

## Redmine - Defect #35298

### LDAP /auth\_sources/autocomplete\_for\_new\_user not working when multiple LDAP Servers

2021-05-23 22:45 - Wolf Gang

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Accounts / authentication	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Affected version:</b>	4.2.1
<b>Resolution:</b>			
<b>Description</b>			
Hello!			
<p>In my setup I have several different LDAP Servers (~20) I try to query. When I add a new user the progress icon appears and stops after a while appearingly without success. After this for a while, the server returns "Internal Error" for a a while (&lt; 1 minute). The following appears in the log files:</p>			
<pre>I, [2021-05-23T20:34:25.442329 #1] INFO -- : Started GET "/auth_sources/autocomplete_for_new_user?term=ex" for 92.248.33.178 at 2021-05-23 20:34:25 +0000 I, [2021-05-23T20:34:25.443289 #1] INFO -- : Processing by AuthSourcesController#autocomplete_for_new_user as JSON I, [2021-05-23T20:34:25.443327 #1] INFO -- : Parameters: {"term"=&gt;"ex"} I, [2021-05-23T20:34:25.456248 #1] INFO -- : Current user: admin (id=1) I, [2021-05-23T20:34:34.971175 #1] INFO -- : Started GET "/auth_sources/autocomplete_for_new_user?term=exs" for 92.248.33.178 at 2021-05-23 20:34:34 +0000 I, [2021-05-23T20:34:34.972246 #1] INFO -- : Processing by AuthSourcesController#autocomplete_for_new_user as JSON I, [2021-05-23T20:34:34.972279 #1] INFO -- : Parameters: {"term"=&gt;"exs"} I, [2021-05-23T20:34:34.985667 #1] INFO -- : Current user: admin (id=1) I, [2021-05-23T20:34:35.275884 #1] INFO -- : Started GET "/auth_sources/autocomplete_for_new_user?term=exsc" for 92.248.33.178 at 2021-05-23 20:34:35 +0000 I, [2021-05-23T20:34:35.276661 #1] INFO -- : Processing by AuthSourcesController#autocomplete_for_new_user as JSON I, [2021-05-23T20:34:35.276697 #1] INFO -- : Parameters: {"term"=&gt;"exsc"} I, [2021-05-23T20:34:35.303692 #1] INFO -- : Current user: admin (id=1) I, [2021-05-23T20:34:35.701371 #1] INFO -- : Started GET "/auth_sources/autocomplete_for_new_user?term=exsch" for 92.248.33.178 at 2021-05-23 20:34:35 +0000 I, [2021-05-23T20:34:35.702086 #1] INFO -- : Processing by AuthSourcesController#autocomplete_for_new_user as JSON I, [2021-05-23T20:34:35.702117 #1] INFO -- : Parameters: {"term"=&gt;"exsch"} I, [2021-05-23T20:34:35.707769 #1] INFO -- : Current user: admin (id=1) I, [2021-05-23T20:34:38.076215 #1] INFO -- : Started GET "/auth_sources/autocomplete_for_new_user?term=exsch" for 92.248.33.178 at 2021-05-23 20:34:38 +0000 I, [2021-05-23T20:34:38.076974 #1] INFO -- : Processing by AuthSourcesController#autocomplete_for_new_user as JSON I, [2021-05-23T20:34:38.077003 #1] INFO -- : Parameters: {"term"=&gt;"exsch"} not verifying SSL hostname of LDAPS server 'lh.nk.lokal:636' not verifying SSL hostname of LDAPS server 'lh.nk.lokal:636' not verifying SSL hostname of LDAPS server 'nk.lokal:636' not verifying SSL hostname of LDAPS server 'nk.lokal:636' not verifying SSL hostname of LDAPS server 'lh.nk.lokal:636' not verifying SSL hostname of LDAPS server 'nk.lokal:636' not verifying SSL hostname of LDAPS server 'nk.lokal:636' not verifying SSL hostname of LDAPS server 'nk.lokal:636' not verifying SSL hostname of LDAPS server 'nk.lokal:636' not verifying SSL hostname of LDAPS server 'am.nk.lokal:636' not verifying SSL hostname of LDAPS server 'am.nk.lokal:636' not verifying SSL hostname of LDAPS server 'lh.nk.lokal:636'</pre>			

not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sb.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sb.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'am.nk.lokal:636'  
172.18.0.7 - - [23/May/2021:20:34:39 UTC] "GET /auth\_sources/autocomplete\_for\_new\_user?term=exscha HTTP/1.0" 500 46  
https://noekis-test.lknoe.at/users/new -> /auth\_sources/autocomplete\_for\_new\_user?term=exscha  
not verifying SSL hostname of LDAPS server 'nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'am.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'am.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'lh.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'me.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'me.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'am.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'am.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'am.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sb.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sb.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sp.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sp.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'lf.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'lf.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'tu.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sb.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sb.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sb.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'me.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'me.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'sp.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'wy.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'me.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'tu.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ks.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'ks.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'kl.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'kl.nk.lokal:636'  
not verifying SSL hostname of LDAPS server 'zt.nk.lokal:636'

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not verifying SSL hostname of LDAPS server 'sb.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'me.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'me.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'ma.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'me.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'sp.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'sp.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'zt.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'wt.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'wt.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'gd.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'gd.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'ho.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'ho.nk.lokal:636'
not verifying SSL hostname of LDAPS server 'mi.nk.lokal:636'
172.18.0.7 - - [23/May/2021:20:34:56 UTC] "GET /auth_sources/autocomplete_for_new_user?term=exscha HTTP/1.0" 500 46
https://noekis-test.lknoe.at/users/new -> /auth_sources/autocomplete_for_new_user?term=exscha
```

I dont know how to further debug that so any support is highly appreciated.

## History

### #1 - 2021-05-23 22:47 - Wolf Gang

LDAP Connection Test is succesful!

### #2 - 2021-05-28 11:20 - [redacted]

```
.....ldapsearch..... openldap.....
.....ldap.....redmine.....uid.....givenName.....sn.....mail.....mail.....redmine.....http
500.....http 200.
```

For English

check if uid,givenName,sn,mail exist on openldap or other attribute your define on redmine.