D4Science Infrastructure - Incident #1842

Users Management / Redline / LDAP

Dec 17, 2015 11:57 AM - Leonardo Candela

Status:	Closed		**Start date:**	Dec 17, 2015
Priority:	High		**Due date:**	
Assignee:	Andrea Dell'Amico		**% Done:**	100%
Category:			**Estimated time:**	0.00 hour
Target version:	UnSprintable			
Infrastructure:	Production			

Description

There is something weird in the approach we have in place for interfacing the portals and LDAP.

In particular it happens that some users are in locked state.

E.g. it happen for a user invited to a VRE by using its email address.

History

#1 - Dec 17, 2015 12:05 PM - Massimiliano Assante

- Assignee changed from Massimiliano Assante to Andrea Dell'Amico

if the one of yesterday it happened because of a username clash (again) I'm fixing the issue

#2 - Dec 17, 2015 12:09 PM - Massimiliano Assante

- Status changed from New to In Progress

#3 - Dec 17, 2015 12:17 PM - Andrea Dell'Amico

Massimiliano Assante wrote:

> if the one of yesterday it happened because of a username clash (again) I'm fixing the issue

I think so, I don't see any other reason. The ldap sync documentation explicitly states that a user is put in locked state when has been deleted from the ldap service, or has been marked as deleted (this option only works when using a Microsoft AD service, it seems).

We have 23 locked users right now. Should we investigate all of them?

#4 - Dec 17, 2015 02:14 PM - Massimiliano Assante

- % Done changed from 0 to 100

anello Correctly imported and assigned, the other locked users were really removed from LDAP

#5 - Dec 17, 2015 02:14 PM - Massimiliano Assante

- Status changed from In Progress to Closed