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Doc ID 1001.18 OIDC-LM-2141(OIDC_USER_NOT_FOUND_ERROR)

PERTAINS TO

EIK ver 2.3.0.3 & OIDC Providers

ISSUE DESCRIPTION

Users are not able to authenticate to the EBS application.

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
Reference Code: OIDC-LM-2141

EIK error messages-

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

DIAGNOSIS

The error logs indicate that the subject from the OIDC login is returning as null, which means that the user information isn't being retrieved correctly from the OIDC provider. This leads to the OIDC_USER_NOT_FOUND_ERROR, suggesting that the system couldn't map the OIDC user's information to a local user account.

SOLUTION

Configure the attributes scopes in the OIDC policy (openid=eik_username).

Following entries to be added in EIKAuth.config file for EIK-2.3.0.3 version:

- 1.userinfo_url=<https://hostname:runtimeport/oidp/userinfo.openid>
- 2.trustStorePath=<https://hostname:runtimeport/EBSAuth/cacerts>
- 3.UsePrivateTrustStore=true
- 4.trustStorePassword=changeit

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