



Various Kiosk Issues and Resolution

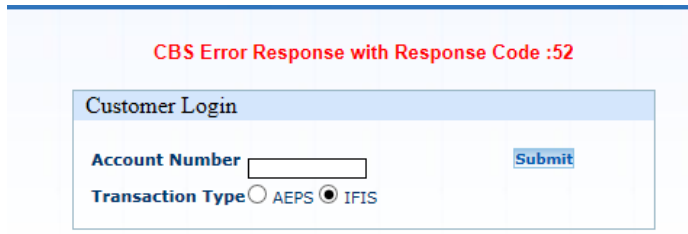
Version 1.0

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Central Bank of India

Version No.	Date	Author
1.0	08 / Oct / 2014	Mona Thakkar

1) Response Code 52

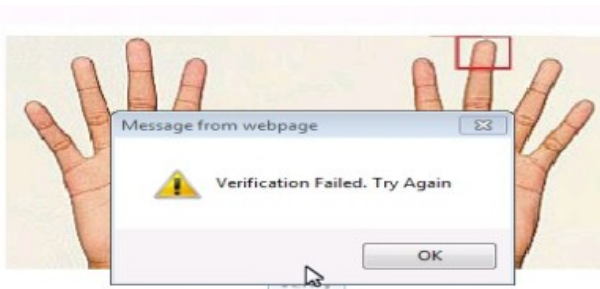


The screenshot shows a web form titled "Customer Login" with a red header "CBS Error Response with Response Code :52". The form contains an "Account Number" input field, a "Submit" button, and a "Transaction Type" section with radio buttons for "AEPS" and "IFIS".

This error only comes when customer is trying to perform transaction. And the Finger Prints of customer is not mapped with Integra FIG.

Resolution: Please drop mail to fikiosk_helpdesk@centralbank.co.in with list of accounts in order to map Finger Prints.

2) Verification Failed



This error comes due to any of the below 3 reasons:

- When Finger Prints of Customer is different at the time of Verification with the FPs mapped at the time of Registration
- Certificates not placed in C: Drive
- Finger Prints of the Agents not mapped with Integra FIG.

Resolution:

- Try to check whether the same Finger print is given which is to be given at the time of registration

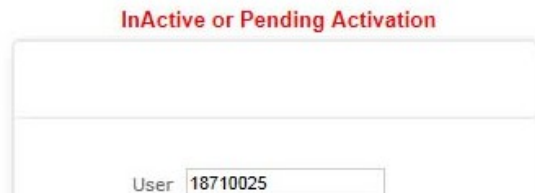
If not resolved,

b) Place 2 folders “cert” and “certs” in C:drive

If not resolved,

c) Please drop mail to fikiosk_helpdesk@centralbank.co.in with list of accounts in order to map Finger Prints.

3) In-Active or Pending Activation



This error only comes when your supervisor has not activated your KO Code.

Resolution: Please ask your respective BC to active your KO Id through BC/Admin Login

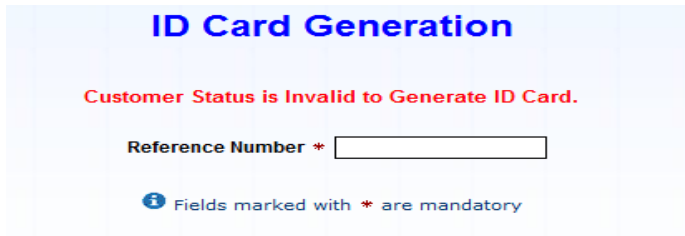
4) Response Code V0



This error only comes when Date and Time is wrong on Agent’s System.

Resolution: Please change the date and Time to current Date and Time.


5) Invalid ID Card Generation



ID Card Generation

Customer Status is Invalid to Generate ID Card.

Reference Number *

 Fields marked with * are mandatory

This error only comes when Agent is trying to generate ID card of the customer and Account is still not opened by branch.

Resolution: Please check with Branch manager to upload BFN File.

6) IBSSecurity EJBBean



IBSSecurityEJBBean : validateTellerUser() :

User

This error only comes when Agent has closed the last session without clicking on Sign off button or Session has expired.

Resolution: Please take new session of IE.

Click on ALT F Key and click on File Menu.

Open new session and try to log in.

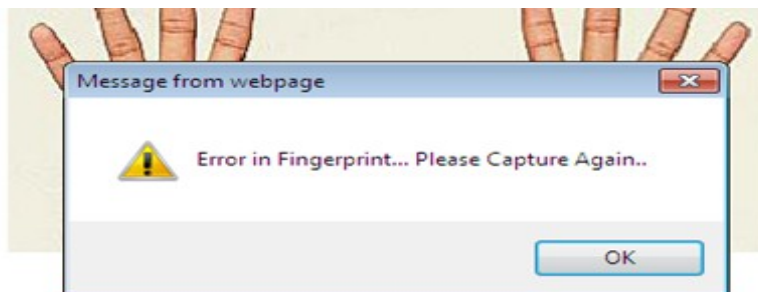
7) Agent Finger Print not sent to FIG



This error only comes when Agent's finger prints have not been sent to Integra FIG.

Resolution: Please drop mail to fikiosk_helpdesk@centralbank.co.in with list of KO IDs in order to send Finger Prints.

8) Error in Fingerprint..Please capture Again



This error only comes when JAVA Policy Files have not been replaced.

Resolution: Replace 3 Policy files (Java.policy, local_policy.jar ,US_export_policy.jar) in below folder:

C:\Program Files\Java\jre7\lib\security

9) No Java Support For Applet



This error only comes when JAVA is disabled or not installed correctly on the system

Resolution: Please install JAVA 7 freshly on the system.

10) Open New Session



This error only comes when Agent has closed the last session without clicking on Sign off button or Session has expired.

Resolution: Please take new session of IE.

Click on ALT F Key and click on File Menu.

Open new session and try to log in.

11) Proxy Error

Proxy Error

The proxy server received an invalid response from an upstream server.
The proxy server could not handle the request [POST /customeradditionaldetails.do](#).

Reason: Error reading from remote server

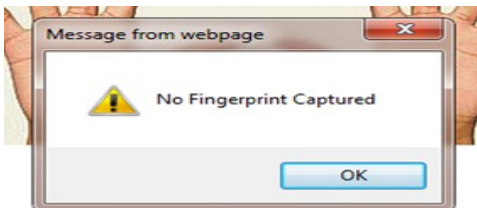
Apache/2.2.15 (Red Hat) Server at ficbikiosk.co.in Port 443

This error only comes when Server has been restarted.

Resolution: Please try to login after 10minuites.

If not resolved, please call to help desk numbers immediately.

12) No Fingerprint Captured



This is not the Application error.

The error sent from Finger Print scanner device, as scanner is unable to identify your Finger Prints.

Resolution:

- a) Check if the browser settings are up to date.
- b) Please apply finger forcefully.
- c) Clean scanner surface with Dry clothes