PIV card personalization failed

Last Modified on 10/06/2022 4:19 am EDT

Symptom

During credential encoding, an unexpected error occurs during the issuance of a PIV card.

The error states:

"**Fingerprint Verification:**
Biometric verification passed

Visual Personalization:
Visual personalization successful

Logical Personalization:
PIV card personalization failed! An unexpected ActivIdentity logical access exception has occurred. An exception occurred while attempting to issue the card for user ID *<user ID>*
LocalizedException *<SERVER_NAME>*
CARD VERIFICATION
Not complete"

Resolution

This error usually is an indicator that IIS needs to be restarted on the CMS virtual machine.

1) On the CMS virtual machine, restart IIS.

2) On the CMS virtual machine, restart the Certificate Administration service.

3) On the CMS virtual machine, encode the PIV card again.

Applies To

OnGuard (All versions)
IdentityDefender (All versions)

Additional Information

None