Root Cause Analysis

Date: Feb. 1, 2008
RCA Area: 6.0 and 6.0 SP1 LDAP Bugs

List of bugs:

o **151862**- LDAP object does not get created. System throws an error after ct clicks OK.
  - o **DA issue and related to BOF. Eng has a fix. There is a workaround. QA will add a test case for this.**

o **150854**- LDAP DocApp Installation on AIX-Oracle fails with the error [DM_OBJ_MGR_E_VERSION_MISMATCH]error: "save of object 2e001a24800001a6 of type dmi_type_info failed because of version mismatch
  - o **This happens on second docbase creation and is not LDAP issue but DAI issue**.

o **151570**- cannot create the LDAP config object via DA.
  - o **DA issue, Eng has a fix. Caused by tightened validation in D6. QA will add a test case.**

o **152026- LDAP synch Job is failing with following errors:** LDAP synch Job is failing with following errors:
  Caused by: DfException:: THREAD: main; MSG: [DM_USER_E_EXISTING_USER_LOGINNAME]error: "Cannot create user a268829 since its user_login_name already exists"; ERRORCODE: 100; NEXT: null
  - o **Eng has a fix.**

o **148023-** LDAP Synchronization job ignores import_mode attribute in D6
  - o **DA issue. Eng has a fix. Test case does not catch this because the test automates the LDAP config creation. DA testing should have test case for this condition. Manually end to end testing for LDAP is needed.**

o **149443**- LDAP Synch fails when mapped attribute is null on Directory server
  - o **Eng has a fix. A test case needs to be created**

o **149446-** LDAP Synch fails when using subtype of dm_user
  - o **Fixed in SP1. QA will verify a test case exists for this.**

o **150397-** LDAP config object cannot pull sAMAccountName attribute from AD2000 or AD in mixed mode in D6
  - o **Known issue with 2000 because of changes in way schema is maintained by AD. Eng has a fix. Testing was only done on the latest AD version since setting up different environments can be a challenge.**

- 150640- LDAP SSL connection requires port 389 to be open (Support says this is still an issue with SP1.
    - **Can support share the env? Eng has verified using DA. We have also verified LDAPSync by providing incorrect port # and everything works thru SSL port**

- 151224- LDAP Users with apostrophes in their names (i.e Robert O'Leary) have been successfully imported to Documentum. However, due to the apostrophe in the user name a DQL query is failing.
    - **Fixed in 6.0 SP1. QA will add a test case.**