SSOe Troubleshooting and Error Codes

*This (and all AcS playbooks) playbook is a collaborative and continously improved wiki/document.  The purpose of the wiki/document is to provide as much useful technical information to integrating partners, if there is information that you feel is missing please let us know and we can add it or even give you contributor rights to add the information yourself!*

The table below provides a complete list of SSOe error codes including an explanation and resolution.  In the table, when the resolution states "Contact IAM" the application/user should:

* For production, submit a ticket via [**ServiceNow**](https://yourit.va.gov/), if it appears to be an IAM issue please ask for the ticket to be assigned to 'AcS Tier 3' and someone from the IAM helpdesk will pick up the ticket and work to resolve your issue.
* For non-production (iDev, SQA, and PreProduction), enter a[**Lower Environment Trouble Ticket (LETT)**](https://dvagov.sharepoint.com/sites/OITEPMOIAM/Lists/IAM%20Environment%20Tasks/active.aspx) and someone from the IAM O&M team will work to resolve the issue.  If you have not used LETT before, review the [**LETT instructions**](https://dvagov.sharepoint.com/sites/OITEPMOIAM/playbooks/Pages/LETT.aspx).

Please ensure all tickets submitted include the following at a minimum:

* Date and time (including time zone)
* Steps to reproduce the issue (including URLs)
* Scope of impact (single user vs all users)
* User account information
* Error message received

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| **Error** | **Explanation** | **Resolution** |
| 50 | The minimum required assurance level for the application is not met with the current authenticated user session.  This error will also occur if a credential used for the current authenticated user session is not accepted by the application. | Upgrade the credential or logout and select a different credential. |
| 60 | User is likely not registered with the requested CSP | User must re-register if using the PKI CSP (CAC or PIV users). |
| 70 | An error occured between the credential provider and SSOe. | Try again, if issue persists, contact IAM. |
| 90 | Error indicates that SSOe (ISAMs) cannot connect to the application servers for the requested junction.  Usually an indication that there is a problem with the application or with the network connection between SSOe and the application.  In rare cases, if it is occurring with multiple applications that are not collocated, it could be a problem within SSOe. | Confirm scope of problem (single user vs all users, single application vs many/all SSOe integrated applications).  If it is occurring for only one application it is likely an issue with the application.  If it is happening with both MHV and eBenefits but not with ROES, it is likely a problem with the network.  If it is happening with all applications it is likely SSOe or the network side close to SSOe. |
| 403 | Specific to users authenticating with PIV card or DoD CAC.  User receives application error notifying that the requested page is forbidden. | Close browser and insert PIV card or CAC into card reader before accessing page.   If using Firefox, user will need to configure for ActivClient within Firefox (recommend Edge or Chrome instead).  If after multiple attempts, the issue persists, contact IAM. |
| Confirmation Success | *Improvements to the user onboarding process have largely eliminated the use of the 3rd Party Onbaording page.*  This page displays upon successful Third Party Onboard Confirmation. SSOe logs out the user. | The user should select the OK button and log in to the application again. |
| Confirmation Failure (CE) | *Improvements to the user onboarding process have largely eliminated the use of the 3rd Party Onbaording page.*  This page displays upon failure during the 3rd Party Onboard Confirmation process. The failure page displays the transaction ID associated with the user's original SAML request to help identify the request in the logs. The user is logged out, and after selecting the OK button, the user is taken to the default unauthenticated link for the originally targeted application. | The user should select the OK button and log in to the application again.​  If the issue persists, contact IAM. |
| ​AccessVA Error Code PE | ​User is attempting to authenticate with an IAL2 or LOA2 or greater credential. No ICN or SecID available, probably due to Provisioning being down. | ​Ask the user to try again later.  Escalate issue to the IAM Data Quality Team via [https://yourit.va.gov/va](https://gcc02.safelinks.protection.outlook.com/?url=https://yourit.va.gov/va&data=05%7c01%7c%7c1af12f86204a4bc698d208da610567c3%7ce95f1b23abaf45ee821db7ab251ab3bf%7c0%7c0%7c637928973079779438%7cUnknown%7cTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7c3000%7c%7c%7c&sdata=LCXGHnRUkC1ATWT9dQ7oZkogoKS6xDo/m0GK%2BWzQTtY%3D&reserved=0) or the VA Enterprise Service Desk (ESD) at 855-673-4357 |
| ​AccessVA Error Code GD | ​User is attempting to authenticate with an IAL2 or LOA2 or greater credential and identity is marked with identity theft flag or has a Date of Death. | ​Escalate issue to the IAM Data Quality Team via [https://yourit.va.gov/va](https://gcc02.safelinks.protection.outlook.com/?url=https://yourit.va.gov/va&data=05%7c01%7c%7c1af12f86204a4bc698d208da610567c3%7ce95f1b23abaf45ee821db7ab251ab3bf%7c0%7c0%7c637928973079779438%7cUnknown%7cTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7c3000%7c%7c%7c&sdata=LCXGHnRUkC1ATWT9dQ7oZkogoKS6xDo/m0GK%2BWzQTtY%3D&reserved=0) or the VA Enterprise Service Desk (ESD) at 855-673-4357 |
| HTTP Error 404 | The client made a request for a resource that doesn't exist or the link is malformed. | Contact IAM |
| HTTP Error 500 series | This indicates a server error, which typically identifies a bug in the system. | Contact IAM |
| AccessVA Error code 10 | This indicates an initialization error. | Try again. If the issue persists, contact IAM. |