Credential Profiles workflow can be used to control how a credential authenticates to MyID. Contact Intercede Support for further details.
Relates To	Credential Issuance

Error Code	890507
Text	This device does not support the use of certificates for signing
Details	The selected credential does not support the use of certificates for signing. Issuance cannot continue.
Solution	The Credential Profiles workflow can be used to control how a credential authenticates to MyID. Contact Intercede Support for further details.
Relates To	Credential Issuance

Error Code	890509
Text	The card cannot hold recovered certificates.
Details	An attempt has been made to recover certificates to a credential that does not support certificate recovery.
Solution	Provide the user with a credential that is capable of recovering certificates. Details of the presented credential can be found in the Audit Reports workflow.
Relates To	Certificate Recovery

Error Code	890510
Text	PIV: Card recipient not authorized
Details	The selected user is either disabled, or has not been approved for card issuance.
Solution	Users can be enabled, and approved for credential issuance via the Edit Person or Edit PIV Applicant workflow. Alternatively, if user data approval is not required, the requirement can be removed via the Credential Profile workflow.
Relates To	Credential Request

Error Code	890511
Text	Insufficient data to issue card
Details	There is insufficient data to either build the FASCN or generate a UUID required for issuing this credential.
Solution	Details of the missing data will be available in the Audit Reports and System Events workflow. If the problem persists, contact Intercede Support
Relates To	PIV Credential Issuance

Error Code	890512
Text	numberOfAttempts
Details	Biometric validation has been attempted multiple times, and has failed each time. The retry limit has been reached and so the process is aborting.
Solution	If biometric authentication is proving to have a high number of false negatives, the number of retries and the matching threshold can be configured in the Operation Settings workflow. If the problem is restricted to a subset of individuals, those individuals should re-enroll their biometric data.
Relates To	Authentication

Error Code	890513
Text	The captured fingerprints did not match those held on the card.
Details	Validation of a user's fingerprints against the biometric data stored on their card has failed.
Solution	The number of retries and the matching threshold can be configured in the Operation Settings workflow.
Relates To	Authentication

Error Code	890516
Text	Asset was not found in LDAP
Details	The Asset Name reported by the client software does not match an entry in the domain.
Solution	Ensure the workstation is joined to the domain and repeat the process. If the problem persists, contact Intercede Support.
Relates To	Virtual Smart Card Issuance

Error Code	890517
Text	An error occurred when checking the machines DNS
Details	The Asset Name reported by the client software does not match an entry in the domain.
Solution	Ensure the workstation is joined to the domain and repeat the process. Check the DNS entry for the workstation. If the problem persists, contact Intercede Support.
Relates To	Virtual Smart Card Issuance

Error Code	890518
Text	An error occurred when checking the machines DNS
Details	The Asset Name reported by the client software does not match an entry in the domain.
Solution	Ensure the workstation is joined to the domain and repeat the process. Check the DNS entry for the workstation. If the problem persists, contact Intercede Support.
Relates To	Virtual Smart Card Issuance

Error Code	890519
Text	This job is not being collected on the correct asset
Details	An attempt has been made to delete a virtual smart card from an incorrect machine.
Solution	Repeat the process from the correct machine. If the deletion request is no longer required, it can be cancelled from the Job Management workflow.
Relates To	Credential Termination

Error Code	890520
Text	There has been an error generating the virtual smart card
Details	There has been an error creating a VSC remotely on the client workstation.
Solution	The Audit Report workflow will contain details of the error. Ensure your system is configured for virtual smart card issuance as detailed in the Microsoft Virtual Smart Card Integration Guide , and that the client workstation is joined to the domain.
Relates To	Credential Issuance

Error Code	890522
Text	There has been an error generating the virtual smart card
Details	There has been an error creating a VSC remotely on the client workstation.
Solution	The Audit Report workflow will contain details of the error. Ensure your system is configured for virtual smart card issuance as detailed in the Microsoft Virtual Smart Card Integration Guide , and that the client workstation is joined to the domain.
Relates To	Credential Issuance

Error Code	890524
Text	Maximum biographic retries exceeded
Details	The user has entered incorrect data too many times and the process has been aborted.
Solution	Retry the process with the correct biographic details. If the problem persists, contact Intercede Support
Relates To	Kiosk Biographic Logon

Error Code	890527
Text	Device not assigned to a user
Details	The current device is expected to be issued, but it is not. The Audit will contain more details.
Solution	The user is probably trying to use a device that has not been issued by MyID. It may be required to issue the user a credential. The Audit will contain more details about the inserted device.
Relates To	Credential Issuance

Error Code	890534
Text	The supplied card is not a temporary card
Details	A workflow that requires a temporary credential to be provided to it has had a permanent credential supplied. The workflow is not allowed to interact with this credential and so terminates
Solution	Ensure the correct credential was presented. The Audit Reports workflow will give details of the presented credential.
Relates To	Credential Lifecycle

Error Code	890535
Text	The supplied card is not assigned to the user
Details	A self-service workflow that requires a temporary credential to be provided to it has had a different user's credential supplied. The workflow is not allowed to interact with this credential and so terminates.
Solution	Ensure the correct credential was presented. The Audit Reports workflow will give details of the presented credential.
Relates To	Credential Lifecycle

Error Code	890537
Text	The device is unsuitable for the profile specified.
Details	The presented device is not suitable for the selected credential profile.
Solution	Details of why issuance was denied can be found in the Audit Report. The usual cause is the device having insufficient space for the configured certificates.
Relates To	Credential Issuance

Error Code	890540
Text	The content defined in the card profile is not currently supported by this issuance method. Please contact your system administrator
Details	The action being performed is not supported by the client being used. For example, SSA cannot issue credentials with generic signing keys.
Solution	Select an appropriate client to perform the intended action.
Relates To	Credential Issuance

Error Code	890543
Text	User not logged in
Details	The current session is unauthenticated. This can happen if a client loses its cookie collection mid-process or a process has timed out. It can also happen if using a web farm that is not session aware.
Solution	Retry the current process. The timeout duration can be managed in IIS. If the problem persists, and there have been no changes to the network infrastructure, contact Intercede Support.
Relates To	Authentication

Error Code	890547
Text	No TPM Found
Details	The client workstation has reported that it has no Trusted Platform Module available. A TPM is required to perform Attested Device Identity issuance.
Solution	The client workstation is unsuitable to receive the credentials requested for it. Issuance cannot continue.
Relates To	Credential Issuance

Error Code	890550
Text	Error with TPM
Details	The client workstation has reported that it has no Endorsement Key Hash available. An Endorsement Key is required to perform Attested Device Identity issuance.
Solution	The client workstation is unsuitable to receive the credentials requested for it. Issuance cannot continue.
Relates To	Credential Issuance

Error Code	890551
Text	The machine specified has not been registered.
Details	A workstation can only receive an Attested Device Identity if it has been registered beforehand. This workstation has not been registered.
Solution	The workstation may have changed its DNS entry or ID since last being registered. Workstations can be registered via the Register Credential workflow.
Relates To	Credential Issuance

Error Code	890555
Text	This mobile identity has previously been fully or partially provisioned. To provision it again, the mobile identity must be canceled on the server and a new request made.
Details	The mobile provisioning has got into a state that cannot be recovered from automatically.
Solution	Cancel the device using the Cancel Credential workflow and repeat the issuance process.
Relates To	Identity Agent Provisioning

