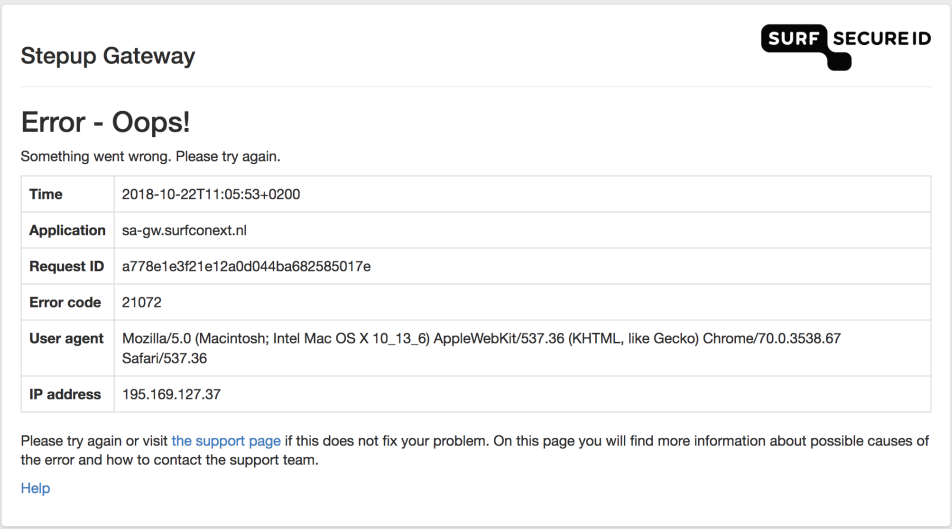


Help, something is wrong

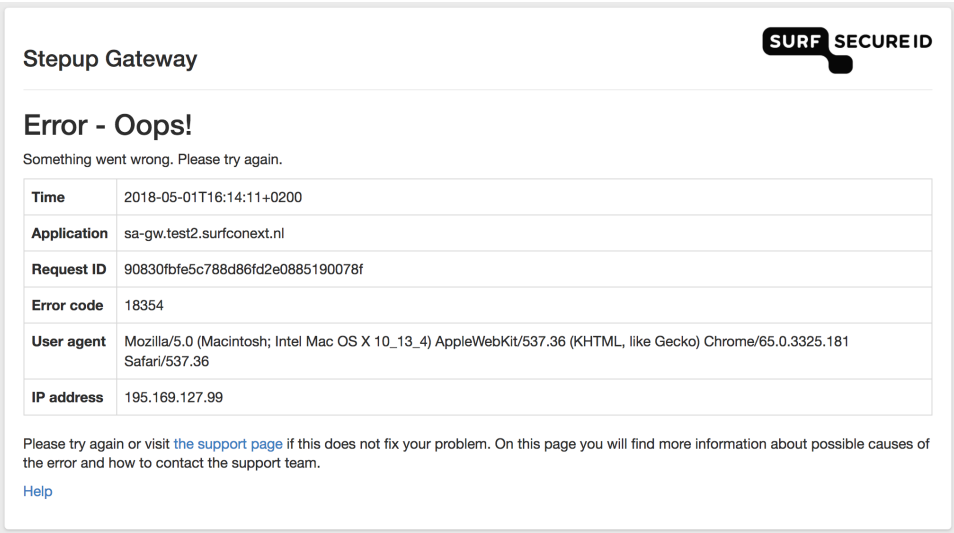
Do you receive an error whilst using SURFsecureID? Chances are you're receiving one of the errors on this page. You can read what your error means and what you can do to fix this problem. If your error is not on this page, or the problem persists after trying suggested fixes, please contact the servicedesk or helpdesk of your institution.

