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Preview Draft

Doc ID 1001.20 OIDC-LM-2141(Authentication Error)

PERTAINS TO

- EBS Integration Kit (all versions) & OIDC Providers.

ISSUE DESCRIPTION

Ds

Authentication error: (After entering the user credentials)

Error Encountered

Unfortunately, something has gone wrong.

We're unable to fulfill your request. Rest assured we have been notified and are looking into the issue. Try again later.

Reason: An authentication error has occurred, Please try again

If issue persists, please contact technical support

Reference Code: OIDC-LM-2141

EIK Error-log:

2024-10-23T02:14:05.805-0400 ERROR [qtp737434492-39]
[com.likeminds.ebsauth.exception.EikExceptionResolver] Request Origination 192.168.1.1
2024-10-23T02:14:05.805-0400 ERROR [qtp737434492-39]
[com.likeminds.ebsauth.exception.EikExceptionResolver] No user received from ID Claim
2024-10-23T02:25:32.654-0400 ERROR [qtp737434492-32]
[com.likeminds.ebsauth.exception.EikExceptionResolver] OIDC_USER_NOT_FOUND_ERROR
com.likeminds.ebsauth.exception.AuthException: OIDC_USER_NOT_FOUND_ERROR
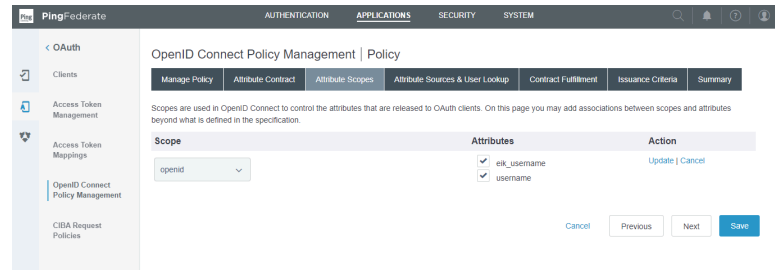
DIAGNOSIS

Root cause:
eik_username attribute was missing or incorrect in the OpenID connect policy management.
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SOLUTION

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Add the **eik_username** Attribute in the OpenID connect policy management.

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AUTHOR
EIKsupport LMC
Created on Wed, 23 Oct 2024 at 12:02 AM

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SEARCH ENGINE OPTIMISATION

TITLE FOR SEARCH ENGINE
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DESCRIPTION FOR SEARCH ENGINE
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