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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:

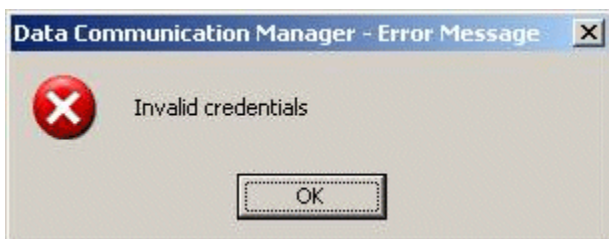


- Option allow-empty-password is set to true (the default).
- A blank password has been passed to the LDAP AM.

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.