
opensaml::FatalProfileException when using PDS with Shibboleth

- **Article Type:** General
 - **Product:** Primo
 - **Product Version:** April 2015
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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Problem Symptoms

- PDS uses Shibboleth for Patron Authentication
- Clearing the browser cache provides a temporary fix
- Attempting to login results in the following error:

opensaml::FatalProfileException

The system encountered an error at <date & time>

To report this problem, please contact the site administrator at <e-mail address>

Please include the following message in any email:

opensaml::FatalProfileException at (https://<PDS_SERVER>/Shibboleth.sso/SAML2/POST)

SAML response reported an IdP error.

Error from identity provider:

Status: urn:oasis:names:tc:SAML:2.0:status:Responder

Cause

This error will occur if the local Shibboleth IdP (Identity Provider) returns the user to the PDS Shibboleth SP (Service Provider) with a failed authentication message.

Resolution

The problem is not with PDS but with the local Shibboleth IdP. Resolution requires reporting the problem to the administrator of the local Shibboleth IdP.

Category: PDS