- Stepup Gateway - Error Oops! - Error code 21072
- Stepup Gateway - Error Oops! - Error code 18354
- Stepup Gateway - Error Oops! - Error code 22019
- Stepup Gateway - Error Oops! - Error code 13899
- Stepup Gateway - Error Oops! - Error code 23354
- RA - Error code 30730
- Registration portal - Page not found
- Tigr - Error - Your account is blocked
- Tigr - Black screen while scanning QR code
- Tigr - Invalid response during registration

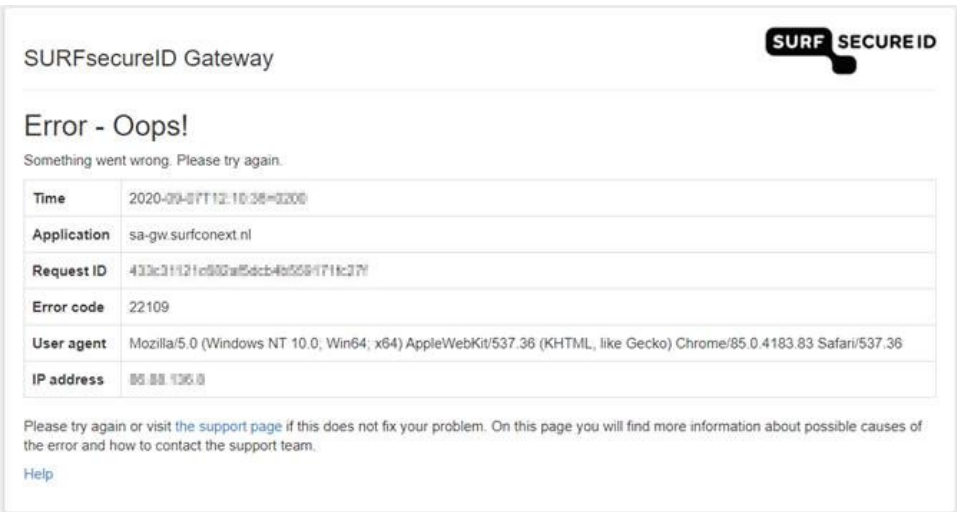
Stepup Gateway - Error Oops! - Error code 21072

Example	 <p>The screenshot shows the Stepup Gateway error page. At the top right is the SURF SECUREID logo. The main heading is 'Error - Oops!' followed by the message 'Something went wrong. Please try again.' Below this is a table with the following data:</p> <table border="1"><tr><td>Time</td><td>2018-10-22T11:05:53+0200</td></tr><tr><td>Application</td><td>sa-gw.surfconext.nl</td></tr><tr><td>Request ID</td><td>a778e1e3f21e12a0d044ba682585017e</td></tr><tr><td>Error code</td><td>21072</td></tr><tr><td>User agent</td><td>Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/70.0.3538.67 Safari/537.36</td></tr><tr><td>IP address</td><td>195.169.127.37</td></tr></table> <p>Below the table, there is a message: 'Please try again or visit the support page if this does not fix your problem. On this page you will find more information about possible causes of the error and how to contact the support team.' A 'Help' link is also present.</p>	Time	2018-10-22T11:05:53+0200	Application	sa-gw.surfconext.nl	Request ID	a778e1e3f21e12a0d044ba682585017e	Error code	21072	User agent	Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/70.0.3538.67 Safari/537.36	IP address	195.169.127.37
Time	2018-10-22T11:05:53+0200												
Application	sa-gw.surfconext.nl												
Request ID	a778e1e3f21e12a0d044ba682585017e												
Error code	21072												
User agent	Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/70.0.3538.67 Safari/537.36												
IP address	195.169.127.37												
Description	You see this error when you try to login to a service												
Solution	A possible solution is to return to the service where you were trying to login and start the login proces again. You can also try a different browser. If this does not work, contact the servicedesk or helpdesk of your institution.												

