Troubleshooting CILogon Authentication for the ATAP BinderHub

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The BinderHub for the LDaCA (Language Data Commons of Australia) ATAP (Australian Text Analytics Platform) at https://binderhub.atap-binder.cloud.edu.au/ uses CILogon for authentication because of its support for non-Australian institutions. CILogon (https://www.cilogon.org/) is an Integrated Identity and Access Management Platform for Science, providing federated identity management for institutions around the world. We need to authenticate users to mitigate the risk of malicious users abusing the resource and to ensure that the service remains sustainable.

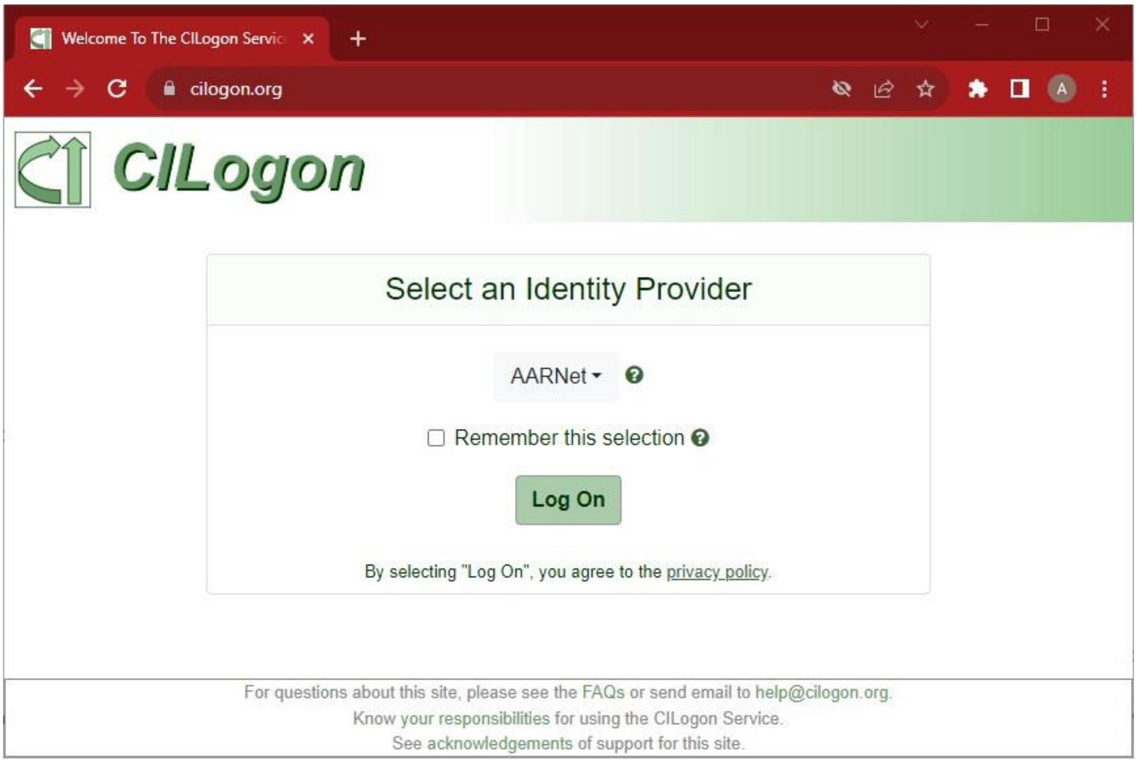
If you have any issues authenticating with the LDaCA ATAP BinderHub it is most likely an issue between your institutional IDP (Identity provider) and CILogon. In most cases, it is because the institutional IDP does not provide all of the necessary information, and action will be required by the institution's IT department. In other cases, notably within China, access to the CILogon endpoint in the US may be blocked for the user's location.

Testing CILogon

CILogon has provided a test page to help diagnose issues with specific institutional logins. Please follow the instructions below if you experience any issues authenticating with the LDaCA ATAP BinderHub.

To test CILogon authentication and obtain diagnostic information, you will need to visit the CILogon test page at https://cilogon.org/ and log in using your institutional credentials. If you are unable to access the test page, then the issue is almost definitely because access to CILogon is blocked from your location, and we are unable to assist. In such cases, you may need to raise the matter directly with your institution.

Step 1: Visit the CILogon test page at https://cilogon.org/ and choose your institutional identity provider from the drop-down menu (AARNet is the selected IDP in the example below)



Select an Identity Provider

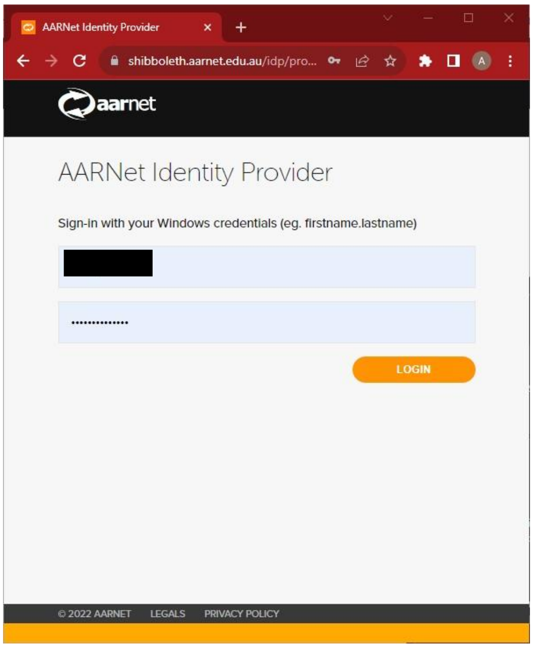
AARNet ▾

□ Remember this selection

By selecting "Log On", you agree to the privacy policy.

