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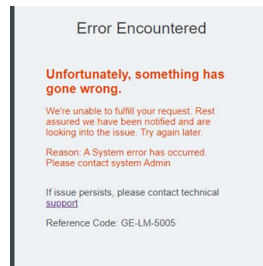
Doc ID 1001.16- GE-LM-5005

PERTAINS TO

- EBS Integration Kit - v2.3.1.0

ISSUE DESCRIPTION

The system encountered an error, preventing it from processing a user's request. The logs showed an error message indicating that a required value was missing or empty. This caused an error message to be displayed to the user with the reference code GE-LM-5005.



EIK error messages-

2024-08-19T14:57:51.309-0400 ERROR [qtp237219729-41]

[com.likeminds.ebsauth.exception.EikExceptionResolver] The value must not be null or empty string

java.lang.IllegalArgumentException: The value must not be null or empty string

DIAGNOSIS

The error happened because the "issuer URL" was missing or empty in the EIKAuth.config file. This URL is necessary for the authentication process, authorization server that issues authentication tokens. This URL is used by the system to verify and trust the tokens it receives. Without a valid "issuer URL," PingFederate cannot properly authenticate users, leading to the error you encountered .

SOLUTION

To fix this issue, add the "issuer URL" to the EIKAuth.config file. This will ensure the system can process requests properly without encountering this error.

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[EIKsupport LMC](#)

Created on Mon, 5 Aug 2024 at 10:15 AM

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SEARCH ENGINE OPTIMISATION

TITLE FOR SEARCH ENGINE

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DESCRIPTION FOR SEARCH ENGINE

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ANALYTICS

VERSIONS (22)

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