generic_http Errors & FAQ

Publishing from Faces

Error Message	Meaning	Solution
Failed to validate request signature		Umbrella employee has to check pre-shared key with customer. Customer needs to check setup of endpoint on their side.
Failed to parse response body	Customers endpoint (URL) is not set up correctly.	Customer needs to change endpoint details to be able to receive jsons correctly as well as return a response (e.g. OK plus locator).
Failed to calculate digital signature of the request		Umbrella employee has to check interface setup (My agency) on Umbrella's end (is password entered?)
Communication failure	This could mean that the Umbrella Faces request is blocked by a firewall or if there is something wrong with the communication, for example Umbrella does not trust your https certificate. It could also very well be that the webserver (endpoint) is not configured correctly.	Umbrella employee has to check firewall settings and webserver setup with customer. If that does not solve the error, Umbrella employee should check logs.
Secure connection to '<hostname>' failed: unable to find valid certification path to requested target	- Incomplete chain is presented: servers must provide full chain up to root CA - Wrong certificate is presented: (e.g. the certificate is for umbrellanet.ch but the actual host name from the profile update url is umbrella.ch) Servers must always present a certificate for the correct hostname - The certificate is issued by an untrusted CA	Customer needs to check certificate chain or certificate hostname settings. (help page: https://www.ssllabs.com/ssltest/)
Secure connection to '<hostname>' failed (CertificateExpiredException NotAfter: Mon Apr 13 01:59:59 CEST 2015)	Expired / Not Yet Valid Certificate, Webservers must provide a valid SSL certificate	Customer needs to check certificate.
Secure connection to '<hostname>' failed (SSL Handshake Failed)	SSL Handshake failed.	Customer needs to check supported TLS versions on receiver side - usually the receiver is using outdated (insecure) encryption.
Connection to '<hostname>' failed (connection refused)	Connection refused. The target server is not reachable.	Customer needs to check firewall settings on receiver side.
Remote host '<hostname>' failed to respond (timeout)	Connection time out. The server did not reply within our timeout of 30 seconds.	Customer needs to check response time.
Not Found	The error is given by customers endpoint and Umbrella cannot tell what is wrong.	Customer needs to check setup of endpoint on their side.
Server Error	The error is given by customers endpoint and Umbrella cannot tell what is wrong.	Customer needs to check setup of endpoint on their side.
FAIL	The error is given by customers endpoint and Umbrella cannot tell what is wrong.	Customer needs to check setup of endpoint on their side.
Unauthorized	The error is given by customers endpoint and Umbrella cannot tell what is wrong.	Customer needs to check setup of endpoint on their side.
Access denied	The error is given by customers endpoint and Umbrella cannot tell what is wrong.	Customer needs to check setup of endpoint on their side.
Bad request	The error is given by customers endpoint and Umbrella cannot tell what is wrong.	Customer needs to check setup of endpoint on their side.

FOUND	The error is given by customers endpoint and Umbrella cannot tell what is wrong.	Customer needs to check setup of endpoint on their side.
400		Umbrella employee has to check XML dumps. Depending on the error, Umbrella will check the Midoco setup, or customer needs to check on their side.
Forbidden	The error is given by customers endpoint and Umbrella cannot tell what is wrong.	Customer needs to check setup of endpoint on their side. If needed, Umbrella employee can provide logs (XML dumps).

Publishing from external system

Response	Meaning	Solution
Failed to validate request signature	They do send nothing or randomly formatted something.	Customer should check the json structure and data they try to send.