

Common Error codes

An unexpected error has occurred.

Error code:	1000
What you can do	<p>Perform the following troubleshoot steps:</p> <ul style="list-style-type: none">- Clear browser history/cookies/cache- Attempt to access the site on another web browser.

The service is currently not available.

Error codes:	1001 or 500
What you can do	<p>There may be a temporary outage with the USI Registry System.</p> <p>Check the USI System Outages webpage https://www.usi.gov.au/help/system-outages.</p> <p>If possible, please try again later.</p>



	<p>If the issue continues to persist, contact IT@usi.gov.au for an update on a resolution.</p> <p>If it is an ERR-500</p> <p>Users experience slow response times and error notifications when attempting to login to the Organisation Portal using myGovID and Relationship Authorisation Manager (RAM).</p> <p>This is an ATO issue. For information email DPO@ato.gov.au</p>
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A communication error has occurred. Please try again at a later time.

Error code:	2000
What you can do	<p>Check the USI System Outages webpage https://www.usi.gov.au/help/system-outages.</p> <p>If possible, please try again later.</p> <p>If the issue continues to persist, contact IT@usi.gov.au for an update on a resolution.</p>

Authentication failed- Your attempt to authenticate was unsuccessful.

Error code:	401
What you can do	<p>This error relates to an individual's authorisation to access the USI Registry System on behalf of their organisation.</p> <p>If this is the first time you are accessing the USI Registry system, or you have previously accessed the USI Registry:</p> <ul style="list-style-type: none">- Review your authorisation to access the USI Registry in Relationship Authorisation Manager (RAM).- Clear your cache before any further login attempts <p>Information on how to manage authorisations can be found on the RAM website.</p>

The organisation was not verified as an authorised body/organisation in the system

<p>Error codes:</p>	<p>403 and 2002</p>
<p>What you can do</p>	<p>These errors relate to organisation permissions to access the USI Registry System or individual access authorisations.</p> <p>Other reasons to encounter a 2002 error:</p> <p>The ABN for the keystore/machine credential may not match the ABN we have recorded in the USI registry system for the organisation. E.g., the organisation has changed their ABN.</p> <p>If you or your organisation previously had access to the USI Registry System complete the following:</p> <ul style="list-style-type: none"> - Clear browser history/cookies/cache - Check you organisation’s registration status displays CURRENT and you’ve entered the Organisation code recorded on Training.gov.au (VET Providers) or TEQSA (HE Providers).



- Check your organisation's ABN on TGA/TEQSA and [Relationships Authorisation Manager](#) (RAM) are the same.
- Review your authorisation to access the USI Registry in RAM as they may have expired.
- Keystore may be expired and must be renewed every 2 years.

For updates to organisation details on TGA or TEQSA, contact the training regulator in your state.

For expired authorisations and keystores in RAM, contact ATO's RAM team on 1300 287 539 (select 3 for RAM).

Contact the Australian Taxation Office

If this is encountered in the Third Party testing (3PT) test environment:

- Ensure you are using the correct ABN for the test organisation.
- Ensure you also are using the correct Org Code.

	<p>This issue may also be caused by an expired test keystore. Please email IT@usi.gov.au to request the updated 3PT Keystore.</p> <p>Please note that the ATO has also changed the access point in 3PT from https://softwareauthorisations.acc.ato.gov.au to https://softwareauthorisations.evte.ato.gov.au</p>
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The batch contains invalid data and has not been processed.

Error code:	2001
What you can do	<p>Data supplied in uploaded Bulk Verify document is invalid.</p> <p>If;</p> <ul style="list-style-type: none"> - Not using supplied template, download and resubmit. - Using the supplied template, ensure uploaded document includes all columns in the original template.



Error code list

Error code	Title	Description/Message	Where the error appears	Additional information and recommended actions
E401/403		<p>Error Message:</p> <p>Authentication Failed Your attempt to authenticate was unsuccessful</p>	Organisation Portal - Login Page, after entering email linked to myGovID	<p>This error relates to an individual’s authorisation to access the USI Registry System on behalf of their organisation.</p> <p>If this is the first time you are accessing the USI Registry system, or you have previously accessed the USI Registry:</p> <ul style="list-style-type: none"> - Review your authorisation to access the USI Registry in Relationship Authorisation Manager (RAM). - Clear your cache before any further login attempts <p>Information on how to manage authorisations can be found on the RAM website.</p>
ERR-2002		<p>Error Message:</p> <p>The organisation was not verified as an authorised body/organisation in the system.</p>	Organisation Portal - Login Page, after entering email linked to myGovID	<p>These errors relate to organisation permissions to access the USI Registry System or individual access authorisations.</p> <p>If members of your organisation previously had access to the USI Registry System complete the following:</p>
		Other reasons to encounter a 2002 error:		

