सं.के 13030/1/2021/Auth-I HQ
भारत सरकार
इलेक्ट्रॉनिकी एवं सूचना प्रौद्योगिकी मंत्रालय
भारतीय विशिष्ट पहचान प्राधिकरण (यूआईडीएआई)
(अधिप्रमाणन विभाग)

यूआईडीएआई मुख्यालय भवन, तीसरी मंजिल,
बंगला साहेब रोड, काली मंदिर के पीछे,
गोल मार्केट, नई दिल्ली- 110001.
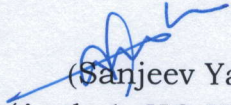
दिनांक: 20 .01.2023

To,

   All AUA/KUAs

Sub: Advisory regarding improving Authentication success rate of OTP failures

Dear Madam/Sir,

   UIDAI has been providing Aadhaar authentication services using various modalities like Biometric (fingerprint, iris, face), OTP and demographics wherein Aadhaar number, along with other attributes (Demographics/Biometric/ OTP) is submitted to UIDAI's Central Identity Data Repository (CIDR) for verification; the CIDR verifies whether the data submitted matches the data available in CIDR and responds with a "Yes/No" or e-KYC.

2. The OTP API of UIDAI provides the definition of each error code in case of OTP authentication failure. To further explain the cause of the error codes accounting for the more than 90% of failures and their remedial action an FAQ has been prepared, which is enclosed for your ready reference and necessary action.

This issues with approval of CEO, UIDAI

(Sanjeev Yadav)
Director (Auth-1, HQ UIDAI)

Encl: Annexure-1

Copy for information to:

   1. All ROs, UIDAI
   2. Tech Centre, UIDAI

FAQs on OTP related Error Codes

1. **Error Code 400 – Invalid OTP value**

   This error occurs due to the following reasons;

   a. Less than 6-digit, numeric value is entered by the residents.
   b. Wrong numeric value is entered.
   c. Alphabets ranging from a-z are mistakenly entered.
   d. Special character like #,%,$,&,!,*,?,",/,=,+,- etc. are entered.

   Preventive Action: AUA has to develop applications where in only 6-digit numeric value will be accepted so as to overcome this error.

2. **Error Code 402 - "txn" value did not match with "txn" value of Request OTP API**

   This error occurs due to the following reasons;
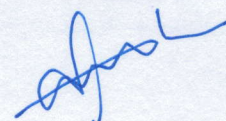
   a. If there is low internet connectivity at AUA/KUA side. This can be checked from the transactional logs of AUA/KUA.
   b. If there is low internet connectivity at ASA side. This can be checked from transactional logs of ASA.

   Preventive Action: AUA have to make sure to have full internet connectivity and to resolve it, transactional logs of AUA/KUA and ASA may be checked.

3. **Error Code 403 - Maximum number of attempts for OTP match is exceeded or OTP is not generated. Please generate a fresh OTP and try to authenticate again**

   This error occurs due to the following reasons;

   a. If wrong value is entered multiple times for submission.
   b. If Alphabets, special keys are entered multiple times for submission.
   c. If Refresh button is used multiple times before submission.

d. If internet connectivity is low due to which OTP is not generated within the specific time period.
e. If Back button is used during the transaction, it may lead to commencement of new session in the existing session and hence, authentication will fail.

Preventive Action: Session should not be refreshed and Close/Back button should be disabled during the transaction. In case- Refresh/Back button is selected, the application should logout.

4. **Error Code 579 - OTP usage not allowed as per license**

This error occurs when the entity doesn't have the approval related to OTP modality for performing Aadhaar authentication.

Preventive Action: The entity has to ensure whether they have sought approval for the OTP modality. If OTP modality is not active, AUA have to apply to UIDAI for activation of OTP modality.

5. **Error Code 740 - Missing OTP data as specified in "Uses"**

This error occurs due to the following reasons;

a. If the OTP field is left blank.
b. If complete 6-digit numeric value is not entered for submission.

Preventive Action: The OTP field can't be left blank and complete 6-digit value has to be entered for submission. AUA shall make changes in the application wherein, Submit button should not be active till 6 numeric digits are fed.

In case of any issue, AUA may contact auth-support at authsupport@uidai.gov.in