Stepup Gateway - Error Oops! - Error code 18354

<p>Example</p>	
<p>Description</p>	<p>You see this error after repeatedly sending an SMS code</p>
<p>Solution</p>	<p>When you try to login with SMS, you can request a SMS code 3 times. If you try for the 4th time, this error appears.</p> <p>The solution is to return to the service where you were trying to login and try again again.</p>


Stepup Gateway - Error Oops! - Error code 22019

<p>Voorbeeld</p>	
<p>Beschrijving</p>	<p>This error appears when the user has successfully authenticated, but the SURFsecureID gateway can't find a session, and therefore can't redirect you to the originating service.</p> <p>This happens when a link is opened in a MS-Word or Excel document. These applications open external links internally to check if it's a link to an Office document. Only when a web-page is found, the users browser application is started. This causes session-information to get lost, and authentication fails.</p>
<p>Oplossing</p>	<p>Send documents linking to services protected by SURFSecureID in a pdf file. Or change the behavior of MS-Word by setting the correct <i>forcshellexecute</i> value in the registry of the desktop receiving the document.</p>

Stepup Gateway - Error Oops! - Error code 13899

Unable to render {include} The included page could not be found.

Stepup Gateway - Error Oops! - Error code 23354


Voorbeeld	
Beschrijving	You can receive this error after selecting a token on an office application
Oplossing	This error will occur in Office version 2016. Upgrade to a newer version.

RA - Error code 30730

https://ra.surfconext.nl/authentication/consume-assertion

port Nu F5 DigiCert Telefoon Qnet IDS SIDN Wombat Mailfilter m&m Laurel Play JSON VHF/UHF WebSR v

RA Management Portal



Error - Oops!

Something went wrong. Please try again.


Time	2018-12-03T10:12:52+0100
Application	ra.surfconext.nl
Request ID	b9fd4e774e81197f78400856f5ad9e8e
Error code	30730
User agent	Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/70.0.3538.110 Safari/537.36
IP address	145.48.200.201

Please try again or visit [the support page](#) if this does not fix your problem. On this page you will find more information about possible causes of the error and how to contact the support team.


[Manual](#)

Trying to logon to RA portal without proper roles (no RA/RAA/SRA).



Registration portal - Page not found

Example	<div style="text-align: right;">  </div> <h2 style="text-align: center;">Registration Portal</h2> <hr/> <h3 style="text-align: center;">Page not found</h3> <p style="text-align: center;">The page you requested was not found. Please try again or go back to Home.</p> <hr/> <p style="text-align: center;">Please try again or visit the support page if this does not fix your problem. On this page you will find more information about possible causes of the error and how to contact the support team.</p> <hr/> <p style="text-align: center;"> Home Help </p>
Description	During the token registration process, you follow the email verification link and get this error.
Solution	<p>This error occurs when the email verification link is not correct. This can occur when:</p> <ul style="list-style-type: none"> • The email verification link is used a second time; • The email verification link has been copied wrong or incomplete before being used; • The email verification link is changed for a different reason, for example by an antivirus or email program. <p>Possible solutions:</p> <ul style="list-style-type: none"> • Check your token registration by logging in to the Registration portal. In the token overview page you can see what the next step should be in the registration process; • Make sure you correctly copy and paste the verification link in your browser. Double check the link; • If this fails, login to the Registration portal, remove your token registration and start a new registration.