	<p>Organisation not authorised</p>	<p>The ABN for the keystore/machine credential may not match the ABN we have recorded in the USI registry system for the organisation. E.g., the organisation has changed their ABN.</p>		<ul style="list-style-type: none"> - Clear browser history/cookies/cache - Check you organisation’s registration status displays CURRENT and you’ve entered the Organisation code recorded on Training.gov.au (VET Providers) or TEQSA (HE Providers). - Check your organisation’s ABN on TGA/TEQSA and Relationships Authorisation Manager (RAM) are the same. - Review your authorisation to access the USI Registry in RAM as they may have expired. - Keystore may be expired and must be renewed every 2 years. <p>For updates to organisation details on TGA or TEQSA, contact the training regulator in your state.</p> <p>For expired authorisations and keystores in RAM, contact ATO's RAM team on 1300 287 539 (select RAM option).</p> <p>Contact the Australian Taxation Office</p>
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				<p>If this is encountered in the Third Party testing (3PT) test environment:</p> <ul style="list-style-type: none"> - Ensure you are using the correct ABN for the test organisation. - Ensure you also are using the correct Org Code. <p>This issue may also be caused by an expired test keystore. Please email IT@usi.gov.au to request the updated 3PT Keystore.</p> <p>Please note that the ATO has also changed the access point in 3PT from https://softwareauthorisations.acc.ato.gov.au to https://softwareauthorisations.evte.ato.gov.au</p>
ERR-500	Service Unavailable		Organisation Portal and Web services	<p>Users experience slow response times and error notifications when attempting to login using myGovID and Relationship Authorisation Manager (RAM).</p> <p>This is an ATO issue. For information email DPO@ato.gov.au</p>
ERR-1000	Unexpected Error	Error Message: An unexpected error has occurred.	All portals	<p>Perform the following troubleshoot steps:</p> <ul style="list-style-type: none"> - Clear browser history/cookies/cache - Attempt to access the site on another web browser.



ERR-1001	Service Unavailable	Error Message: The service is currently not available.	All portals	There may be a temporary outage with the USI Registry System. Check the USI System Outages webpage https://www.usi.gov.au/help/system-outages . If possible, please try again later. If the issue continues to persist, contact IT@usi.gov.au for an update on a resolution.
ERR-1002	Generic Validation	Error Message: <detail of generic validation message>	Organisation Portal - Verify USI	
ERR-2000	Communication Error	Error Message: A communication error has occurred. Please try again at a later time.	All portals	
ERR-2001	Batch Data Is Invalid.	Error Message: The batch contains invalid data and has not been processed.	Organisation Portal - Bulk Verify USI	The data supplied in uploaded Bulk Verify document is invalid. If; <ul style="list-style-type: none"> - Not using supplied template, download and resubmit. - Using the supplied template, ensure uploaded document includes all five original columns in the template.



ERR-2003	Incorrect Receipt Number	Error Message: The receipt number was badly formatted or could not be found.		Event Description: The relying party specified in the AppliesTo element is not recognized. In the App.config, there is an app setting called "AppliesTo" which should point to https://portal.usi.gov.au/service/usiservice.svc (Please note that this is case sensitive).
ERR-2004	Unverified Identity	Error Message: The system could not verify the identity based on the supplied information.		Request another form of identification and try again. If continuing to experience issues, speak with our customer service team on 1300 857 536.
ERR-2005	Failed To Create USI Record Already Exists	Error Message: The system found multiple existing records with the same information. The record has not been created.		Ask the student to contact our customer service team.
ERR-2006	DVS Service Unavailable	Error Message: The system could not connect to the DVS service.		Check the USI System Outages webpage https://www.usi.gov.au/help/system-outages . If possible, please try again later.
ERR-2007	Request No Is Not Unique	Error Message: The system has received the same reference no. from this organisation on a previous occasion. The file will not be processed.		
ERR-2008	No Of Applications Invalid	Error Message: The no. of applications must be less than 500 and must match the actual number of applications in upload.		



ERR-2009	Batch Not Completed	Error Message: The batch is still being processed. Please try again later.		
ERR-2010	DVS Bypass Not Authorised	Error Message: The organisation does not have the authority to bypass the DVS check.		
ERR-2019	Single Name Invalid	Error Message: You cannot supply first, middle or family name with a single name.		
ERR-2022	DVS Check Required Missing	Error Message: Please specify DVS Check Required.		
ERR-2030	Invalid Operation	Error Message: You do not have permission for this operation.		
ERR-2050	File Structure Is Invalid	Error Message: The file provided did not conform to the defined structure.		
ERR-2060	USI Not Found	Error Message: USI not found.		
ERR-2095	USI Deactivated	Error Message: USI is deactivated.		The USI provided may have been a duplicate. Ask the student to provide the correct USI or advise them to speak with our customer service team on 1300 857 536.
*E2169	RAM authentication attempt failure		Web Services	This error is from the ATO RAM system and occurs prior to establishing a connection with USI registry. The attempt to authenticate has failed for some reason.