Error Code	890556
Text	Multiple matches
Details	The mobile provisioning has got into a state that cannot be recovered from automatically. There are multiple outstanding requests and the correct one cannot be determined.
Solution	Cancel the device and repeat the issuance process. The status of jobs can be checked in the Job Management workflow.
Relates To	Identity Agent Provisioning

Error Code	890557
Text	This mobile identity has previously been fully or partially provisioned. To provision it again, the mobile identity must be canceled on the server and a new request made.
Details	An earlier issuance process for this device has previously failed. The system can automatically recover from most fail conditions but some are unrecoverable.
Solution	Cancel the device and repeat the issuance process. The status of jobs can be checked in the Job Management workflow.
Relates To	Identity Agent Provisioning

Error Code	890558
Text	The server has requested more security questions than we can provide.
Details	Server side authentication has failed.
Solution	If this occurs during Identity Agent provisioning, it means the Mobile user has been updated, and the account no longer works.
Relates To	Identity Agent Provisioning

Error Code	890561
Text	Your user account does not have permission to complete the request. Please contact your administrator
Details	The user does not have suitable permissions to complete the issuance process, or does not have access to the Credential Profile being requested.
Solution	If this occurs during the provisioning of a mobile device, the user must have access to Collect My Updates (Workflow 242) for device logon. Permissions can be edited in the Edit Roles workflow. Credential Profile permissions can be edited via the Credential Profiles workflow. Consult the Mobile documentation for further details.
Relates To	Credential Issuance

Error Code	890562
Text	This device cannot be provisioned at this time. The request on the server has expired. You will need to request the provisioning again.
Details	The provisioning job is no longer valid.
Solution	Cancel the device and repeat the issuance process. The status of jobs can be checked in the Job Management workflow.
Relates To	Credential Issuance

Error Code	890564
Text	User is not suitable for certificate issuance
Details	The system is attempting to issue a credential with X509 certificates on it to a user with no Distinguished Name. A Distinguished Name is required for certificate issuance.
Solution	The Distinguished Name can be set via a number of processes. It is set when an account is imported from an LDAP. It is set when a user is assigned to a group or agency. It can be set via Lifecycle API. Ensure that the user has a Distinguished Name set and then retry the process.
Relates To	Credential Issuance

Error Code	890565
Text	There is no suitable card profile
Details	An attempt has been made to issue a MIM-Badge style mobile device, but configuration is incomplete. There are no credential profiles with a suitable configuration
Solution	Create a suitable credential profile. Consult the mobile documentation details.
Relates To	Identity Agent Issuance

Error Code	890566
Text	This device is not the one specified in the job.
Details	The request is for a different device to the one being presented.
Solution	Either use the correct device, or request a new provisioning for the presented device.
Relates To	Identity Agent Provisioning

Error Code	890568
Text	This device belongs to a different user than the one specified in the job.
Details	The device you are attempting to issue is already allocated to someone else.
Solution	Provide the user with a different device. If the device is a mobile device, you could use the Cancel Credential workflow to disassociate the device with the previous owner. If the device is a smart card, you could use the Cancel Credential or Remote Cancel Credential workflow to cancel the device. After cancellation, the issuance can be re-attempted.
Relates To	Identity Agent Provisioning

Error Code	890569
Text	This mobile identity has previously been fully or partially provisioned. To provision it again, the mobile identity must be canceled on the server and a new request made.
Details	The mobile provisioning has got into a state that cannot be recovered from automatically.
Solution	Cancel the device and repeat the issuance process.
Relates To	Identity Agent Provisioning

Error Code	890570
Text	The device must be specified to provision this credential profile.
Details	The issuance is restricted to a sub-set of eligible devices. The device being issued is not part of that subset.
Solution	Restrictions are managed in the Credential Profile workflow.
Relates To	Identity Agent Provisioning

Error Code	890571
Text	This device must be assigned to a user to provision this credential profile.
Details	The issuance is restricted to a sub-set of eligible devices. The device being issued is not part of that subset.
Solution	Restrictions are managed in the Credential Profile workflow.
Relates To	Identity Agent Provisioning

Error Code	890572
Text	There has been a configuration error. There is insufficient data available to provision this device.
Details	The system has attempted to generate an identifier for the user and failed. This is usually a PIV compliant FASCN.
Solution	If a FASCN is expected, the user lacks mandatory data. Please enroll the user again. Details of the missing data will be highlighted in the Audit Report. If a FASCN is not required, change the node BuildFASCN from 1 to 0 in the relevant CardProperties file. See the mobile documentation for further details.
Relates To	Identity Agent Provisioning

Error Code	890573
Text	The system is at capacity. Issuance cannot continue.
Details	The action would exceed the current license capacity.
Solution	Cancel existing users or devices. Alternatively, obtain additional licenses.
Relates To	Credential Issuance

Error Code	890574
Text	Your card was issued by an agency that does not allow derived credentials from this kiosk
Details	An attempt was made to request a derived credential from a card issued by an untrusted source. The issuance was blocked.
Solution	The Cards Allowed For Derivation flag in the Operation Settings workflow determines which devices are allowed to request derived credentials. Consult the mobile documentation for further details. Details of the presented device can be found in the Audit Reports workflow.
Relates To	Derived Credential Issuance

Error Code	890575
Text	Invalid Credential Profile. Cannot issue new unmanaged certificates.
Details	The credential profile is set to issue a new instance of the "Unmanaged" certificate profile. This is invalid.
Solution	Edit the credential profile to issue "Historic Only" certificates of this policy. This can be performed in the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	890578
Text	The mailer component was unable to send the mail to the specified SMTP server
Details	There has been a problem with the email server or settings.
Solution	Verify the SMTP server settings in the External Systems workflow. See the Administration Guide for further details.
Relates To	Credential Issuance

Error Code	890579
Text	The job specified is being used by another operator.
Details	An attempt has been made to action a job that is currently being actioned by another user of the system. This attempt has been blocked.
Solution	Sometimes this can occur if a session is forcibly closed mid-process and the job re-attempted. If this is the case, the lock should clear within 60 minutes.
Relates To	Credential Issuance

Error Code	890580
Text	There was a problem generating the Terms and Conditions. This process cannot continue.
Details	The required Terms and Conditions document for the credential issuance could not be created. As such, the issuance has been prevented.
Solution	The usual cause for this is a missing mapped field. This could be either a form element that has not been completed, or a user attribute that has no value. Correct the terms and conditions document in the <code>ServerDocuments</code> table of the database and try again. If the problem persists, contact customer support.
Relates To	Credential Issuance

Error Code	890581
Text	User PIN not supported in Batch Process
Details	Credentials that require a manual PIN to be set are not appropriate for batch issuance, and so the issuance of the credential has been prevented.
Solution	Default filters usually prevent these credential profiles from being selectable. Do not remove these filters when selecting jobs. Use Collect Card for jobs that require the User PIN to be chosen.
Relates To	Credential Issuance

Error Code	890585
Text	Disabled devices cannot sign Terms and Conditions
Details	The workflow requires that Terms and Conditions be signed in order to continue. It is not possible to sign with the presented credential as it is disabled. The workflow will not continue.
Solution	Enable the device and repeat the workflow.
Relates To	Credential Issuance