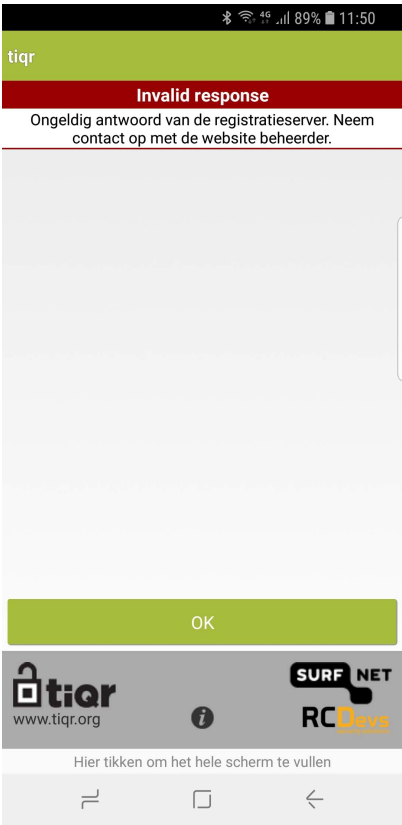


Tiqr - Error - Your account is blocked

Example	<div style="text-align: right;">  </div> <h2 style="text-align: center;">Log in met tiqr</h2> <hr/> <h3 style="text-align: center;">Error - Je account is geblokkeerd</h3> <p style="text-align: center;">Je account is permanent geblokkeerd.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Tijd</td> <td style="padding: 5px;">2018-07-12T14:48:28+0200</td> </tr> <tr> <td style="padding: 5px;">Applicatie</td> <td style="padding: 5px;">tiqr.surfconext.nl</td> </tr> <tr> <td style="padding: 5px;">Request ID</td> <td style="padding: 5px;">d598c0448cc4c813aa835b1db2d8cf4f</td> </tr> <tr> <td style="padding: 5px;">Foutcode</td> <td style="padding: 5px;">28847</td> </tr> <tr> <td style="padding: 5px;">User agent</td> <td style="padding: 5px;">Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/67.0.3396.99 Safari/537.36</td> </tr> <tr> <td style="padding: 5px;">IP-adres</td> <td style="padding: 5px;">80.113.179.164</td> </tr> </table> <p style="text-align: center;">Bezoek de support pagina als dit je probleem niet oplost. Op deze pagina vind je meer informatie over de mogelijk oorzaken en hoe je contact kan opnemen met het supportteam.</p>	Tijd	2018-07-12T14:48:28+0200	Applicatie	tiqr.surfconext.nl	Request ID	d598c0448cc4c813aa835b1db2d8cf4f	Foutcode	28847	User agent	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/67.0.3396.99 Safari/537.36	IP-adres	80.113.179.164
Tijd	2018-07-12T14:48:28+0200												
Applicatie	tiqr.surfconext.nl												
Request ID	d598c0448cc4c813aa835b1db2d8cf4f												
Foutcode	28847												
User agent	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/67.0.3396.99 Safari/537.36												
IP-adres	80.113.179.164												
Description	You normally use tiqr to login to the service. Now, the above error appears when you try to login.												
Solution	<p>You've probably entered a wrong PIN-code 5 times in the tiqr app. This permanently blockes your current tiqr registration.</p> <p>You can solve this by performing a new tiqr registration. Follow these steps:</p> <ul style="list-style-type: none"> • Go to the Registration Portal and remove your current tiqr registration • Perform a new tiqr registration <p>The blocked tiqr registrations will stay visible in the tiqr app. This does no harm, but you can choose to remove these if you wish.</p>												

Tiqr - Black screen while scanning QR code

Example	<p>This screen is shown during the registration process of you tiqr app:</p>  <p>The screenshot shows a mobile app interface. At the top, there is a green header bar with the word 'Scannen' in white. Below the header, the main area of the screen is completely black. At the bottom of the screen, there is a white bar containing the text 'Hier tikken om het hele scherm te vullen' and three navigation icons: a square, a square, and a left-pointing arrow. The status bar at the very top shows signal strength, Wi-Fi, 4G, 83% battery, and the time 13:13.</p>
Description	<p>While registering you tiqr app you need to scan the QR code, but this is not possible because the tiqr app only shows a black screen. It is not possible to scan the QR code. This problem occurs on Android phones.</p>
Solution	<p>You are using the wrong tiqr app. Make sure you the app published by SURF is installed on your phone and restart the registration process.</p> <p>Install the tiqr app for iOS or Android with one of these links:</p> <div data-bbox="228 1331 980 1446"></div> <p>You can also search the App Store or Google Play Store for the tiqr app. Choose the app published by SURF, not the one published by RCDevs.</p>

Tiqr - Invalid response during registration

<p>Example</p>	<p>This error is displayed in the tiqr app during the registration process:</p> 
<p>Descripti on</p>	<p>During registration of your tiqr app an error saying "invalid response" is displayed in the tiqr app. This problem can occur on Android phones.</p>
<p>Solution</p>	<p>You are using the wrong tiqr app. Make sure you the app published by SURF is installed on your phone and restart the registration process.</p> <p>Install the tiqr app for iOS or Android with one of these links:</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>You can also search the App Store or Google Play Store for the tiqr app. Choose the app published by SURF, not the one published by RCDevs.</p>