

## Metacat - Support #6838

### LTER user can't log in

08/28/2015 04:41 PM - Jing Tao

<b>Status:</b>	In Progress	<b>Start date:</b>	08/28/2015
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	ben leinfelder	<b>% Done:</b>	0%
<b>Category:</b>	metacat	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Unspecified	<b>Spent time:</b>	0.00 hour
<b>Bugzilla-Id:</b>			

#### Description

marco: ldap.lternet.edu should still work  
[4:32pm] Jing: but why the search doesn't work?  
[4:32pm] Jing: and i can't log in it from knb web page.  
[4:34pm] marco: my guess is that the connection is trying to connect to 389, which IIRC is where startTLS initiates  
[4:34pm] marco: port 389 is now blocked - not my decision  
[4:34pm] Jing: aha.  
[4:35pm] Jing: thanks, marco  
[4:35pm] marco: if necessary, 389 can be opened for a specific IP or range  
[4:35pm] marco: and startTLS enabled  
[4:37pm] marco: we'll work with mark schildhauer next week to figure out the disposition of LDAP

#### History

##### #1 - 11/02/2015 02:09 PM - ben leinfelder

Sounds like we need to follow-up with Mark Servilla about opening LDAP port to their server from KNB IP address (128.111.54.111)

##### #2 - 11/02/2015 02:52 PM - Matt Jones

I am dealing with James on other firewall and LDAP issues now as we transition the LTER LDAP and personnel databases to the Network Communications Office at NCEAS. James already opened the LDAP system to the NCEAS subnet, and I will request that he opens it to the DataONE and NCEAS subnets in the North Hall Data Center as well.

##### #3 - 11/03/2015 11:09 AM - ben leinfelder

- *Tracker changed from Bug to Support*
- *Status changed from New to In Progress*
- *Target version changed from 2.5.0 to Unspecified*

Looks like this is not a Metacat bug and should not delay 2.5 release.