Error Code	890586
Text	Disabled users cannot sign Terms and Conditions
Details	The workflow requires that Terms and Conditions be signed in order to continue. It is not possible to sign with the presented credential because the user account associated with it is disabled. The workflow will not continue.
Solution	Enable the user account and repeat the workflow.
Relates To	Credential Issuance

Error Code	890585
Text	Disabled devices cannot sign Terms and Conditions
Details	The workflow requires that Terms and Conditions be signed in order to continue. It is not possible to sign with the presented credential as it is disabled. The workflow will not continue.
Solution	Enable the device and repeat the workflow.
Relates To	Credential Issuance

Error Code	890586
Text	Disabled users cannot sign Terms and Conditions
Details	The workflow requires that Terms and Conditions be signed in order to continue. It is not possible to sign with the presented credential because the user account associated with it is disabled. The workflow will not continue.
Solution	Enable the user account and repeat the workflow.
Relates To	Credential Issuance

Error Code	891014
Text	Your mobile device is not compatible with biometric authentication.
Details	The credential profile you are attempting to collect on a mobile device is configured to require biometric authentication, and the device is not capable of capturing that data.
Solution	If biometric authentication is not required, review the configuration of the credential profile using the Credential Profiles workflow, under Issuance Settings. The global values are editable in the Operation Settings workflow.
Relates To	Credential Issuance

Error Code	891448
Text	The PIN on this device is not locked. You can only unlock this device when it is locked.
Details	An attempt has been made to unblock the PIN of a device that can only be unblocked when the user PIN is actually locked.
Solution	Enter the PIN incorrectly until the user PIN is blocked, then try again.
Relates To	Credential Issuance

Error Code	891449
Text	The PIN on this device is permanently locked. You will need to cancel and re-issue the device to be able to use it.
Details	An attempt has been made to unblock the PIN of a device that has had its PIN permanently blocked.
Solution	Unblocking the PIN on the device is not possible. To continue to use the device it will need to be cancelled and re-issued.
Relates To	Credential Issuance

Error Code	892015
Text	Card update failed due to non-compliance with T&C signing requirements.
Details	The current workflow is incapable of performing the Terms and Conditions step, but system configuration dictates that this step is mandatory for the selected update.
Solution	If Terms and Conditions are required, use an alternative workflow to collect the update or contact Intercede Support. Terms and Conditions requirements can be configured in the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	892016
Text	Server authentication not enabled, please contact your administrator.
Details	ProvisionDevice relies on a secure server side authentication process. This process has either not been configured or has been disabled.
Solution	Contact Intercede Support. MyID v9 systems may require a patch to enable this feature.
Relates To	Identity Agent Provisioning

Error Code	892021
Text	Finger print biometrics have expired.
Details	The biometrics captured for the user have expired.
Solution	Capture fresh biometrics and try again.
Relates To	Authentication

Error Code	892022
Text	Facial biometrics have expired.
Details	The biometrics captured for the user have expired.
Solution	Capture fresh biometrics and try again.
Relates To	Authentication

Error Code	892023
Text	Iris biometrics have expired.
Details	The biometrics captured for the user have expired.
Solution	Capture fresh biometrics and try again.
Relates To	Authentication

Error Code	892024
Text	Biometrics have expired.
Details	The biometrics captured for the user have expired.
Solution	Capture fresh biometrics and try again.
Relates To	Authentication

Error Code	892025
Text	Facial biometrics have not been found.
Details	There are no facial biometrics for the user.
Solution	Capture fresh biometrics and try again. If there is no requirement for facial biometrics, disable the need for facial biometrics in the credential profile.
Relates To	Authentication

Error Code	892026
Text	The server content signing certificate will expire before the device expires. Please contact your system administrator.
Details	The server content signing certificate will expire before the device expires.
Solution	Issue a new content signing certificate.
Relates To	Credential Issuance

Error Code	892101
Text	You do not have access to any workflows.
Details	The account that has authenticated does not have access to any workflows available to the client.
Solution	Permissions can be configured in the Edit Roles workflow.
Relates To	Authentication

Error Code	892102
Text	Invalid session.
Details	The content of the data used to perform a logon has become corrupt.
Solution	Restart the client and try again.
Relates To	Authentication

Error Code	892103
Text	The system hasn't been configured to allow PFX files to be issued.
Details	An attempt to issue PFX certificates to an iOS based Identity Agent via Safari has failed
Solution	The account the web service is running as does not have write permissions to the "Generated" folder on the Web server.
Relates To	Identity Agent Issuance

Error Code	892106
Text	System configuration error
Details	This is usually encountered as soon as the client application loads, and means that the server has been incorrectly configured. Specifically, the Web Services user does not have permission to activate the COM components.
Solution	Each COM+ application on the MyID application server needs to have the Web_Role enabled in the Security tab. The easiest solution is to re-install MyID and follow the instructions around the Web Services user closely. See the Installation and Configuration Guide for further details.
Relates To	All

Error Code	9000511
Text	Logon Failed: Incorrect credentials supplied.
Details	An attempt to authenticate to MyID with incorrect credentials was attempted. This attempt has been blocked.
Solution	This is usually due to a user entering incorrect Security Phrases. Security Phrases can be set either via the Change Security Phrases or Change My Security Phrases workflows.
Relates To	Authentication

Error Code	9001004
Text	The terms and conditions signed envelope could not be validated.
Details	The approval of the Terms and Conditions has failed to validate.
Solution	The credential being issued should be canceled. The Audit may be able to assist with diagnosing the problem.
Relates To	Credential Issuance

Error Code	9001400
Text	Access Denied
Details	You have attempted to initiate a workflow you do not have permissions to.
Solution	Permissions can be edited in the Edit Roles workflow.
Relates To	Authentication

Error Code	9002020
Text	Invalid Asset Selected
Details	The identity the connecting client has reported is either blank, or does not match an existing entry in the database.
Solution	Device information can be entered either via the Import Device workflow or via the DWS web service.
Relates To	Credential Issuance

Error Code	9002021
Text	Failed to add asset
Details	An attempt to add device identity information to the system has failed.
Solution	Check the data is valid and try again. If the problem persists, contact Intercede Support.
Relates To	Credential Issuance

Error Code	9003348
Text	This card profile requires that the recipient has a photograph captured
Details	The credential profile being issued enforces the user to have a photograph captured.
Solution	Photographs can be captured either via the Edit Person workflow or via Lifecycle API. Alternatively, this requirement can be relaxed in the Credential Profiles workflow.
Relates To	Credential Issuance

Error Code	9003400
Text	No biometric data captured
Details	The client has returned no biometric data.
Solution	Ensure that the correct client software is installed and that a suitable biometric capture device is connected to the client.
Relates To	Authentication

Error Code	9004028
Text	You do not have permission to access this workflow
Details	An attempt has been made to start a workflow the user does not have permissions to.
Solution	Check that the user has access to the required workflow. Permissions can be edited in the Edit Roles workflow. Note: Any role that you want to receive mobile identities must have the Issue Device option selected in the Cards category in the Edit Roles workflow.
Relates To	Authentication

Error Code	9007085
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the Card Applicant does not have a suitable role to collect this credential.
Solution	The Card Applicant lacks the roles required to receive this credential.
Relates To	Credential Issuance

