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Framework External Authentication Reference Manual

Error Handling

Error Handling

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When there is an error, the LDAP AM delivers two error-related properties to Configuration Server: error code and error description string. The property `Error code` is reported in the log files, but only the property `error description string` is shown on the client's GUI.

The LDAP AM uses one of three methods to extract this property (listed from highest priority to lowest):

1. Explicit error description returned by the LDAP server.
2. Error description produced from an error code based on the mapping table inside the Authentication Module. This table is populated from a supplied and configured LDAP error description file (`ldaperrors.txt`). See [Error Codes](#).
3. Error description produced from a standard LDAP error code. See [Error Codes](#).

Management Layer Configuration

You can configure the Management Layer to generate various alarms in response to error codes sent from the LDAP AM. See the Framework Management Layer User's Guide.

Special Treatment

If the LDAP AM receives an error code that is marked for retry in the error description file (see [Error Codes](#)), it initiates retry attempts according to the policy described in the `retry-attempts` and `retry-interval` parameters specified for this connection. A negative response is returned back to the client only after all retry attempts on all available servers were completed without success.

Error Codes

The LDAP Directory Administrator (Novel E-Directory, IBM Tivoli Directory Server, or Microsoft Active Directory) defines the error codes. Please refer to their documentation.

The following is the content of the default error file (`ldaperrors.txt`) that corresponds to the error descriptions in the OpenLDAP client package:

```
; server codes
1 Operations error
2 Protocol error
3 Time limit exceeded
4 Size limit exceeded
```

- 5 Compare False
- 6 Compare True
- 7 Authentication method not supported
- 8 Strong(er) authentication required
- 9 Partial results and referral received
- 10 Referral
- 11 Administrative limit exceeded
- 12 Critical extension is unavailable
- 13 Confidentiality required
- 14 SASL bind in progress
- 16 No such attribute
- 17 Undefined attribute type
- 18 Inappropriate matching
- 19 Constraint violation
- 20 Type or value exists
- 21 Invalid syntax
- 32 No such object
- 33 Alias problem
- 34 Invalid DN syntax
- 35 Entry is a leaf
- 36 Alias dereferencing problem
- 47 Proxy Authorization Failure
- 48 Inappropriate authentication
- 49 Invalid credentials
- 50 Insufficient access
- 51 Server is busy
- 52 Server is unavailable
- 53 Server is unwilling to perform

- 54 Loop detected
- 64 Naming violation
- 65 Object class violation
- 66 Operation not allowed on non-leaf
- 67 Operation not allowed on RDN
- 68 Already exists
- 69 Cannot modify object class
- 70 Results too large
- 71 Operation affects multiple DSAs
- 80 Internal (implementation specific) error

- ; API codes
- 81 Can't contact LDAP server
- 82 Local error
- 83 Encoding error
- 84 Decoding error 85 Timed out
- 86 Unknown authentication method
- 87 Bad search filter
- 88 User cancelled operation
- 89 Bad parameter to an ldap routine
- 90 Out of memory
- 91 Connect error
- 92 Not Supported
- 93 Control not found
- 94 No results returned
- 95 More results to return
- 96 Client Loop
- 97 Referral Limit Exceeded

; Old API codes

- 1 Can't contact LDAP server
- 2 Local error
- 3 Encoding error
- 4 Decoding error
- 5 Timed out
- 6 Unknown authentication method
- 7 Bad search filter
- 8 User cancelled operation
- 9 Bad parameter to an ldap routine
- 10 Out of memory
- 11 Connect error
- 12 Not Supported
- 13 Control not found
- 14 No results returned
- 15 More results to return
- 16 Client Loop
- 17 Referral Limit Exceeded
- 16640 Content Sync Refresh Required
- 16654 No Operation
- 16655 Assertion Failed
- 16656 Cancelled
- 16657 No Operation to Cancel
- 16658 Too Late to Cancel
- 16659 Cannot Cancel

retry-errors

81 85 91 -1 -11

Error Messages

This section describes error messages returned by the LDAP server.

Important

The messages in this section correspond to standard LDAP messages. However, your particular LDAP server may be configured to produce different messages in the same situations.

Inappropriate Authentication

A message similar to that shown in the following figure may appear when both of the following conditions are true:

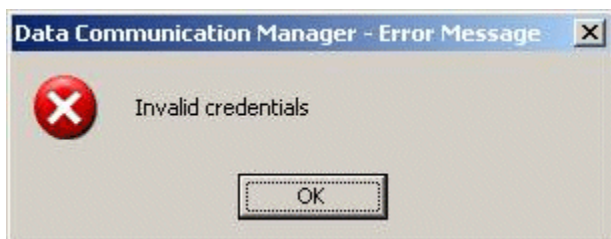


- Option allow-empty-password is set to true (the default).
- A blank password has been passed to the LDAP AM.

To correct this error, log on to your GUI application with a valid non-empty password.

Invalid Credentials

A message similar to that shown in the following figure may appear when an incorrect password has been passed to the LDAP AM:



To correct this error, log on to your GUI application with a valid non-empty password.

Can't Contact LDAP Server

A message similar to that shown in the following figure may appear when the Configuration Server cannot contact any LDAP server for one or more of the following reasons:



- The LDAP server is down.
- The LDAP server cannot be accessed due to network problems.
- If you configured Genesys Security Using the TLS Protocol, one or more security parameters specified in the configuration file are not valid.

To correct this error, do the following:

- Check that at least one LDAP server is running.
- Check that at least one LDAP server is accessible over the network.
- If you configured Genesys Security Using the TLS Protocol, check that the security parameters specified in the configuration file are valid.