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

PERTAINS TO

■ EBS Integration Kit (all versions) & OIDC Providers

Viewing draft edited by EIKsupport LMC 6 months ago

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 of the size to rowser and try again of the size pensists, 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. SSL Handshake Exception: PKIX path building failed:

 $sun.security. provider. certpath. Sun CertPath Builder Exception: unable\ to\ find\ valid\ certification\ path\ to\ requested\ target$ 

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

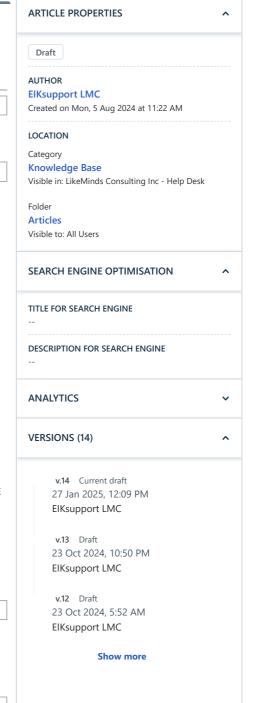
**Root Cause**: The SSL handshake is failing because your application's JVM or PingFederate does not trust the OIDC provider's SSL certificate. This is likely due to missing root or intermediate certificates in the trust store.

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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Q Search ARTICLE PROPERTIES Draft AUTHOR **ElKsupport LMC** Created on Mon, 5 Aug 2024 at 11:22 AM LOCATION Category **Knowledge Base** Visible in: LikeMinds Consulting Inc - Help Desk Folder Articles Visible to: All Users SEARCH ENGINE OPTIMISATION TITLE FOR SEARCH ENGINE DESCRIPTION FOR SEARCH ENGINE **ANALYTICS** VERSIONS (14) v.14 Current draft 27 Jan 2025, 12:09 PM ElKsupport LMC v.13 Draft 23 Oct 2024, 10:50 PM ElKsupport LMC v.12 Draft 23 Oct 2024, 5:52 AM ElKsupport LMC

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