For questions about this site, please see the FAQs or send email to help@cilogon.org.
Know your responsibilities for using the CILogon Service.
See acknowledgements of support for this site.

Step 2: Enter your institutional credentials, noting that the screens and procedures will vary according to your institution's implementation. There may also be a requirement for 2FA (Two-Factor Authentication). Below are two examples of institutional login screens.



AARNet Identity Provider

Sign-in with your Windows credentials (eg. firstname.lastname)

[redacted]

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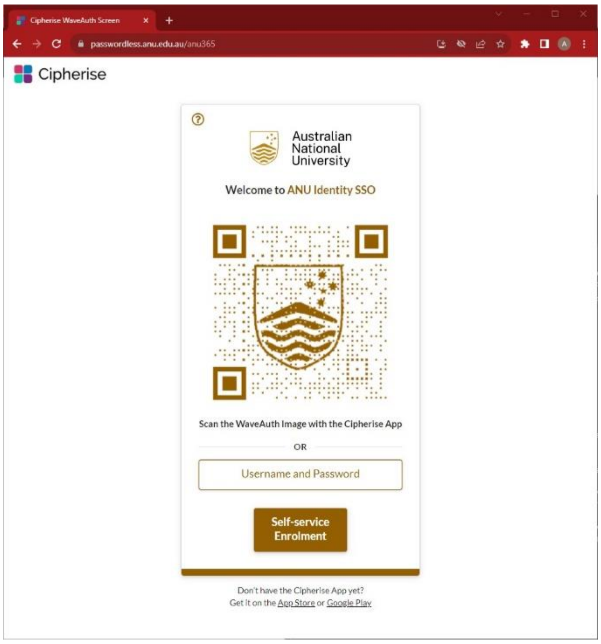
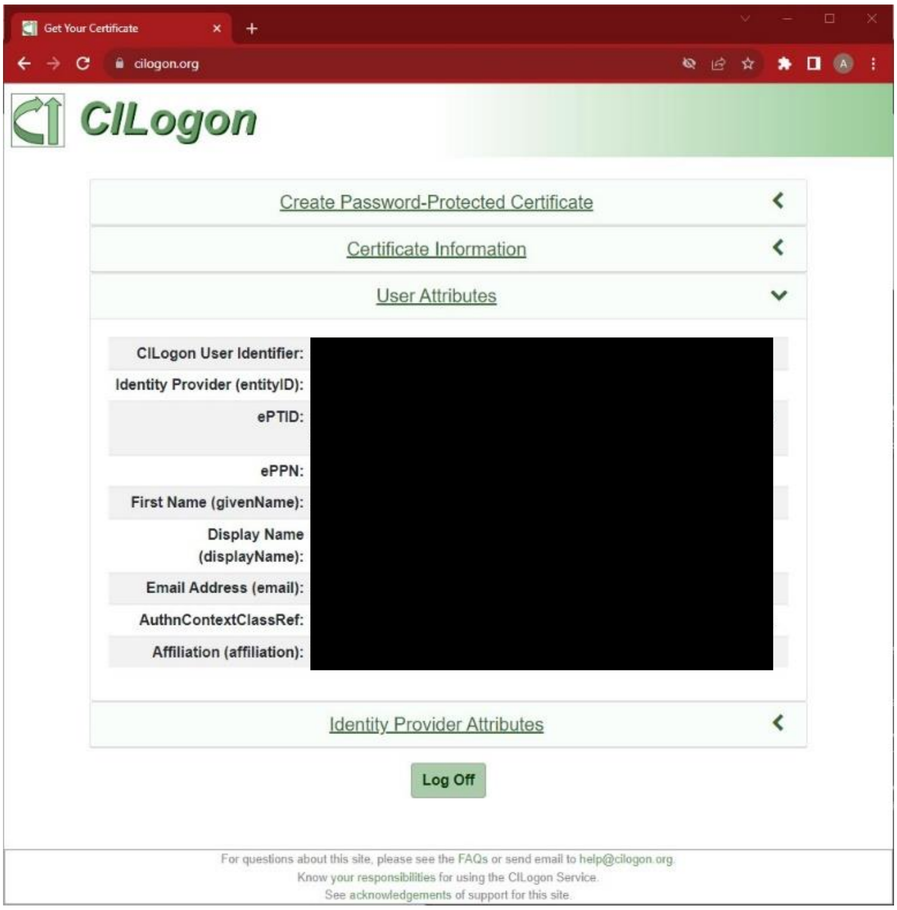


