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# Framework External Authentication Reference Manual

LDAP Error Handling

# LDAP Error Handling

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### Overview

When there is an error, the LDAP AM delivers two error-related properties to Configuration Server: *error code* and *error description string*. *error code* is reported in the log files, but only the *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 AM. 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.

#### [+] Show codes

```
; 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
```

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```
-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 like this might 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 like this might 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 like this might 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 a secure connection using the Genesys 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 a secure connection using the Genesys TLS Protocol, check that the security parameters specified in the configuration file are valid. For more information, refer to the *Genesys Security Deployment Guide*.