



Troubleshooting Guide

Common issues faced by developers

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1. Can't open the developers portal / Strange layout on the developers portal

Safari and Internet Explorer are not supported. If issues occur within these browsers, we advise to use another one.

2. SSL handshake error / unknown_CA

Probable causes:

- The QWAC is missing
- The QWAC used is not trusted at our side

3. SSL authentication failed

Probable causes:

- There is no API key in the request header
- There is an incorrect API key in the request header: the API key in the request header does not correspond to an API key linked to an application of this organization on this environment

4. CERTIFICATE_INVALID

Probable causes:

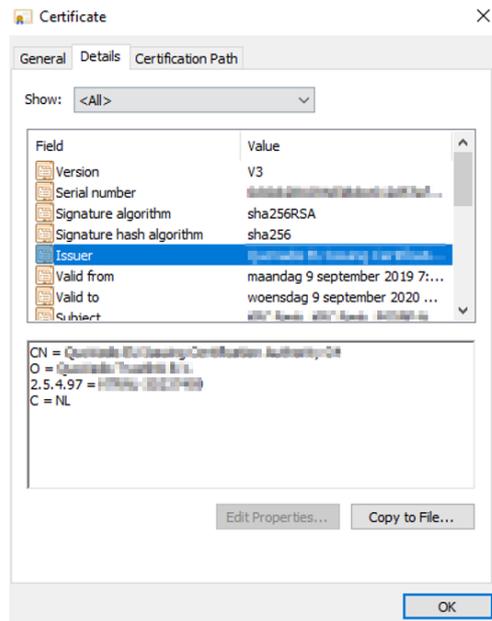
- There is a mismatch between the QWAC and the QSealC:
In the subject of the certificates, the organization identifier (e.g. 'PSDBE-NBB-...') should be the same for the QWAC and the QSealC
- The policies in your certificates don't match the expected eIDAS policies

5. Error: Signature invalid

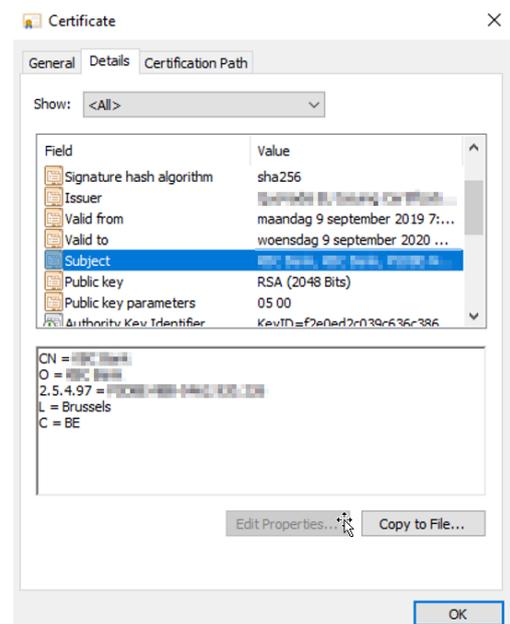
Probable causes:

- The date is included in the headers field of the signature. The headers must include only the "digest" and the "x-request-id". **No other entries may be included.**
- The 'signature' contains the fields of the Subject of the certificate instead of the Issuer of the certificate.

Correct:



Incorrect:



6. Bad request

- SERVICE_INVALID

This error means that there is probably a mistake in the request. For example: wrong consentId, a missing parameter, ... Please double check everything in the documentation.

- FORMAT_ERROR

Check the path field in the response to know where there is a format error.

For example: here there is a format error in the accept field.

```
{
  "tppMessages": [
    {
      "category": "ERROR",
      "code": "FORMAT_ERROR",
      "text": "Invalid request payload",
      "path": "accept"
    }
  ]
}
```

Please check the API-documentation for further information:

- [API-documentation for Sandbox](#)
- [API-documentation for Production](#)

7. The redirect URI did not match a registered URI for <TPP Name>

Error

The redirect URI in the request did not match a registered redirect URI for **Argenta**. Please contact **Argenta** to resolve this issue.

This means that the redirect URI in the request is not trusted at our side. If a new redirect uri should be trusted you can contact us at infoPSD2@argenta.be.

8. HTTP 404 Error after using the redirect URI from the response

An example of a redirect URI from our response:

```
":{"href":"/v1/consents/5e42948f2289d200015a344a"}
```

In our response, the href doesn't contain berlingroup. However in the documentation you can see that before /v1, /berlingroup/ should be placed.

See implementation guidelines <https://portal.payments.argenta.be/Argenta-Implementation-Guidelines.pdf>

Notes: All "href" are **relative** links. To use it you need to add the **provider** in front of it ([see section 4.4](#)).

The provider in our case is always "HOST + /berlingroup".

So with last example above, the complete link to use should be like that :

```
https://host.aspsp.com/berlingroup/v1/consents/5c5c4098eb964600015ba988
```

9. BAD_CSRF error after signing

Our signing flow uses session cookies to manage the redirects from the resource server to the authorization server. This error is caused by an incorrect or missing session cookie.

The issue mostly occurs when using either the Argenta App or the Itsme flow. There is a difference between the Digipass flow and the Argenta App / Itsme flow which may be causing this error:

- In the Digipass flow, the entire flow is done in the same browser session
- In the App/Itsme flow, the flow moves from a browser to an app (Itsme/Argenta App) and back to a browser.

When we redirect back from the apps (Itsme / Argenta App), we redirect to the system browser. If that is not the same browser you started the flow with, it may cause problems with the session cookies. This may for instance be the case when you are trying to use an in-app WebView to manage the flow.

10. The refresh token expired

Our refresh token for AIS services has a lifetime of 24 hours. Once the refresh token expires a new token can be obtained by posting a new consent request and performing a Strong Customer Authentication.