

PHP AD LDAP Authenticator - Bug # 107: Authenticator returns "User does not have a email address in AD"

Status:	New	Priority:	Normal
Author:	Matthew Dodd	Category:	
Created:	02 Nov 2012	Assignee:	Bryan Heath
Updated:	28 Feb 2013	Due date:	
Subject:	Authenticator returns "User does not have a email address in AD" under specific condition		
Description:	<p>First of all, thanks for providing this mod - I've been trying to find a reliable multi-domain authenticator for Kayako for too long and yours has been sound.</p> <p>We've hit a problem which needs your input.</p> <p>One of our domains is set up to be multitenant which brings a couple of conditions:-</p> <ul style="list-style-type: none">* User logon names must be unique for each user* Customers want usernames that are meaningful to them <p>To achieve this, we provide each customers user with a UPN name made up of their name and their email address domain as a UPN suffix. To achieve uniqueness on the pre-Windows 2000 user logon name we then append a customer ID number to the user name.</p> <p>In short, the UPN user logon name and the pre-Windows 2000 user logon name will be different i.e.</p> <ul style="list-style-type: none">* UPN User Logon Name: john.doe* UPN Suffix: @customerdomain.co.uk* Pre-Windows 2000 User Logon name: john.doe_CUSTID <p>Under these circumstances the authenticator will return "User does not have a email address in AD". Maybe after initial authentication the email address lookup is happening using the pre-Windows 2000 logon and the AD object can't be found.</p> <p>Your authenticator handles UPN's fine, as long as the Pre-Windows 2000 logon name matches the UPN logon name. So using the previous example, our user will have tried to log into Kayako as "john.doe@customerdomain.co.uk".</p> <p>How do we get around this?</p> <p>thanks Matthew</p>		

History

11/02/2012 10:02 am - Bryan Heath

Ok just so I am clear, it logs you in however you get the error that it cannot find the user's email address correct?

11/02/2012 07:18 pm - Matthew Dodd

That's correct - the log files show:

```
[11-02-12 - 09:32] KAYAKO_LDAP_TEST: false
[11-02-12 - 09:32] Authenticated: true
[11-02-12 - 09:32] Type: Empty (Default to user)
[11-02-12 - 09:32] User does not have a email address in AD
[11-02-12 - 09:32] Session End
```

There is an email address on the account - in fact I've proved the cause by changing the pre-Windows 2000 logon name between matching and

differing and that alone causes the issue.

Let me know if you need more info.

11/05/2012 03:57 pm - Bryan Heath

Sorry I am really sort of stuck on what to do. I don't have anything to even test this on I don't think.

If you were willing to give me access I could at least try somethings out. All I would need is FTP access and an account that matches one that is broken. I will sign an NDA if need.

But beyond that I am not sure even what direction to point you in.

Sorry I wish I could more helpful :(

02/28/2013 05:47 am - Sebastian Cerazy

Same error happens to EVERY user in my AD (and every account has valid e-mail address filled)

â€¢UPN User Logon Name: jdoe

â€¢UPN Suffix: @part1.part2.local

â€¢Pre-Windows 2000 User Logon name: jdoe

but the e-mail address is john.doe@domain.org

As you can see UPN does not match e-mail at all (that how I have it setup)

Seb