



Ian Okeyo &lt;ianokeyo14559@gmail.com&gt;

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**STK PUSH error**

20 messages

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: APISupport@safaricom.co.ke

22 September 2023 at 16:18

I had a system working well with the STK push. Nowadays it doesn't work. Returns an error when connecting to the API.(Maximum retries exceeded). The code hasn't changed nor have the credentials changed.

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**API Support** <apisupport@safaricom.co.ke>  
To: Ian Okeyo <ianokeyo14559@gmail.com>

23 September 2023 at 12:02

Please confirm if this behaves the same when using postman.

Kind regards,  
Dennis K. Mwangi |API Support

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**From:** Ian Okeyo <ianokeyo14559@gmail.com>  
**Sent:** Friday, September 22, 2023 4:18:50 PM  
**To:** API Support  
**Subject:** STK PUSH error

**Safaricom Security Warning:** This email was sent from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I had a system working well with the STK push. Nowadays it doesn't work. Returns an error when connecting to the API.(Maximum retries exceeded). The code hasn't changed nor have the credentials changed.

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

24 September 2023 at 21:06

It also refuses to connect while using postman  
[Quoted text hidden]

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**API Support** <apisupport@safaricom.co.ke>  
To: Ian Okeyo <ianokeyo14559@gmail.com>

24 September 2023 at 21:27

Greetings,

Kindly share your source IP originating the API requests.

Regards

Job Kipngetich | API support

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**From:** Ian Okeyo <ianokeyo14559@gmail.com>  
**Sent:** Sunday, September 24, 2023 9:06:15 PM

**To:** API Support  
**Subject:** Re: STK PUSH error

[Quoted text hidden]

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

24 September 2023 at 23:36

161.35.6.146 production  
and 192.168.122.38 for localhost  
[Quoted text hidden]

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

26 September 2023 at 11:26

The localhost now works but the production server does not work  
[Quoted text hidden]

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**API Support** <apisupport@safaricom.co.ke>  
To: Ian Okeyo <ianokeyo14559@gmail.com>

26 September 2023 at 17:11

Greetings Ian,

Kindly confirm current status.

Kind regards,  
Patrick M. Muriithi | API Support

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**From:** Ian Okeyo <ianokeyo14559@gmail.com>  
**Sent:** Tuesday, September 26, 2023 11:26:04 AM  
[Quoted text hidden]

[Quoted text hidden]

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

26 September 2023 at 19:07

Still refuses to connect,  
Here is the error message:

Error HTTPSConnectionPool(host='api.safaricom.co.ke', port=443): Max retries exceeded with url: /oauth/v1/generate?grant\_type=client\_credentials (Caused by ConnectTimeoutError(<urllib3.connection.HTTPSConnection object at 0x7ff30e93e620>, 'Connection to api.safaricom.co.ke timed out. (connect timeout=None)'))  
Error HTTPSConnectionPool(host='api.safaricom.co.ke', port=443): Max retries exceeded with url: /oauth/v1/generate?grant\_type=client\_credentials (Caused by ConnectTimeoutError(<urllib3.connection.HTTPSConnection object at 0x7ff30e93e620>, 'Connection to api.safaricom.co.ke timed out. (connect timeout=None)'))  
2023-09-30

I also sent the API addresses for both localhost and production server.  
[Quoted text hidden]

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**API Support** <apisupport@safaricom.co.ke>  
To: Ian Okeyo <ianokeyo14559@gmail.com>  
Cc: API Support <apisupport@safaricom.co.ke>

27 September 2023 at 15:38

Greetings,

The IP shared was whitelisted. Kindly confirm 161.35.6.146 to be the correct IP address.

Kind regards,

Collins Bett | API Support

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

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[http://www.safaricom.co.ke/images/Downloads/Terms\\_and\\_Conditions/safaricom\\_email\\_terms\\_and\\_conditions.pdf](http://www.safaricom.co.ke/images/Downloads/Terms_and_Conditions/safaricom_email_terms_and_conditions.pdf)

C2 - Safaricom Internal

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

27 September 2023 at 16:20

Yes that's the IP address. Just to ask and prevent this from happening again. What might cause my IP address to be whitelisted?

[Quoted text hidden]

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**API Support** <apisupport@safaricom.co.ke>  
To: Ian Okeyo <ianokeyo14559@gmail.com>  
Cc: API Support <apisupport@safaricom.co.ke>

27 September 2023 at 16:40

Greetings,

The IP whitelisting is a security precaution on our end.

Kindly liaise with your service provider/ hosting company and share a traceroute to [api.safaricom.co.ke](http://api.safaricom.co.ke) from your server for further troubleshooting.

Regards,

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[Quoted text hidden]

C2 - Safaricom Internal

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

28 September 2023 at 15:24

Hello, here is the traceroute file:

[Quoted text hidden]



**safaricom\_traceroute.txt**

2K

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**API Support** <apisupport@safaricom.co.ke>  
To: Ian Okeyo <ianokeyo14559@gmail.com>

29 September 2023 at 16:14

Greetings,

Confirm the current status.

Regards

Job Kipngetich | API support

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**From:** Ian Okeyo <ianokeyo14559@gmail.com>  
**Sent:** Thursday, September 28, 2023 3:24:46 PM  
[Quoted text hidden]

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

29 September 2023 at 16:33

It still brings the same error; refused to connect to the safaricom host. This is the IP address: 161.35.6.146  
[Quoted text hidden]

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

2 October 2023 at 09:31

Hello, I'm kindly requesting for a quick assistance. Core functionalities within the system are down due to the Mpesa connection issues.  
[Quoted text hidden]

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**API Support** <apisupport@safaricom.co.ke>  
To: Ian Okeyo <ianokeyo14559@gmail.com>

3 October 2023 at 12:17

Greetings Ian,

Apologies for the delayed follow up.

Kindly confirm current status.

Kind regards,  
Patrick M. Muriithi | API Support

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**From:** Ian Okeyo <ianokeyo14559@gmail.com>  
**Sent:** Monday, October 2, 2023 9:31:49 AM

[Quoted text hidden]

[Quoted text hidden]

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

3 October 2023 at 13:29

Hello, my production server still doesn't connect. Everything else connects and returns the authentication token including my local server with the same code and credentials. Postman also connects. The problem is token generation. It takes too long to connect then returns a maximum retries error.

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**API Support** <apisupport@safaricom.co.ke>  
To: Ian Okeyo <ianokeyo14559@gmail.com>

3 October 2023 at 14:36

Greetings Ian,

Kindly share with us your source IP.

Kind regards,  
Patrick M. Muriithi | API Support

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**From:** Ian Okeyo <ianokeyo14559@gmail.com>  
**Sent:** Tuesday, October 3, 2023 1:29:42 PM

[Quoted text hidden]

[Quoted text hidden]

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

3 October 2023 at 14:38

IP: 161.35.6.146

[Quoted text hidden]

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**Ian Okeyo** <ianokeyo14559@gmail.com>  
To: API Support <apisupport@safaricom.co.ke>

9 October 2023 at 10:49

Hello, any help? I sent the IP address and my server traceroute. It seems the IP address is still whitelisted...

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