

FAQs (During Video Conference with Entities/Partners/Organizations)

updated till 24.03.2025

- 1. What is the correct callback URL for API integration?**
A: The callback URL should be set to the organization's website URL to ensure users are redirected after granting consent on Entity Locker.
- 2. Why am I unable to retrieve documents after making a web call?**
A: Ensure that proper permissions are granted. Send an email request, and access will be provided based on the scope.
- 3. How do I generate an access token correctly?**
A: The access token must be generated dynamically. The code challenge and code verifier should also be dynamically created per OAuth 2.0 standards. Please check API documentation.
- 4. My company's logo is not visible on DigiLocker. What should I do?**
A: Send the logo via email, and the support team will update it accordingly.
- 5. Where can I find guidance on retrieving documents from DigiLocker APIs?**
A: A detailed manual covering all 11 APIs for document verification is available for reference in the resource section.
- 6. I am unable to retrieve RC (Registration Certificate) documents. What should I do?**
A: Ensure that you are using the correct API endpoints and have the required permissions.
- 7. I am facing issues retrieving PAN details after multiple attempts. How can I resolve this?**
A: API calls may have rate limits. Avoid excessive requests, and check error messages for specific resolution steps.
- 8. What does the "Account Not Found" error mean?**
A: This error may indicate that your company's account has been blocked. Report the issue via email for resolution.
- 9. What are the requirements for onboarding as a DigiLocker partner for a firm outside India?**
A: A registered Indian mobile number and a server located in India are mandatory for API access.
- 10. How do I fetch Aadhaar details via API?**
A: Ensure the correct URI for Aadhaar is placed in the API document. If issues

persist, send an email for further assistance.

11. How do I retrieve the e-Aadhaar XML and PAN photo?

A: The API provides endpoints for these documents. Ensure you have the necessary access rights and follow API specifications.

12. How do I generate and use an authentication token for a session URL?

A: Follow the authentication process outlined in the API documentation.

13. How can I resolve HMAC-related issues in API calls?

A: Ensure you are using the correct signing mechanism as per API documentation.

14. Partner was facing issues while using the DigiLocker application. What should they do?

A: Raise an SR (Support Request) for issue resolution.

15. How can I access Income Tax and PAN documents via DigiLocker?

A: Refer to the API technical specification document for the correct process.

16. How do I correctly hit APIs using my client ID?

A: Ensure proper API authentication and request formatting as per API technical specification document.

17. How to resolve issues with the OAuth2 token URL and missing data fields?

A: Ensure that you are using the correct OAuth2 token endpoint (/oauth2/1/token). Also, verify that all required fields are included in the request body as per the API specification.

18. What should I do if I am unable to fetch the Class 10 mark Partnetnet from DigiLocker?

A: Send an email to partners@digitalindia.gov.in, mentioning your Client ID and specifying the document type you are trying to fetch.

19. How can I integrate DigiLocker into my application?

A: First, register on API Setu. After successful registration, refer to the API specification documentation for the integration process.

20. How does Entity Locker's authentication flow work?

A: Entity Locker authentication follows OAuth-based authorization. Ensure you understand the token exchange and authentication steps as outlined in the API documentation.

21. How to change the callback URL in the DigiLocker API integration?

A: To update the callback URL, send an email to partners@digitalindia.gov.in with your Client ID and the updated callback URL. Ensure that the new URL

follows the correct format and is registered in the system.

22. How to register as a requester on DigiLocker?

A: You need to register on the API Setu platform. Follow the step-by-step instructions provided in the registration documentation, ensuring all required details are correctly entered.

23. How to understand the Requester API flow in the API specification document?

A: Refer to the API documentation for details on how to structure the request and response for Requester API calls. If needed, go through the example flows provided in the document.

24. How to map Pull URI in DigiLocker integration?

A: The Pull URI Mapping should follow the structure defined in the API documentation. If you're facing issues, verify the request format and ensure that correct parameters are being used.

25. Why is the document update date not changing when a customer updates their document?

A: You might be using an outdated API version. Refer to the latest API specification and ensure that you are calling the correct endpoint for updating documents.

