

SocialMiner Administration: Active Directory users cannot sign in after Use SSL check box is enabled

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| Problem Summary | The SocialMiner administrator configures Active Directory (AD) to use SSL (Administration tab > System Administration panel > Active Directory). After the configuration is complete, users cannot sign in to SocialMiner. |
| Error Message | N/A |
| Possible Cause | <p>This issue can be caused by the following:</p> <ul style="list-style-type: none"> • Users have not been added to the AD. • The AD port is incorrect. • Security certificates have not been exchanged with the AD server. |
| Recommended Action | <p>Ensure the following:</p> <ul style="list-style-type: none"> • The users were added to the AD. For more information, see the "Active Directory" section in the SocialMiner online help. • The AD port is set correctly in SocialMiner. The default port is 3269 for SSL (and 3268 for non-SSL). However, the AD administrator may have changed the default port to something else. • Certificates were exchanged with the AD server. For more information, see the "Active Directory" section in the SocialMiner online help. |
| Release | Release 10.5(1), 10.6(1) |
| Associated CDETS # | None |