
Logging in to Primo yields the Shibboleth error opensaml::saml2md::MetadataException

- **Article Type:** General
 - **Product:** Primo
 - **Product Version:** Jul-15
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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Problem Symptoms

- Unable to sign in to Primo
- Error appears before entering credentials
- PDS uses Shibboleth
- Browser error message:

opensaml::saml2md::MetadataException

The system encountered an error at Fri Oct 23 11:09:57 2015

To report this problem, please contact the site administrator at root@localhost.

Please include the following message in any email:

opensaml::saml2md::MetadataException at (https://pds-server-name/shib/INST_CODE/pds_main)

Unable to locate metadata for identity provider (<https://login.customer.edu/idp/shibboleth>)

- Error in /var/log/shibboleth/shibd.log:

2015-10-23 08:14:49 WARN OpenSAML.MetadataProvider [3731]: ignored expired metadata instance for (<https://login.customer.edu/idp/shibboleth>)

2015-10-23 08:14:49 WARN Shibboleth.SessionInitiator.SAML2 [3731]: unable to locate metadata for provider (<https://login.customer.edu/idp/shibboleth>)

Cause

This problem will occur when any of the following conditions are true:

- The Shibboleth MetadataProvider configuration in shibboleth2.xml is out of date
- The Shibboleth MetadataProvider configuration in shibboleth2.xml is incorrect

Resolution

1. Login as root on all PDS servers
2. Run the following commands
cd /etc/shibboleth
cp -p shibboleth2.xml shibboleth2.xml.`date +"%Y%m%d"`
3. Edit the shibboleth2.xml file
4. Search for the comment "Example of remotely supplied batch of signed metadata."
5. Add the following line after the comment:

```
<MetadataProvider type="XML" reloadInterval="7200" backingFilePath="InCommon-metadata.xml"
uri="http://md.incommon.org/InCommon/InCommon-metadata.xml"/>
```

6. Remove or comment out all other <MetadataProvider> elements (see the Additional Information for examples)

7. Run the following command to restart the Shibboleth daemon:

```
/etc/init.d/shibd restart
```

Additional Information

Examples of <MetadataProvider> elements to comment out:

```
<MetadataProvider type="XML" uri="http://wayf.incommonfederation.org/InCommon/InCommon-metadata.xml"
backingFilePath="InCommon-metadata.xml" reloadInterval="7200"/>
```

```
<MetadataProvider type="XML" reloadInterval="7200" backingFilePath="InCommon-metadata.xml" uri="http://wayf.
incommonfederation.org/InCommon/InCommon-metadata.xml"/>
```

```
<MetadataProvider type="XML" file="CUSTOMERidp.xml"/>
```

Category: PDS
