

Error Message	Dialog in App	Explanation	Solution
Orange Dolphin	<p>No Internet Connection</p> <p>Looks like your device is not connected to internet. Check your connection, switch between mobile data and wifi, and try again.</p> <p>→ Try again.</p> <p>→ Cancel</p>	<p>No Internet</p> <p>This means that there is no internet connection. Accessing website (e.g., Google.com) should not work either.</p> <p>Common reasons are that the mobile device is in airplane mode, or there is no wifi connection or 4/5G connection.</p>	<p>Check internet connection.</p> <ul style="list-style-type: none"> • Ensure the End User's mobile device is connected to the internet. • Advise the End User to switch between mobile data or wifi. • Once connection has been confirmed, ask the End User to select the "try again" button in the dialog window.
Purple Kangaroo	<p>Could not connect</p> <p>Your device is connected to internet, but the Digidentity app is unable to reach the server.</p> <p>→ Try again</p> <p>→ Cancel.</p>	<p>Our backend is not available</p> <p>We cannot establish a connection to our backend while the device is connected to internet. This could be due to a VPN issue, proxy, backend completely down or even just a slow connection causing a timeout.</p>	<p>Adjust Connection</p> <ul style="list-style-type: none"> • Ensure the End User's mobile device is connected to the internet. • Advise the End User to switch between mobile data and wifi. • Advise the End User to disable any active VPN connections. • Once connection has been confirmed, ask the End User to select the "try again" button in the dialog window.
Green Tiger	<p>Could not connect.</p> <p>The Digidentity app is unable to reach the server due to an issue on our end. Please come back later or contact customer service for further assistance.</p> <p>→ OK</p> <p>Error message to be distracted</p>	<p>Our backend is not working as expected</p> <p>Our backend returns unexpected responses.</p> <p>Unexpected response</p> <p>The response from our backend is failing on the app's side.</p> <p>Internal errors</p> <p>Decryption errors, filesystem full, migration failure, keystore exception, etc</p>	<p>Standard Troubleshooting:</p> <ul style="list-style-type: none"> • Update the app to the latest version. • Close and restart the app. • Select the correct certificate. • Switch between your Wifi and 4/5g connection • Reboot your device. • Disable the VPN on your device. • Update your device's operating system. <p>If the above troubleshooting steps fail, please contact Digidentity Support.</p>

<p>Maroon Parrot</p>	<p>Unsupported device Device is not supported. Digidentity cannot guarantee the integrity of the certificate because your device is not supported / secure.</p>	<p>Device is jailbroken (iOS) or rooted (Android) Full screen blocking all usage of the app because the user has jailbroken their iOS device or rooted their Android device.</p>	<p>Unjailbreak/unroot the device. The only way to proceed with this device would be to unjailbreak/unroot the device. Otherwise, the End User will need to use a device that is not jailbroken/rooted.</p>
<p>White Whale</p>	<p>Something went wrong Something went wrong, sorry for the inconvenience. Please try again. If the issue persists, come back later or contact customer service for further assistance. → Try again → Cancel.</p>	<p>Generic default error A default error code is used for errors that could not be classified in one of the other categories.</p>	<p>Standard Troubleshooting:</p> <ul style="list-style-type: none"> • Update the app to the latest version. • Close and restart the app. • Select the correct certificate. • Switch between your Wifi and 4/5g connection • Reboot your device. • Disable the VPN on your device. • Update your device's operating system.