Error Code	9007086
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the Operator requested the job.
Solution	Have a different operator collect the credential
Relates To	Credential Issuance

Error Code	9007087
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because you cannot collect your own card in this workflow.
Solution	Have a different operator collect the credential.
Relates To	Credential Issuance

Error Code	9007088
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because you cannot collect a job that you have validated.
Solution	Have a different operator collect the credential.
Relates To	Credential Issuance

Error Code	9007089
Text	Card Applicant must have Facial Biometrics captured to continue.
Details	An attempt has been made to issue a credential. This issuance was prevented because the Card Applicant must have Facial Biometrics captured.
Solution	Enroll facial biometrics and try again.
Relates To	Credential Issuance

Error Code	9007090
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the Card Applicant must have an image captured to continue.
Solution	Enroll a user photograph and try again.
Relates To	Credential Issuance

Error Code	9007091
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the Card Applicant must have their user data approved.
Solution	Approve the Card Applicant and try again.
Relates To	Credential Issuance

Error Code	9007092
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the Job is configured for bureau issuance.
Solution	This job cannot be issued via MyID. If this is unexpected, contact customer support.
Relates To	Credential Issuance

Error Code	9007093
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the card layout specified for this job is no longer valid.
Solution	The job cannot be issued in its current state.
Relates To	Credential Issuance

Error Code	9007094
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the expiry date of this card has passed.
Solution	The job cannot be issued. Request a new credential for the user.
Relates To	Credential Issuance

Error Code	9007095
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the lifetime of this card will be less than the minimum allowed.
Solution	The job cannot be issued. Request a new credential for the user.
Relates To	Credential Issuance

Error Code	9007096
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because it is a Virtual Smart Card request. The target device is not compatible with Virtual Smart Card Issuance.
Solution	Collect the job via the self service application on an appropriate machine. If the problem persists, contact customer support.
Relates To	Credential Issuance

Error Code	9007097
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the card cannot be used with MyID.
Solution	The card is incompatible with MyID. If this is unexpected, contact customer support.
Relates To	Credential Issuance

Error Code	9007098
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the card has been disposed and unable to be reissued.
Solution	Repeat the process with a different device.
Relates To	Credential Issuance

Error Code	9007099
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the credential must be issued to a known Serial Number.
Solution	Either use a device that was imported, or modify the credential profile to not require the target card to have been previously imported.
Relates To	Credential Issuance

Error Code	9007100
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because it must be a known proximity card.
Solution	Either use a device that was imported, or modify the credential profile to not require the target card to have a contactless component that has been previously imported.
Relates To	Credential Issuance

Error Code	9007101
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the system is not set up to issue this card.
Solution	The card is incompatible with MyID. If this is unexpected, contact customer support.
Relates To	Credential Issuance

Error Code	9007102
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the required biometrics have expired.
Solution	Enroll new biometrics for the applicant and then try again.
Relates To	Credential Issuance

Error Code	9007103
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the Card Applicant must have Facial Biometrics captured to receive the credential profile.
Solution	Enroll new facial biometrics for the applicant and then try again. Alternatively edit the credential profile to remove this requirement.
Relates To	Credential Issuance

Error Code	9007104
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the Iris biometrics will expire within card lifetime.
Solution	Enroll new iris biometrics for the applicant and then try again.
Relates To	Credential Issuance

Error Code	9007105
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the required biometrics have expired.
Solution	Enroll new biometrics for the applicant and then try again.
Relates To	Credential Issuance

Error Code	9007106
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the content signer will expire during card lifetime.
Solution	This will prevent all PIV compatible issuance. Issue a new content signing certificate to continue to be able to issue cards.
Relates To	Credential Issuance

Error Code	9007107
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the Data Model failed validation.
Solution	If you are using custom data models, the data model you have chosen is invalid. If you are using MyID data models, contact customer support.
Relates To	Credential Issuance

Error Code	9007108
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the card does not have GP key available.
Solution	Either configure the keys for this device in the Key Management workflow, or add an exclusion for this device in the Security Settings workflow.
Relates To	Credential Issuance

Error Code	9007109
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the device must be a proximity card.
Solution	Present an appropriate device and try again. Consult the product documentation for supported proximity devices.
Relates To	Credential Issuance

Error Code	9007110
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because it must be a contact chip card.
Solution	Present an appropriate device and try again. Consult the product documentation for supported smart cards.
Relates To	Credential Issuance

Error Code	9007111
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the job is expecting a different device.
Solution	Use the device specified at the time of the request and try again.
Relates To	Credential Issuance

Error Code	9007112
Text	This card cannot be used in its current state
Details	An attempt has been made to issue a credential. This issuance was prevented because the device type is inappropriate for the workflow.
Solution	Use an appropriate device and try again. For advice with issuance processes, contact customer support.
Relates To	Credential Issuance

Error Code	9007137
Text	The job is assigned to a card
Details	Credentials that are assigned to a specific card are not appropriate for batch issuance, and so the issuance of the credential has been prevented.
Solution	Use the Collect Card workflow for jobs that are assigned to a card.
Relates To	Credential Issuance

Error Code	80072002
Text	User has no finger prints
Details	Biometric authentication is required to continue with the process, but the user has no biometrics captured.
Solution	Biometric data can either be captured via the Enroll Applicant workflow, or imported via the Lifecycle API. Alternatively, if biometrics are not required for credential issuance, you can use the Credential Profiles workflow to remove this restriction.
Relates To	Authentication

Error Code	80072003
Text	Unable to create an instance of bio authentication device
Details	The libraries for biometric matching on the server have failed to load.
Solution	Ensure the software is installed and the correct library selected in the Operation Settings workflow. Details for each supported biometric matching library are available in the Integration Guides folder on the installation CD.
Relates To	Authentication

Error Code	80072101
Text	Device has no Auth Code requested
Details	An authentication code is required, but there are no authentication codes assigned to the device.
Solution	Authentication codes are requested via the Request Auth Code workflow. Alternatively, if they are not required, the need for an authentication code can be controlled via the Credential Profiles workflow.
Relates To	Authentication

Error Code	80072104
Text	Invalid Authentication Code provided. No attempts remaining
Details	An authentication code has been entered incorrectly too many times and the process has been terminated.
Solution	Check that the code was entered correctly. The input device may have caps lock enabled, or be set to an incorrect region. A new authentication code can be requested via the Request Auth Code workflow.
Relates To	Authentication

Error Code	80072105
Text	No Authentication Code available
Details	An authentication code is required, but there are no authentication codes assigned to the device.
Solution	Authentication codes are requested via the Request Auth Code workflow. Alternatively, if they are not required, the need for an authentication code can be controlled via the Credential Profiles workflow.
Relates To	Authentication

Error Code	80072106
Text	Authentication Code error occurred
Details	An error has occurred validating the Authentication Code
Solution	Repeat the process with a new authentication code. If this problem persists, contact Intercede Support.
Relates To	Authentication

Error Code	90200006
Text	Session timed out
Details	The action cannot be completed because the user's session has timed out.
Solution	Ask the user to log into MyID again and repeat the action. The timeout duration can be managed via IIS.
Relates To	All