26. What to do if the Redirection URI is not working?

A: Check if the Redirection URI is correctly formatted and matches the registered URL in the system. If issues persist, verify with the technical team for corrections.

27. How to resolve login issues with Entity Locker?

A: If you are unable to log in, take a screenshot of the error and send an email to partners@digitalindia.gov.in so that our technical support team can resolve it. They will review the issue and provide a resolution.

28. How can I update my Client ID on API Setu?

A: To update your Client ID, send an email with the following details:

29. Current Client ID

30. Name of the registered entity

31. New Client ID details

The technical team will process the request and update the Client ID accordingly.

32. What should I do if I am unable to create an account on API Setu due to a GSTN verification error?

A: If you receive the error "GSTN verification failed. Please provide a valid

GSTN,” ensure that you are entering the correct GSTN details. If the issue persists, send an email to the support team, and the technical team will investigate and provide a resolution.

33. How can I update multiple Client IDs and understand the Aadhaar login flow?

**A: To update Client IDs, send an email with:
Current Client ID(s)**

Name of the registered entity

New Client ID details

Aadhaar login flow- we do not support this anymore.

34. What should I do if my registration details are not visible on API Setu?

A: If you have successfully registered on API Setu but your details are not showing, connect with the nodal officer who registered your entity. Provide any reference numbers or confirmation details received during registration, and the support team will look into the issue.

35. Getting error while logging on API setu regarding unique URL is required?

A: Screenshot has been asked from users, and provided the solution as per the issue.

36. Unable to log in Entity Locker?

A: Screen recording has been asked for resolution.

37. Partner was not able to run API Properly?

A: Partner was not following the document properly and was copying the parameter link in the parameter.

38. Person wanted Aadhaar PDF.

A: Cannot provide Aadhaar PDF due to DPDP rules.

39. Selected Aadhaar login, but showing different name and different doc ID, what doc ID should we use?

A: Use “RSBYC” character code for doc type.

40. Beneficiary gave UDFI, asked for XML tag.

A: Asked them to click on the add button and told them to fill the fields that will be shown.

41. When we click on try another way on login page, we get sign-up option also, if we repeat this 2-3 times, we land on DigiLocker page.

A: Use the logout option that will clear cache and go through the document.

42. Whenever we verify the Aadhaar number from the DigiLocker, is it possible if someone gives the starting digit wrong and the last 4 digits correct, so can we

verify it? Is there any option?

A: We cannot do any modifications. If any Aadhaar number is given, we can only verify the last 4 digits.

43. Partner wanted to push education certificate.

A: Diverted the issue to NAD team, as they are looking for Educational Certificates.

44. Query related to auth partner API and callback URL?

A: Explained about configuration and testing done based on the same.

45. Way to get access API from the Entity Locker.

A: Need to do registration on Entity Locker.

46. Putting Aadhaar number on DL, after OTP authentication the user should be redirected to HDFC Ergo page but they are redirected to DigiLocker page.

A: There is an issue with the code challenge and code verifier, no issue from our end. They need to check that again and will get back.

47. Difference between Test bed and same issue in the production environment as well.

A: APIs are the same, there is no separate environment.

48. Created ID on API Setu for EL, getting errors "Account not found".

A: If the account is already created on API Setu, then the Admin needs to log in and verification needs to be done on the Entity Locker, and the admin can add others to the entity Locker.

49. Authentication process: How will the OTP come?

A: OTP will come via SMS and email ID.

50. When customers are sharing the document (Aadhaar/PAN), need to validate the authentication. Need to understand the process of it.

A: Explained and demonstrated the flow and suggested going through the API document.

51. Can we download Aadhaar at the time of API integration?

A: Can be downloaded in XML, not in PDF.

52. Purpose of signature in XML?

A: Coming from the metadata of Aadhaar from the PDF and signifying authenticity of the document.

53. NSW credentials to be used for Entity Locker, they are asking either Aadhaar or phone number.

A: The phone and Aadhaar of the nodal officer provided to NSW can only be

initiated.

54. To do a background verification of an employee who is a new joiner, can we be the requester for that, but facing issues while doing signup?

A: Partner was not using the correct URI, so guided the partner with the correct mechanism to implement it.

