

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

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