

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, Since Friday I started getting e-mail from support@d4science.org But I still cannot login to the tickets pages: 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. 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 blablabla (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.