Error Code	90200052
Text	Invalid OTP.
Details	An incorrect authentication code has been entered too many times while provisioning an Identity Agent, and so the process has been aborted.
Solution	Check that the code was entered correctly. The input device may have caps lock enabled, or be set to an incorrect region. The request can be retried. The authentication code is only invalidated then the process completes.
Relates To	Identity Agent Provisioning

Error Code	90200053
Text	Unable to enroll identity agent.
Details	There has been an error starting the Identity Agent issuance process.
Solution	Check the Audit Report workflow for details of the error, and the mobile documentation. If the problem persists, contact Intercede Support.
Relates To	Identity Agent Provisioning

Error Code	90200054
Text	The mobile is not the one specified in the job.
Details	A user is attempting to collect an Identity agent provisioning from an incorrect device.
Solution	Either use the correct device, or request an Identity Agent provisioning for the users current phone via the Request ID workflow.
Relates To	Identity Agent Provisioning

Error Code	90200055
Text	The job has already been collected.
Details	The mobile device job you are attempting to collect has already been collected.
Solution	If you are following the link from an email ensure you are not looking at an old email; otherwise, request a new credential.
Relates To	Identity Agent Provisioning

Error Code	90200056
Text	This mobile device has already been issued.
Details	The mobile device job you are attempting to collect is for a device which has already been issued.
Solution	If you want to issue the mobile device again, use Cancel Credentials to cancel the current issuance, then collect the new job.
Relates To	Identity Agent Provisioning

Error Code	90200062
Text	You are not able to collect this credential.
Details	An attempt has been made to request a derived credential for which the user is not permitted or configured correctly.
Solution	The audit will contain additional information regarding the underlying issue. See the Administration Guide for further details.
Relates To	Derived Credentials

Error Code	90200063
Text	MyID is not configured for this credential profile.
Details	An attempt has been made to request a derived credential for which MyID is not configured correctly.
Solution	The audit will contain additional information regarding the underlying issue. See the Administration Guide for further details.
Relates To	Derived Credentials

Error Code	90200593
Text	Configuration Error: Certificate storage incompatible with device
Details	An attempt has been made to issue a certificate to an unsuitable keystore.
Solution	Use the Certificate Authorities workflow to configure the storage mechanism for the policy that is being issued. Most mobile platforms implement a "software" keystore.
Relates To	Identity Agent Provisioning

Error Code	90200595
Text	An unexpected error has occurred
Details	The credential profile is set up for more historic certificates than the credential can hold.
Solution	Edit the credential profile to reduce the number of historic certificates.
Relates To	Credential Issuance

Error Code	90202843
Text	Certificate validation failed.
Details	An attempt was made to validate a credentials certificate during a derived credential request. The required certificate was either revoked or missing.
Solution	Full details of the invalid certificate can be found in the Audit Report workflow. The credential is not suitable for requesting Derived Credentials.
Relates To	Derived Credential Issuance

Error Code	90202847
Text	User is not valid for issuing a derived credential.
Details	Something about the user makes the account unsuitable for derived credential issuance. It may be that they lack the required PIV extensions in their card, or that the agency check has failed.
Solution	Details of the missing data will be available in the Audit Reports workflow. Consult the mobile documentation about how to configure Derived Credentials.
Relates To	Authentication

Error Code	90202848
Text	Configuration Error: Archive Certificate Policy does not match an allowed policy
Details	There is a configuration error when attempting to import a certificate as part of a derived credential request. It does not match an available policy.
Solution	Certificate policies are listed in the Certificate Authorities workflow. Contact Intercede Support if further assistance is required to configure this feature.
Relates To	Credential Issuance

Error Code	90202849
Text	Archived Certificate Import Configuration Error
Details	There is a configuration error when attempting to import a certificate as part of a derived credential request.
Solution	Certificate policies are listed in the Certificate Authorities workflow. Contact Intercede Support if further assistance is required to configure this feature.
Relates To	Credential Issuance

Error Code	90202907
Text	You do not have permissions to cancel this device.
Details	An attempt has been made to cancel a device that the authenticated user does not have control over.
Solution	If it is appropriate for the user to cancel the device, their scope can be changed in the Edit Person workflow.
Relates To	Credential Termination

Error Code	90202908
Text	An asset must be specified.
Details	The current stage requires that an asset was selected in a previous stage. It was not.
Solution	Correct the workflow to include an asset selection stage before the CancelDevice stage and retry the process. For further details, contact Intercede customer support.
Relates To	Credential Termination

Error Code	90300005
Text	You do not have sufficient privileges to perform this operation. Please contact your administrator
Details	The operator is attempting to use a workflow that requires the authentication of the target user. The operator lacks permissions to all authentication mechanisms.
Solution	Use the Edit Roles workflow to assign the operator at least one authentication mechanism for the workflow. If target user authentication is not required, assign the operator the Bypass Authentication item.
Relates To	Authentication

Error Code	99300010
Text	User not found.
Details	An error was encountered importing a user into MyID from an LDAP.
Solution	The System Event log may give further advice.
Relates To	Find Person

Error Code	99300102
Text	The type specified is not valid.
Details	A problem has been encountered identifying workflows that are suitable for a chosen object.
Solution	Details of the missing data will be available in the Audit Reports and System Events workflow. If the problem persists, contact Intercede customer support.
Relates To	Launch Workflow

3 MyID Identity Agent Error Codes

This section contains the list of errors that may occur when using Identity Agent. If an error occurs that is not listed in this table, or a remedy for an error cannot be found, contact customer support, quoting the error number and reference SUP-207.

Error Code	IA10001 to IA10005
Text	SOAP request failed
Details	See section 3.1, Troubleshooting network connectivity .

Error Code	IA10006
Text	SOAP request failed
Details	<p>This error has occurred during the first communication for the provisioning process to retrieve the PFX.</p> <p>If this error consistently occurs when attempting to provision with Identity Agent, there is most likely a network misconfiguration; for example, with the firewall. In this case, the problem is with accessing the <code>ProcessDriver.asmx</code> service.</p> <p>For intermittent occurrence of this error, see section 3.1, Troubleshooting network connectivity.</p>

Error Code	IA10007 to IA10015
Text	SOAP request failed
Details	See section 3.1, Troubleshooting network connectivity .

Error Code	IA10016
Text	SOAP request failed
Details	<p>If this error consistently occurs, it may be due to a misconfigured Image Upload Server setting within MyID.</p> <p>Make sure that the value configured in MyID for the Image Upload Server configuration option is resolvable from the server hosting the MyID web services.</p> <p>For more information, see the <i>Configuring the image location</i> section in the Administration Guide.</p> <p>For intermittent occurrence of this error, see section 3.1, Troubleshooting network connectivity.</p>

Error Code	IA10017 to IA10034
Text	SOAP request failed
Details	See section 3.1, Troubleshooting network connectivity .

Error Code	IA10035
Text	SOAP request failed
Details	<p>This error has occurred when there has been a failure in the communications to report that a certificate has been collected.</p> <p>If this error consistently occurs when attempting to provision with Identity Agent, there is most likely a network misconfiguration; for example, with the firewall. In this case, the problem is with accessing the <code>ProcessCard.asmx</code> service.</p> <p>See also, section 3.1, Troubleshooting network connectivity.</p>

Error Code	IA10036 to IA10044
Text	SOAP request failed
Details	See section 3.1, Troubleshooting network connectivity .