55. How can we issue student documents for institutions on DigiLocker?

A: Need to become an issuer first in order to push student documents.

56. What is Entity Locker?

A: Entity Locker is for entities and organizations, not for individuals, to manage and share organizational documents.

57. While executing DL token API, getting responses as disallowed characters.

A: This is not a response from our end. If the API is working fine, then they need to check with the code that will be checked internally by them.

58. While making a request, it shows an error "invalid scope".

A: Selected everything at the time of client configuration, email us the client ID, and we will unselect the checkbox

59. Can we access the private repository?

Access to private repositories depends on the specific permissions granted to your user account. If you need access, please reach out to the repository administrator for further assistance.

60. Partners were confused about the repository services. What services are provided?

The repository services offer features like storing, managing, and sharing documents or data, with access governed by specific permissions. Please consult the API documentation or reach out to support for further details about available services.

61. What is the process to become an issuer?

To become an issuer, you must submit a request with a detailed use case. The process typically involves approval by the relevant team or system administrators. Please reach out to the respective department for specific instructions on how to submit this request.

62. What is the definition of TS value?

TS value refers to the Timestamp value, which is a recorded time and date associated with a specific transaction or event in a system. This can be useful for tracking, auditing, or logging purposes.

63. I am unable to see the current timestamp in 10% of cases. What should I do?

If you are experiencing discrepancies with the timestamp, please take a screenshot of the issue and send it to the support team for further investigation.

64. (Missing Question)

65. I tested the new API but still received the old value. What should I do?

If you've replaced the API with the new version but are still receiving old values, ensure that the API integration was correctly updated. If the issue persists, you may need to validate the endpoint, parameters, and any related configuration settings. Feel free to reach out to the support team if necessary.

66. How do I find the client ID and client configuration?

To locate the client ID and client configuration, follow these steps:

- Select Meri Pehchan Auth.
- The Client ID and Secret ID will be available there.
- Demonstrated how to fetch the Access Token when requesting from the URI.

67. What data format will I receive when fetching the access token?

The data will typically be returned in either PDF format or XML format, depending on the configuration and API response.

68. User is facing redirection issues. What could be the cause?

The `redirect_uri` must match exactly with the one registered in the DigiLocker Partner Portal.

- Ensure the `redirect_uri` is properly encoded and does not contain extra spaces or invalid characters.

69. Does the `code_verifier` change with every request?

Yes, the `code_verifier` changes for every authorization request.

- It must be a unique, high-entropy random string (43-128 characters) for each request.
- The `code_challenge` is generated from the `code_verifier` using SHA256 hashing and base64url encoding.

70. User is getting an "Invalid Client ID" error. What could be the reason?

Possible causes:

- Incorrect client ID – Ensure `client_id` is correct and registered in the DigiLocker Partner Portal.

- Missing or invalid parameters – Check if all required fields (client_id, client_secret, grant_type, etc.) are included.
- HMAC Authentication Issue – If using HMAC, ensure SHA-256 encryption is correctly applied using:

scss

Copy

```
HMAC(client_secret, client_id, timestamp)
```

- Expired Timestamp – The ts (timestamp) parameter must be within 30 minutes of the current time.
- Unauthorized Access – Ensure the application has the necessary OAuth 2.0 scopes approved in the Partner Portal.

71. How can the user resolve the "Invalid Client ID" error?

Double-check the API request format:

json

Copy

```
{  
  "client_id": "your_registered_client_id",  
  "client_secret": "your_client_secret",  
  "grant_type": "authorization_code",  
  "redirect_uri": "your_registered_redirect_uri",  
  "code_verifier": "your_generated_code_verifier"  
}
```

- Ensure client_id and client_secret are copied exactly from the DigiLocker Partner Portal.
If the issue persists, try regenerating the client_id and client_secret from the Partner Portal.

72. Have started a new startup so required required DL API, required adhar verification through DL.

- Need to mention callback URL to for capturing authorisation code given by DL and access token API will be run, in partners portal.

73. Error while accessing the document (Aadhar Card)



- Need to mention only access token, while calling the API.

74. Query related to e adhar xml API.

- Need to call e- addhar xml api.