				<p>The cause of the failure can be due to using:</p> <ul style="list-style-type: none"> - genuine credentials against the ATO MAS-ST / RAM test environment, - test credentials against the ATO MAS-ST / RAM production environment. <p>Resolution may require;</p> <ol style="list-style-type: none"> 1. The developer/RTO to review their code - service endpoints, check the correct credential is being used (for the correct environment, etc.) <p>Please review the Developers Kit steps to migrate from test to production environment.</p> <ol style="list-style-type: none"> 2. The RTO Principal Authority to may need to access the ATO RAM system and obtain a valid/current M2M credential for use in the SMS. 3. The RTO Principal Authority to may need to access the ATO RAM system and create a relationship with the host service provider
ERR-3000	Invalid Schema	Error Message: <detail of schema errors>	Web Services	
ERR-3010	Invalid AusKey Token Type	Error Message: Invalid AusKey token type.	Web Services	
ERR-3200	Xml Schema Validation Fail	Error Message: <detail of xml schema validation errors>	Web Services	



ERR-3250	Xml Schema Validation Fail	Error Message: <detail of xml schema validation errors>	Web Services	
ERR-3300	Email Address Not Unique	Error Message: Email Address is not unique.	All portals	
ERR-3310	Non DVS Document Not Found	Error Message: Non DVS Document not found.	All portals	
ERR-3312	Invalid Source For Update USI Contact Details	Error Message: The specified source should not update USI contact details.		
ERR-3330	Document Type Not Found	Error Message: Document Type Not Found.	All portals	
ERR-3340	Document Type Not Valid For Modifier	Error Message: The Document type is not valid for this operation.		
ERR-3350	DVS Override cannot be used for this USI.	Error Message: DVS Override cannot be used for this USI.		
ERR-3370	DVS Document Type Not Available.	Error Message: The DVS Document Type is currently unavailable for use. Please select another document type.		
*E3458	Outdated Version of Web Services		Web Services	This error code will appear when you attempt to connect using an outdated version of Web Services. If you are a:



				<p>System Developer – Please fill out the Software Developer Kit Request Form to request the latest version of the Developer Kit which you will need to upgrade.</p> <p>Education or Training Providers – Please have your Student Management System developer upgrade their software to Web Services Version 5. In the meantime, organisations can still log in to our Organisation Portal while their software is being upgraded.</p>
*E4064			Web Services / RAM	<p>This may occur after updating Machine credentials in production.</p> <p>This is not a USI issue.</p> <p>The ATO Digital Partnership Office should be contacted regarding this at DPO@ATO.gov.au.</p> <p>The Student Management System may have cached the keystore name and password.</p> <p>Please try clearing your cache before entering the new keystore name and password.</p>
*E4600			Web Services / RAM	<p>When you create a machine credential or download the keystore you need to setup the password at that point.</p>



				<p>We don't have any passwords for Web services. We only have a password for the test keystore that will be used in the sample code.</p> <p>If your code is working in test (using test credential/test password) but not production and the error shown is being returned (using the production credential for the ABN): You may need to check your password store - to confirm if the test or production password is being used.</p> <p>For migration of code to production, I would also closely check the service end points being used. Any 'thirdparty.' or '3pt.') references should be removed.</p>
*E9006			Web Services / RAM	<p>The token sent to the ATO is not subject to the requirements of the ATO STS. Please double check the certificate and certificate chain.</p> <p>Please also try to remove any empty lines or hidden characters in your request, as the Binary Security Token may not be valid due to extra characters.</p> <p>For examples of how PHP sample code should be formed in V1.3, please check PHPApp/ServiceClients/StsServiceClient.php at master · eric-git/PHPApp · GitHub</p>



<p>*E9008</p>		<p>Error message: The security token could not be authenticated or authorized for the delegation. Advise business user the service is unable to authenticate the request for this supplied delegation.</p>	<p>Web Services / RAM</p>	<p>This error is caused from the ATO RAM system prior to establishing a connection with USI registry system.</p> <p>The security token could not be authenticated. There may be delegation issue where there is a non-existent RAM relationship between respective ABNs for cloud hosted model (where the host authenticates on behalf of the client RTO)</p> <p>The end date for an existing relationship may have passed, or an incorrect SSID may have been entered.</p> <p>The organisation’s Principal Authority must access the ATO RAM system to check this and if necessary, create a relationship with the host provider.</p>
<p>*CR1000</p>	<p>Email not recognised</p>	<p>Email not recognised We could not log you in with this email. Check your email is correct and you have downloaded and setup myGovID. myGovID is different to myGov. Error code CR1000.</p>	<p>myGovID login - from Org Portal</p>	<p>This is a myGovID login error.</p> <ul style="list-style-type: none"> - Check email connected to your myGovID. - Contact ATO on 1300 287 539 (select myGovID option).