
opensaml::saml2md::MetadataException error when trying to login via Shibboleth

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Problem Symptoms:

1. When trying to login, this error displays:

```
opensaml::saml2md::MetadataException
```

2. When restarting Shibboleth, in the `/var/log/shibboleth/shibd.log` the following error is displayed:

```
fatal error on line 0, column 0, message: unable to open primary document entity  
'<location of file>'
```

3. When trying to login, in the `/var/log/shibboleth/shibd.log` the following error is displayed:

```
Unable to locate metadata for identity provider
```

Cause:

The metadata URL of the IdP is not available and the backup file is not located in its path.

Resolution:

1. In `/etc/shibboleth/shibboleth2.xml` make sure that the file configured as the 'backingFilePath' exists under `/var/run/shibboleth/` if only the file name is used or under a different path if it is fully specified.
2. Check with the IdP provided why the IdP metadata URL configured in the line

```
<MetadataProvider type="XML" uri="http://something.com/metadata.xml"
```

does not reply.

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