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# Doc ID 1001.19 OIDC-LM-3235(Authentication Error)

PERTAINS TO

EBS Integration Kit (all versions) & OIDC Providers

ISSUE DESCRIPTION

Authentication error (EIK-Error.log SSL certificate error)

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 exception has occurred. Please clear browser and try again

If issue persists, please contact technical support

Reference Code: OIDC-LM-3235

**EIK error messages-**

2024-08-19T15:47:06.746-0400 ERROR [qtp237219729-38] [com.likeminds.ebsauth.service.AuthService] Request timed out to receive response from Token Endpoint

javax.net.ssl.SSLHandshakeException: **PKIX path building failed:**

sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target

2024-08-19T15:47:06.755-0400 ERROR [qtp237219729-38] [com.likeminds.ebsauth.exception.EikExceptionResolver] OIDC\_ID\_TOKEN\_PROVIDER\_FAILURE

com.likeminds.ebsauth.exception.AuthException: OIDC\_ID\_TOKEN\_PROVIDER\_FAILURE

2024-08-19T15:47:06.761-0400 ERROR [qtp237219729-38] [com.likeminds.ebsauth.exception.EikExceptionResolver] Request Origination 192.168.1.1

2024-08-19T15:47:06.761-0400 ERROR [qtp237219729-38] [com.likeminds.ebsauth.exception.EikExceptionResolver] The OIDC provider responded with a failure on code exchange

DIAGNOSIS

**Root Cause:** The SSL handshake is failing because your application's JVM or PingFederate does not trust the OIDC provider's SSL certificate. This is likely due to missing root or intermediate certificates in the trust store.

Also check the Config file systax error (Token endpoint)

SOLUTION

Import the SSL certificate to the Trusted CA's in PingFederate console and restart the PingFederate services.

Alternatively, import the SSL certificate to the java keystore using the key tool command and restart the PingFederate services.

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[EIKsupport LMC](#)

Created on Mon, 5 Aug 2024 at 11:22 AM

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