Error Code	IA12001
Text	Pin Blocked
Details	The user's PIN has become blocked. They should follow the unlock workflow for the key store in question.

Error Code	IA12011
Text	Failed to install the certificate
Details	A likely cause of this error is when the time on the mobile device is set to before the 'enabled from' time of the certificate. Make sure the time on the mobile device is aligned with the time on the server.

Error Code	IA14001 to IA14005
Text	Failed to open a session to the smart card
Details	If the app is intended to be used with a physical smart card, ensure that a card reader is attached to the mobile device and a smart card correctly inserted.

Error Code	IA15004
Text	The OTP has been entered incorrectly too many times
Details	The user must close the Identity Agent, then click the link in the email to launch the process again.

Error Code	IA16002
Text	A signing operation has failed
Details	<p>The most likely cause of this error is that the time on the mobile device is set to before the time from which the certificate is enabled.</p> <p>In this case, set the time to the correct value, and the issue disappears.</p>

Error Code	IA17002
Text	Pin Blocked
Details	The user's PIN has become blocked. They should follow the unlock workflow for the key store in question.

Error Code	IA17003
Text	One or more certificates not allowed to be stored on this type of storage device.
Details	The certificate policy configuration on the MyID server does not have the correct hard/soft storage configuration for the device that is collecting the identity. Amend the certificate policy configuration, or collect the identity on a suitable device.

Error Code	IA17004
Text	Failed to write card layout data
Details	The MyID Identity Agent app had a problem when writing the card layout information. A reprovision may be attempted after ensuring that the device has permission/access and enough space on the device to store information.

Error Code	IA17009
Text	User aborted new pin entry
Details	The user cancelled the PIN setting dialog during the workflow. The process must be restarted by the user on their mobile and the PIN setting completed without hitting cancel.

Error Code	IA17010
Text	Non-archived certificate request fail
Details	<p>A certificate has failed to issue. Ensure that the Certificate Authority is running and has connectivity to the MyID system. Check the certificate policy configuration on the MyID server for the non-archived certificates in the provisioning profile. Look for problems such as invalid key size and so on.</p> <p>If the issue cannot be resolved, contact customer support.</p>

Error Code	IA17011
Text	Failed to write certificate
Details	<p>Ensure that at least the following versions of Identity Agent are being used:</p> <p>iOS – 3.11</p> <p>Android – 3.11</p> <p>Windows – 2.10.1</p>

Error Code	IA17012
Text	The user cancelled the dialog
Details	The user cancelled the dialog during a remote PIN unlock workflow. The user can try again, without cancelling the process part way through.

Error Code	IA17014
Text	Pin Blocked
Details	The user's PIN has become blocked. They should follow the unlock workflow for the key store in question.

Error Code	IA17015
Text	Archived certificate creation fail
Details	A certificate has failed to issue. Ensure that the Certificate Authority is running and has connectivity to the MyID system. Check the certificate policy configuration on the MyID server for the archived certificates in the provisioning profile. Look for problems such as invalid key size and so on.

Error Code	IA17016
Text	Failed to verify user pin
Details	The user's PIN could not be verified. The process must be restarted by the user on their mobile and the PIN setting completed without hitting cancel.

Error Code	IA17017
Text	Failed to verify user pin
Details	The user's PIN could not be verified. The process must be restarted by the user on their mobile and the PIN setting completed without hitting cancel.

Error Code	IA17018
Text	Please check the time on your device is correct and try again.
Details	Appears during a provision if there is more than a 10 minute time difference between the mobile device and the MyID web services server.

Error Code	IA17019
Text	Please check the time on your device is correct and try again.
Details	Appears during a renewal if there is more than a 10 minute time difference between the mobile device and the MyID web services server.

Error Code	IA80010
Text	Problem initializing the key store
Details	This error may occur on iOS and Android phones when the SOPIN in MyID does not match the SOPIN on the device. If this is the case, use the Remove Identity function from within Identity Agent on the device and then reissue the identity from MyID.

Error Code	IA80020
Text	The correct OTP was not supplied by the user
Details	The user should check that the OTP being used is the one that was communicated to them. If provisioning still cannot be completed then the job should be canceled and a new one raised.

3.1 Troubleshooting network connectivity

To check network connectivity on the mobile device, check your device's Wi-Fi or network carrier settings to ensure that you have connectivity. Use your internet browser to ensure that you can connect to an intranet website. If you had connectivity but the connection was lost, this was possibly environmental. Ensure you are in a place where the connection is reliable. Turning the device's Wi-Fi connectivity on or off during an operation will likely cause a connectivity issue.

To check that the server's network connectivity is working, try to connect from a different mobile device. If this fails and all clients are failing to connect, follow your process for checking system connectivity and integrity. For example, check that the MyID system is running, that the IIS server is running, the firewall is operating correctly, and any load balancers are correctly configured.

3.2 Configuring logging

Logging is enabled by default. For information on configuring the logging, see the [*Mobile Identity Management Installation and Configuration Guide*](#).

3.3 Sending logs to the system administrator

The user must have an email account set up on the mobile device.

If an error occurs, you can tap **More Details**, then **Send diagnostic logs**. This allows you to select your email client and send the logs to your system administrator.

Alternatively, to send a log at a later date, you can select **Advanced Options > Logging and Diagnostics**. Select the entry you want to send, then tap **email logs**.

4 MyID Windows Client Error Codes

This section contains the list of errors that may occur when using the MyID Windows clients – Desktop, Self-Service App, and Self-Service Kiosk.

Error Code	0x80094004
Text	The requested property value is empty.
Details	This error occurs when MyID has been unable to issue a certificate.
Solution	This error may occur when attempting to write a certificate to a card that does not support the key length or type specified in the request. Check your credential profile and certificate templates to ensure that you are not attempting to issue, for example, 2048-bit keys to a card that supports on 1024-bit keys, or ECC keys to a card that supports only RSA keys.

Error Code	-9990003
Text	Certificate Issuance
Details	This error occurs when MyID has been unable to issue a certificate.
Solution	<p>This error may occur for a wide variety of reasons. For example:</p> <ul style="list-style-type: none"> ▪ The certificate template is misconfigured. ▪ The certificate service is not running. ▪ and so on. <p>Check the MyID audit trail for more information about what has caused the certificates to fail to issue.</p>

Error Code	-99900020
Text	No biometric device detected
Details	<p>There has been a failure to detect a supported biometric verification device that is required for biometric verification. This can occur if:</p> <ul style="list-style-type: none"> ▪ The required driver/SDK is not installed for the biometric device. ▪ The biometric device is not connected to the client machine. ▪ Insufficient power is being provided to power the biometric device.
Solution	<p>Ensure that the driver/SDK for the biometric device is installed. See the integration guide for the biometric device.</p> <p>Ensure that the biometric device is connected to the client machine and that sufficient power is being provided to the device.</p>

Error Code	-99900045
Text	An unknown error occurred while attempting to log in to the card.
Details	An attempt has been made to log in to the card which has failed. This can occur for physical or virtual cards.
Solution	<p>For physical cards, check that the card is correctly inserted into the reader. For virtual cards, check that the client can access the TPM. Check that the client has not gone into sleep mode.</p>

Error Code	-2146434964
Text	Device has an unknown Security Officer PIN
Details	There has been a failure in attempting to change the SOPIN on the card. This may be because the maximum number of PIN attempts have been exceeded.
Solution	Contact your administrator.

