

D4Science Infrastructure - Incident #8116

[SoBigData] Drupal error on LDAP authentication

Apr 13, 2017 03:42 PM - Vittorio Romano

Status:	Closed	Start date:	Apr 13, 2017
Priority:	High	Due date:	
Assignee:	_InfraScience Systems Engineer	% Done:	100%
Category:	System Application	Estimated time:	0.00 hour
Target version:	System Configuration		
Infrastructure:	Production		
Description			
Hi, we have a problem on the sobigdata.eu website: LDAP user authentication is no longer working. The log refers: Failed to bind to server. ldap error #-1 Can't contact LDAP server I don't know when this issue appeared, because we usually work with local users. Thanks Vittorio Romano			

History

#1 - Apr 13, 2017 07:04 PM - Andrea Dell'Amico

- Status changed from New to In Progress
- Assignee changed from Andrea Dell'Amico to _InfraScience Systems Engineer

The IP address is 146.48.99.244, is it correct? I added it to the firewall whitelist, I don't know why it was removed.

#2 - Apr 13, 2017 07:05 PM - Andrea Dell'Amico

- Status changed from In Progress to Feedback
- % Done changed from 0 to 100

#3 - Apr 14, 2017 10:40 AM - Vittorio Romano

Yes, the IP address resolved by sobigdata.eu is 146.48.99.244, but if I connect via SSH to the server and try to connect to a different computer the outgoing IP address is 146.48.98.179.
It's probably related to the WAFI (IIT-CNR) architecture that hosts our server.
Can you please add also 146.48.98.179 to the whitelist?

#4 - Apr 14, 2017 11:13 AM - Andrea Dell'Amico

Done.
Please ensure that the ldap configuration uses ldaps (port 636).

#5 - Apr 14, 2017 11:41 AM - Vittorio Romano

Great, it works!
You can close the ticket...

Thanks!

#6 - Apr 14, 2017 11:42 AM - Andrea Dell'Amico

- Status changed from Feedback to Closed