

D4Science Infrastructure - Support #11561

OpenAIRE-Connect user cannot access the OpenAIRE-Connect redmine but can login into the VRE

Apr 03, 2018 02:57 PM - Alessia Bardi

Status:	Closed	Start date:	Apr 03, 2018
Priority:	Urgent	Due date:	
Assignee:	Massimiliano Assante	% Done:	100%
Category:	Other	Estimated time:	0.00 hour
Infrastructure:	Production		
Description			
<p>Hi Alessia,</p> <p>Since Friday I started getting e-mail from support@d4science.org</p> <p>But I still cannot login to the tickets pages:</p> <p>https://support.d4science.org/login?back_url=https%3A%2F%2Fsupport.d4science.org%2Fissues%2F9744#change-67321</p> <p>The user is Argiro Kokogiannaki argiok@di.uoa.gr (among the watchers), she is registered in the OpenAIRE-Connect Coordination VRE (I can see her among the members) and on Friday I manually added on the redmine project https://support.d4science.org/projects/openaire-connect because she was not among the redmine users. Since then, she is receiving redmine notifications as expected, but she reports she cannot login to see the tickets.</p> <p>She cannot even see the tickets when she is in the OpenAIRE-Connect VRE (clicking on the Activity Tracker tab).</p> <p>I am not sure which sprint/category/subproject is the correct one for this ticket. Feel free to move it where it belongs.</p>			

History

#1 - Apr 03, 2018 03:00 PM - Andrea Dell'Amico

Keep in mind that the portal (VRE) and redmine could have different usernames/password.
Maybe it's time to change the redmine authentication, without waiting for ICM?

#2 - Apr 03, 2018 03:01 PM - Massimiliano Assante

- Status changed from New to Feedback

- % Done changed from 0 to 100

Problem should be fixed, the user was still set for being authenticated with the "OLD" Ldap e not the D4Science one. This is common for "old" / previous project users.

Please let me know if the problem persist, if not, please close the ticket.

#3 - Apr 03, 2018 03:02 PM - Massimiliano Assante

Andrea Dell'Amico wrote:

Keep in mind that the portal (VRE) and redmine could have different usernames/password.
Maybe it's time to change the redmine authentication, without waiting for ICM?

don't know about this but I moved the authentication from Internal to D4Science blabla (for this user)

#4 - Apr 03, 2018 03:31 PM - Argiro Kokogiannaki

- Status changed from Feedback to Closed

I can confirm that it works.

Thank you all!

#5 - Apr 03, 2018 03:43 PM - Andrea Dell'Amico

Massimiliano Assante wrote:

Andrea Dell'Amico wrote:

Keep in mind that the portal (VRE) and redmine could have different usernames/password.
Maybe it's time to change the redmine authentication, without waiting for ICM?

don't know about this but I moved the authentication from Internal to D4Science blablabla (for this user)

Sorry, I was referring to the openaire redmine instance.