Error Code	-2146434965
Text	Device has an unknown Security Officer PIN
Details	There has been a failure in attempting to change the SOPIN on the card. This may be because the maximum number of PIN attempts have been exceeded.
Solution	Contact your administrator.

Error Code	-2146435024
Text	There is no more storage space on the card to continue with this activity
Details	<p>The following are the most likely reasons for this error:</p> <ul style="list-style-type: none"> ▪ Failure to locate a container during issuance due to failure to access the card, or: ▪ Inability to create a container due to no storage space being available.
Solution	<p>There may be a variety of causes for this error. For example:</p> <ul style="list-style-type: none"> ▪ For physical cards, check that the card is still inserted into the reader. ▪ Check that the credential profile is not attempting to write too many certificates to the card. ▪ Check that too many certificates are not being attempted to be retrieved onto the card.

Error Code	-2146435038
Text	Smart card does not support the requested feature
Details	A feature was requested that is not supported by the smart card or the CSP.
Solution	<p>This error may occur for a variety of reasons; for example:</p> <ul style="list-style-type: none"> ▪ The certificate template is not supported by the card. ▪ The credential profile is misconfigured for the card. <p>and so on.</p> <p>Check the MyID audit trail for more information.</p>

Error Code	-2146435068
Text	One or more of the supplied parameters could not be properly interpreted.
Details	The most likely reason for this error is: <ul style="list-style-type: none"> Some Smart Cards contain the PIN policy on the card, and if the PIN being supplied does not match this policy this error can occur.
Solution	There may be a variety of causes for this error. For example: <ul style="list-style-type: none"> Change the credential profile to match the PIN policy of the cards; MyID will then inform the user that it does not meet the PIN policy. Use a PIN that matches the PIN policy of the card.

Error Code	-2147023779
Text	The request could not be performed because of an I/O device error.
Details	This error can occur if a call to a device has taken an excessively long time, causing the session to the card to time out.
Solution	Check the card reader drivers and retry the operation. If the error continues, try a different card reader.

Error Code	-2147024865
Text	A device attached to the system is not functioning.
Details	This error can occur for a card if a reader or printer has been removed from the system or has been powered off.
Solution	Do not disconnect the card reader in the middle of card issuance.

Error Code	-2147220711
Text	The operation is not supported by this type of smart card
Details	This error occurs when MyID has been unable to issue a certificate.
Solution	This error may occur when attempting to write a certificate to a card that does not support the key length or type specified in the request. Check your credential profile and certificate templates to ensure that you are not attempting to issue, for example, 2048-bit keys to a card that supports on 1024-bit keys, or ECC keys to a card that supports only RSA keys.

Error Code	-2147220729
Text	Incorrect PIN
Details	The incorrect PIN has been entered for the card.
Solution	Retry with the correct PIN.

Error Code	-2147220685
Text	Attempt to enter an invalid passphrase or PIN.
Details	This error can occur for some cards when attempting to change a PIN and the new PIN is the same as the previous PIN.
Solution	Retry with a different PIN.

Error Code	-2147220723
Text	An error occurred logging into the card
Details	The entered PIN is either longer or shorter than is accepted by the card. This error may also occur if you quit the workflow before the workflow has completed.
Solution	Retry with a different PIN, or: Allow the workflow to complete.

Error Code	890583
Text	Failed to delete the credential.
Details	This error may occur when attempting to delete a VSC if the TPM has not recovered from being woken from a sleep state.
Solution	Check the state of the TPM by running <code>tpm.msc</code> (with elevated privilege) to verify that the TPM is available. Restart the device if the TPM is not in available.

Error Code	9007084
Text	Operator does not have the correct roles to collect this job
Details	The credential profile is configured to only allow a limited set of roles to collect the profile. The operator does not have one of these assigned roles.
Solution	Change the operator's roles to an allowed role or reconfigure the credential profile to allow the operator's role.

Error Code	9007137
Text	The job is assigned to a card
Details	This error is displayed in Batch Collect Card when attempting to collect a job that is assigned to a specific card.
Solution	This job should be collected using Collect Card using the card to which it has been assigned.

Error Code	99900046
Text	Cannot perform this operation over a remote desktop connection.
Details	VSC and IPT operations cannot be performed over a remote desktop connection.
Solution	Run the MyID client on a local machine.

Error Code	99900048
Text	Cannot perform this operation over a remote desktop connection.
Details	Non-removable device operations (VSC, IPT and Device Identities) cannot be performed over a remote desktop connection.
Solution	Run the MyID client on a local machine.

Error Code	99900049
Text	Cannot perform an IPT operation over a remote desktop connection.
Details	IPT operations cannot be performed over a remote desktop connection.
Solution	Run the MyID client on a local machine.

Error Code	99900050
Text	Cannot perform a TPM operation over a remote desktop connection.
Details	TPM operations cannot be performed over a remote desktop connection.
Solution	Run the MyID client on a local machine.

4.1 Generic errors

You may see an error similar to the following before completing the logon process:

Unable to perform the requested action

If so, check the MyID [Installation and Configuration Guide](#) and make sure that you have configured your system correctly.

In particular, check the following sections:

- *Launch and activation permissions*
- *Web server on a separate machine*
- *MSDTC security configuration*

If you need further diagnostic information, you can set up your MyID Desktop application to write debug information to a log file. For more information, contact customer support quoting reference SUP-236.

5 Printer Error Codes

This section contains the list of errors that may occur when using printers with MyID.

Note: Currently, the error codes are not displayed on-screen for printer error codes.

Error Code	9009033
Text	No printers have been found.
Details	No printer detected by Windows.
Solution	Connect the required printer and restart the workflow.

Error Code	9009034
Text	The printer is in an unknown state.
Details	<p>This may be as a result of:</p> <ul style="list-style-type: none"> ▪ The printer is unable to map its activity to one of the known set of activities. ▪ The printer has reported an activity that is not known to MyID.
Solution	<p>This may be a transient issue so wait for issue to clear. Contact the printer manufacturer if the issue persists.</p> <p>The printer has reported an activity that is not known to MyID. Wait for issue to clear. Contact customer support if issue persists.</p>

Error Code	9009035
Text	There has been a connection failure with the printer.
Details	SDK has detected error with the data port or data transmission.
Solution	<p>This may be a transient error due to the printer failing to respond to data transmission.</p> <p>If problem persists check the printer connection.</p> <p>Check if there is an error being reported on the printer front panel and refer to the manufacturer's user guide.</p>

Error Code	9009036
Text	The cover on the printer is open.
Details	Printer cover is open.
Solution	Close the cover and try again.

Error Code	9009037
Text	The printer SDK has not been found.
Details	MyID failed to detect the SDK required for the printer operation.
Solution	Install the printer SDK and try again.

