Doc ID 1001.10 - Code value not found

PERTAINS TO

- EBS Integration Kit - V 2.0

ISSUE DESCRIPTION

EIK SSO transactions are not being performed as intended. An error page is displayed in the user browser upon authenticating

Logs:
Error logs indicate the following error messages:

PingFederate error messages-
2022-03-19 22:42:31,710 tid:jXxwJkgs06EGwTlS5DVgpRqDHjk DEBUG [org.sourceid.openid.connect.IdTokenSupport] client ebsprodclient jws algo is RS256
2022-03-19 22:42:31,710 tid:jXxwJkgs06EGwTlS5DVgpRqDHjk ERROR [org.sourceid.openid.connect.IdTokenSupport] Unable to issue the requested ID Token, RSA signing key is not present.

EIK error messages-
2022-03-19 22:42:32,013 ERROR [com.likeminds.ebsauth.controller.AuthClientController] Code value not found
2022-03-19 22:42:32,013 ERROR [SystemErr] com.likeminds.ebsauth. exception.AuthException: Code value not found

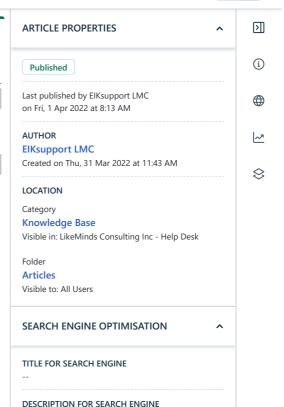*EIK Log entries and browser trace upon SSO failure:*

```
2022-03-19 22:45:48,717  ERROR [com.likeminds.ebsauth.controller.AuthClientController] Code value not found
2022-03-19 22:45:48,717  ERROR [SystemErr] com.likeminds.ebsauth.exception.AuthException: Code value not found
2022-03-19 22:45:48,718  ERROR [SystemErr]  at
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:61)
2022-03-19 22:45:48,718  ERROR [SystemErr]  at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
2022-03-19 22:45:48,718  ERROR [SystemErr]  at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
2022-03-19 22:45:48,718  ERROR [SystemErr]  at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
2022-03-19 22:45:48,718  ERROR [SystemErr]  at java.lang.reflect.Method.invoke(Unknown Source)
2022-03-19 22:45:48,718  ERROR [SystemErr]  at
```

DIAGNOSIS

- As part of the OpenIDConnect flow, the EIK requires an ID Token containing the user attribute that is sent from PingFederate.
- PingFederate, in this instance, cannot sign the ID token as it indicates that the RSA signing key is not present.
- The RSA signing keys are dynamic and are periodically automatically rotated by PingFederate.
- One common cause for the RSA key not being present is due to a mismatch between keys in the PingFederate Engine and Admin Console nodes as the Admin node could have an older RSA signing key cached in memory.

SOLUTION

- Performed a round restart of PingFederate servers in the below sequence:
- Stop PingFederate services in all engines nodes
- Stop PingFederate services in the admin console node
- Start PingFederate services in the admin console node
- Start PingFederate services in all engines nodes

- This cleared any cached keys in the admin console node and replicated the appropriate keys to the engine node.
- SSO transactions via EIK worked as intended from this point onwards.

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SEARCH ENGINE OPTIMISATION

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DESCRIPTION FOR SEARCH ENGINE
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