Welcome to ANU Identity SSO

Scan the WaveAuth Image with the Cipherise App

Don't have the Cipherise App yet?
Get it on the App Store or Google Play

Step 3: After a successful institutional authentication, check for any red exclamation mark icons indicating problems. Below is an example of a successful authentication with AARNet (details redacted)



CILogon User Identifier:	[redacted]
Identity Provider (entityID):	[redacted]
ePTID:	[redacted]
ePPN:	[redacted]
First Name (givenName):	[redacted]
Display Name (displayName):	[redacted]
Email Address (email):	[redacted]
AuthnContextClassRef:	[redacted]
Affiliation (affiliation):	[redacted]

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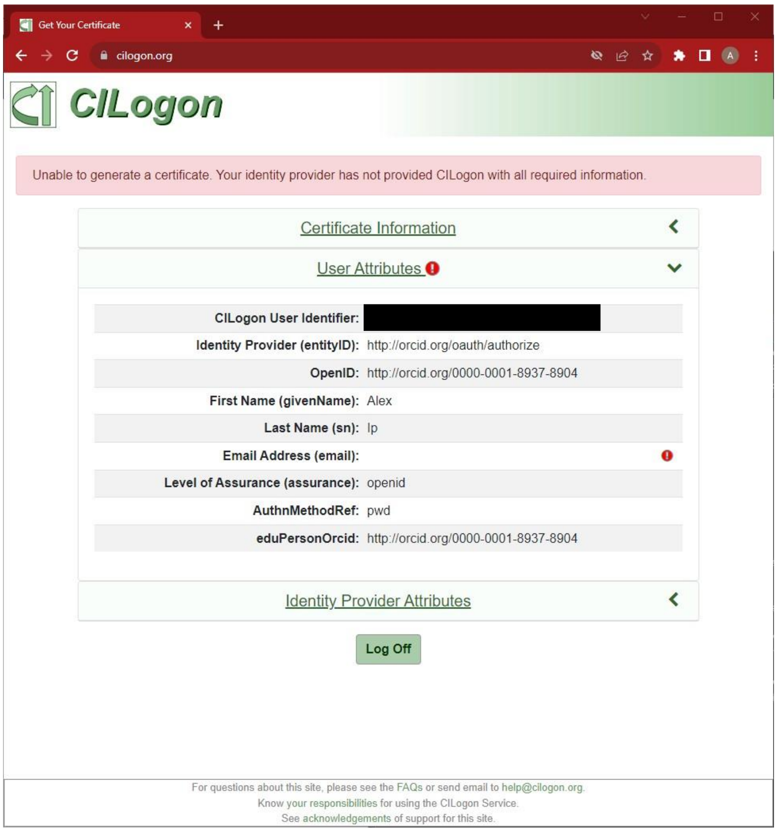
If you see any red exclamation mark icons, open the section(s). Below is an example where the ORCID IDP does not provide an email address[1]. The red exclamation mark appears on the "User Attributes" section, and, within that, against the "Email Address (email)" field.



Unable to generate a certificate. Your identity provider has not provided CILogon with all required information.

CILogon User Identifier:	[redacted]
Identity Provider (entityID):	http://orcid.org/oauth/authorize
OpenID:	http://orcid.org/0000-0001-8937-8904
First Name (givenName):	Alex
Last Name (sn):	Ip
Email Address (email):	❗
Level of Assurance (assurance):	openid
AuthnMethodRef:	pwd
eduPersonOrcid:	http://orcid.org/0000-0001-8937-8904

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If you observe any red exclamation marks, please take complete screenshot(s) of the offending section(s) and forward them to your contact at LDaCA or directly to alex.ip@aarnet.edu.au or steele.cooke@aarnet.edu.au so that we can pass them on to CILogon to raise with your institution.

FAQs

Why does my institution appear in the IDP list, but I am still unable to log in?

Having an institution appear in the list of CILogon IDPs when it doesn't work does raise the reasonable expectation that it can be used to authenticate when in fact it can't. The reason is that the institutions listed are most likely provided via third-party identity federations (such as AAF for Australia), and there is no way for CILogon to test the correctness of individual IDPs without having institutional credentials and testing from every possible user location.

What can I do while I am waiting for my institution to address the issue?

- If you have a Google account, you could try selecting Google as your IDP. Alternatively, you can sign up for a free ORCID and use that. These IDPs have both been tested and are known to work.

[1] Ordinarily, the lack of an email address would result in an authentication failure in the LDaCA ATAP BinderHub, but we have implemented a specific exemption for ORCID to allow its use.

- There is a free BinderHub available at https://mybinder.org/ - it may not provide the same resources as the LDaCA ATAP BinderHub, but it may be sufficient for your needs.
- In the future, we may be able to provide instructions on how to run the notebooks in a Docker container on your local computer.

I have further questions – whom can I contact?

Please direct queries to alex.ip@aarnet.edu.au or steele.cooke@aarnet.edu.au. Please provide as much detail as possible, including your institution name, your username, and the approximate time of your authentication failure so we can inspect the BinderHub logs.