Error Code	9009039
Text	The printer has reported a generic error state.
Details	<p>When the printer is not reporting an error then this may indicate one of the following:</p> <ul style="list-style-type: none"> ▪ An error when attempting to send data to the printer. ▪ Failure to retrieve the printer status information when the printer is connected. ▪ An internal printer error resulting in the printer reporting an unknown error. ▪ An exception within the printer adapter.
Solution	<p>Check the printer front panel to determine if the printer is reporting an error. If an error is being reported, refer to the manufacturer's user guide.</p> <p>This may be caused by a transient communication issue so contact customer support if the issue persists.</p>

Error Code	9009040
Text	There is a problem feeding the card into the printer.
Details	Unable to feed a card from the card feeder or move a card between printer internal stations.
Solution	<p>Check the printer and remove any obstructions.</p> <p>Check that the cards have been loaded correctly into the hopper.</p>

Error Code	9009041
Text	There is a problem with the film in the printer.
Details	The printer has detected a film error.
Solution	Check the error being reported on the printer front panel and refer to the manufacturer's user guide.

Error Code	9009042
Text	There is a problem with the hopper in the printer.
Details	The printer is reporting a hopper as empty or full. The printer may report a hopper as full after a pre-set number of card have been ejected to the output bin even when the hopper is not actually full.
Solution	<p>If the hopper is empty, add cards and try again.</p> <p>If the printer indicates that an output hopper is full, remove any cards from the output hopper and clear the hopper count using the printer front panel.</p> <p>If the printer is showing any other fault, refer to the manufacturer's user guide.</p>

Error Code	9009043
Text	An unknown error has occurred with the printer that does not fit into any of the predetermined error categories.
Details	The printer is unable to categorize the reported error.
Solution	Check the error being reported on the printer front panel and refer to the manufacturer's user guide.

Error Code	9009044
Text	There is a problem with the laminator in the printer.
Details	The printer has detected a laminator error.
Solution	Check the error being reported on the printer front panel and refer to the manufacturer's user guide.

Error Code	9009045
Text	There has been a problem moving the card in the printer.
Details	There was a failure to move a card between printer internal stations.
Solution	Check the error being reported on the printer front panel and refer to the manufacturer's user guide.

Error Code	9009046
Text	There has been a problem with a Plug-In in the printer.
Details	One or more of the printer board plug-ins have failed.
Solution	Check the error being reported on the printer front panel and refer to the manufacturer's user guide.

Error Code	9009047
Text	The printer is busy.
Details	The printer is performing an operation that prevents it processing the existing job.
Solution	Wait for the printer to complete its internal action.

Error Code	9009048
Text	There has been a jam in the printer.
Details	A card jam has been detected.
Solution	Clear the card jam and try again.

Error Code	9009049
Text	The printer is not currently available.
Details	MyID is unable to communicate with the printer.
Solution	Check that the printer is powered on. Check the printer connection. Duplicate printer devices may be installed if a printer is connected to a different USB port. In this case, ensure that the currently active printer device is selected if there are multiple printer devices for the same printer.

Error Code	9009050
Text	The printer has been paused.
Details	The printer has been placed into paused state. This may be as a result of user action through the printer front panel or as a result of a printer error.
Solution	Resume the printer using the printer front panel.

Error Code	9009051
Text	There has been a state mismatch in the printer.
Details	The client has requested an action that is not supported in the current printer state.
Solution	Restart the workflow and report issue to customer support.

Error Code	9009052
Text	There has been a problem with the ribbon in the printer.
Details	The printer has detected an error with the printer ribbon.
Solution	Check the error being reported on the printer front panel and refer to the manufacturer's user guide.

Error Code	9009053
Text	There is not a session open with the printer.
Details	A session required to perform the required operation is not available.
Solution	This is an internal MyID client error. Restart the workflow and report issue to customer support.

Error Code	9009054
Text	There is a problem with a station in the printer.
Details	An internal printer station has reported an error.
Solution	Check the error being reported on the printer front panel and refer to the manufacturer's user guide.

Error Code	9009056
Text	The printer is currently initializing.
Details	The printer has been restarted, or is recovering from an error condition, and is in the process of re-initializing. Initialization is also reported while MyID creates a connection to the printer.
Solution	Wait for the printer to complete its initialization process

Error Code	9009057
Text	The printer is cooling down.
Details	The printer is cooling down before continuing with the operation.
Solution	Wait for the printer to complete its cooling down process.

Error Code	9009058
Text	The printer is currently heating up.
Details	The printer is heating up before continuing with its operation.
Solution	Wait for the printer to complete its heating up process.

Error Code	9009059
Text	The printer is currently in standby mode.
Details	The printer is currently in standby mode.
Solution	No action required. The printer will automatically resume from standby when a printer activity is started.

Error Code	-99910011
Text	The printer failed to print the selected layout. Please contact your system administrator.
Details	There has been a problem with printing the card layout.
Solution	This might be caused by a configuration issue. Check that the Image Upload Server option (on the Video tab of the Operation Settings workflow) is pointing at the image upload server and that it is configured correctly.

Error Code	-99900042
Text	Attempting to move a card with no print job in progress. Please contact your administrator.
Details	The MyID client is in an inconsistent internal state.
Solution	Restart the workflow, or restart the client.

Error Code	-99900043
Text	Unable to move card - Please contact your administrator.
Details	The printer cannot currently load, move or eject a card. If available, additional details from the printer will be shown describing the printer error.
Solution	Follow the instructions on the printer error dialog to resolve the problem. Check for card jams within the printer. Restart the printer.

Error Code	-99900044
Text	Moving a card has failed - Please contact your system administrator.
Details	The printer failed to load, move or eject a card.
Solution	Check the printer status panel for additional details. Check for card jams. Restart the printer.

6 Image Capture Component Error Codes

This section contains the list of errors that may occur when using the MyID Image Capture component.

Error Code	MIC0001
Text	An unexpected error occurred.
Details	This error is displayed for all unhandled issues.
Solution	Check the Image Capture log files for more information.

Error Code	MIC0002
Text	MyID Image Capture was provided with invalid data by the server
Details	Indicates a problem with the MyID installation.
Solution	Make sure that your MyID servers are installed and configured correctly, and have all the necessary pre-requisite patches and modules installed.

Error Code	MIC0003
Text	MyID Image Capture was unable to load the UI libraries
Details	Usually caused by missing Image Capture files.
Solution	Ensure that the MyID Image Capture install directory contains both IntercedeWpfControls.dll and IntercedeWpfTheme.dll

Error Code	MIC0004
Text	Aware PreFace threw an exception during initialisation
Details	Usually caused by missing Aware files.
Solution	Ensure that the MyID Image Capture install directory contains a FaceModelStandard.dat file.

Error Code	MIC0005
Text	MyID Image Capture was unable to load the .NET Aware PreFace libraries
Details	Usually caused by missing Aware files.
Solution	Ensure that the correct version of the Aware PreFace SDK has been installed, and that the MyID Image Capture install directory contains both <code>Aware.Preface.dll</code> and <code>Aware.Video.dll</code> .

Error Code	MIC0006
Text	MyID Image Capture was unable to load the native Aware PreFace libraries
Details	Usually indicates that the Aware PreFace SDK is not installed.
Solution	Make sure the Aware PreFace SDK is installed.

Error Code	MIC0007
Text	MyID Image Capture was unable to access the directory in which it stores its configuration
Details	Caused by directory access issues.
Solution	Ensure that the operator has read/write access to: %UserProfile%\AppData\LocalLow\Intercede\ImageCapture

Error Code	MIC0008
Text	MyID Image Capture was unable to load a required COM component
Details	This error indicates an issue with COM registration.
Solution	A reinstall of MyID Image Capture should resolve this issue.