

Chapter 3

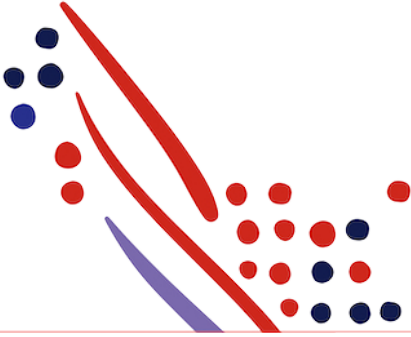
Frequently Encountered Errors and Resolutions

from ADP Marketplace ESI - Making your first api call using Postman Guide

Published on
Mar 31, 2022 5:50AM

Last modified
Mar 22, 2023 11:23AM





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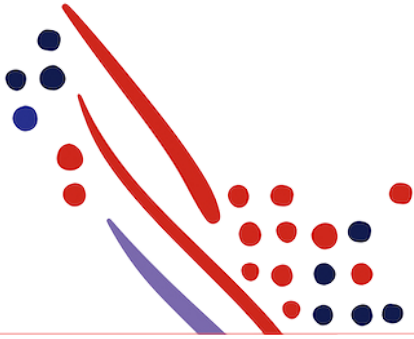
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Frequently Encountered Errors and Resolutions

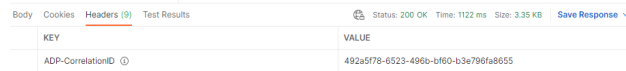
Contacting your ADP representative

Before contacting your ADP representative for support first, please:

- Confirm that you have followed all the necessary steps to make calls to the ADP APIs.
- Check the errors outlined on this page to see if any of them match the error you get.

When contacting your ADP representative via ADP eService, please:

- Provide the **API call** you are executing. For example `GET https://api.eu.adp.com/hr/v2/workers?$top=10`.
- Provide the **error code** (status) and **message** you are getting.
- Provide the **ADP-CorrelationID** from the response headers.



KEY	VALUE
ADP-CorrelationID	492a5f78-6523-496b-b3e796fa8655

HTTP 401 - invalid_client

Status	401 Unauthorized
Error	invalid_client
Error description	The given client credentials were not valid

An HTTP 401 error is returned from the ADP Security Token Service when you do a token request call and fail to provide valid credentials in the request header.



```
1 {
2   "error": "invalid_client",
3   "error_description": "The given client credentials were not valid"
4 }
```

Resolution

Make sure you have the `client_id`, `client_secret` and `grant_type` in the authorization headers. Make sure you use the correct values for the `client_id` and `client_secret`. See [the previous chapter](#).

HTTP 401 - invalid_request

Status	401 Unauthorized
Error	invalid_request
Error description	proper client ssl certificate was not presented

An HTTP 401 error is returned from the ADP Security Token Service when you do a token request call and fail to provide the correct certificate. The certificate can be either missing or incorrect.



```
1 {
2   "error": "invalid_request",
3   "error_description": "proper client ssl certificate was not presented"
4 }
```

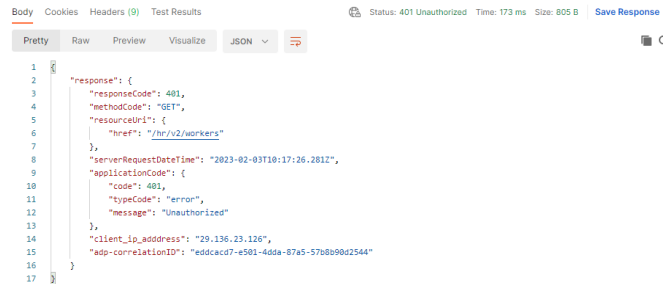
Resolution

Make sure you are including your ADP-issued SSL Certificate in the request. See [the previous chapter](#).

HTTP 401 - Unauthorized

Error

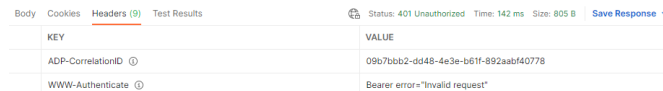
An HTTP 401 Unauthorized error is returned when doing a feature call and you fail to provide a valid bearer token in the request header. Or the token you used, is expired.



```
1 {
2   "response": {
3     "responseCode": 401,
4     "methodCode": "GET",
5     "resourceUrl": {
6       "href": "/hr/v2/workers"
7     }
8   },
9   "serverRequestDateTime": "2023-02-03T10:17:26.281Z",
10  "applicationCode": {
11    "code": 401,
12    "typeCode": "error",
13    "message": "Unauthorized"
14  },
15  "client_ip_address": "29.136.23.126",
16  "adp-correlationID": "addcacc7-e501-4dda-87a5-57b0b96d2544"
17 }
```

Resolution

Make sure you have added an Authorization header to your request along with a valid bearer token you fetched from the ADP Security Token Service. The Header WWW-Authenticate will provide the value Bearer error="Invalid request" when this occurs.



KEY	VALUE
ADP-CorrelationID	09b7bbb2-d448-4e3e-b61f-892aab40778
WWW-Authenticate	Bearer error="Invalid request"

HTTP 403 - Invalid scope

Error

An HTTP 403 Invalid scope error is returned from the server when the bearer token you provided is valid, but you are not authorized to access the resource you have requested.

```
Body Cookies Headers (6) Test Results 403 Forbidden 238 ms
Pretty Raw Preview Visualize JSON
1
2 "response": {
3   "responseCode": 403,
4   "methodCode": "GET",
5   "resourceUri": {
6     "href": "/core/v1/event-notification-messages"
7   },
8   "serverRequestDateTime": "2022-04-06T13:10:57.684Z",
9   "applicationCode": {
10    "code": 403,
11    "typeCode": "error",
12    "message": "Invalid Scope"
13  },
14  "client_ip_address": "29.138.12.132",
15  "adp-correlationID": "652e8999-f1ff-4bf1-8428-4c41e66630a5"
16 }
17
```

Resolution

First confirm that you have not made a mistake in the request Uniform Resource Indicator (URI). If there quest URI is correct, contact your ADP Representative to request access to the URI in question.

HTTP 404 - Canonical URI not found

Error

An HTTP 404 error is returned from the server when the URL you provided is invalid.

```
Body Cookies Headers (6) Test Results 404 Not Found
Pretty Raw Preview Visualize JSON
1
2 "response": {
3   "responseCode": 404,
4   "methodCode": "GET",
5   "resourceUri": {
6     "href": "/core/v1/event-notification-messages"
7   },
8   "serverRequestDateTime": "2022-04-06T13:16:51.464Z",
9   "applicationCode": {
10    "code": 404,
11    "typeCode": "error",
12    "message": "Canonical URI Not Found"
13  },
14  "client_ip_address": "29.138.12.132",
15  "adp-correlationID": "08987423-f377-44d2-9778-70aececa9308"
16 }
17
```

Resolution

First confirm that you have not made a mistake in the requested URL. If the requested URL is correct, contact your ADP representative.