

Redmine - Defect #23120

'Internal error' when LDAP server name not resolved

2016-06-20 14:45 - Vasili Korol

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	LDAP	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	3.2.2
<b>Resolution:</b>	Duplicate		
<b>Description</b>			
<p>Sometimes users see an 'internal error' page when trying to log in with their LDAP credentials. I noticed, that this correlates with some problems with the DNS server in our network - sometimes the name of the LDAP server can not be resolved, and if one tries to log in to redmine during these periods, they see the error. Problem is gone immediately after dns is up again.</p> <p>We are using LDAPS, with "users on-the-fly creation" enabled. LDAP users that fail to log in are not new ones - they already exist in the system.</p>			
<b>Environment:</b>			
Redmine version	3.2.2.stable		
Ruby version	2.0.0-p384 (2014-01-12) [x86_64-linux-gnu]		
Rails version	4.2.5.2		
Environment	production		
Database adapter	Mysql2		
<b>SCM:</b>			
Subversion	1.8.8		
Git	1.9.1		
Filesystem			
<b>Redmine plugins:</b>			
advanced_roadmap_v2	2.4.2		
<b>Related issues:</b>			
Is duplicate of Redmine - Defect #5592: Better error page on LDAP Authenticat...		Closed	2010-05-25

History

- #1 - 2016-06-20 15:10 - Toshi MARUYAMA
- Category set to LDAP
- #2 - 2016-06-20 15:12 - Toshi MARUYAMA
- Status changed from New to Closed
- Resolution set to Duplicate
- Duplicate of [#5592](#).
- #3 - 2016-06-20 15:12 - Toshi MARUYAMA
- Is duplicate of Defect #5592: Better error page on LDAP Authentication error added