

Customer Connectivity Issues

This table highlights reports received by REFEDS of connectivity problems for users attempting to use federated identities to use services. REFEDS does not currently offer formal helpdesk services but is supporting service providers to try and streamline approaches to on-boarding IdPs as effectively as possible.

Date of Report / Service Provider	Federation / IdP	Result	Follow-up	Contacts
During the months of April and May 2016 researchers from 26 IdPs published in the eduGAIN metadata accessed the collaboration management SP operated in support of the International Centers for Excellence in Research (ICER) program by the National Institute of Allergy and Infectious Diseases (NIAID) at the US National Institutes of Health (NIH). The SP is registered in eduGAIN as an R&S SP with the entityID https://registry-dev.icer.niaid.nih.gov/shibboleth .	Eötvös Loránd University Budapest (http://idp.elte.hu/auth/saml2/idp/metadata.php) from the eduID.hu Federation	SUCCESS	no ne needed	icer-vro-support@list.nih.gov
	Stockholm University (https://idp.it.su.se/idp/shibboleth) from the SWAMID Federation	SUCCESS	none needed	icer-vro-support@list.nih.gov
	Umeå University (https://idp.umu.se/saml2/idp/metadata.php) from the SWAMID Federation	SUCCESS	none needed	icer-vro-support@list.nih.gov
	VUB - Vrije Universiteit Brussel (https://idp.vub.ac.be/idp/shibboleth) from the Belnet Federation	SUCCESS	none needed	icer-vro-support@list.nih.gov
	Columbia University (urn:mace:incommon:columbia.edu) from the InCommon Federation	SUCCESS	none needed	icer-vro-support@list.nih.gov
	St. Olaf College (https://login.stolaf.edu/idp/shibboleth) from the InCommon Federation	SUCCESS	none needed	icer-vro-support@list.nih.gov
	Reed College (https://idp.reed.edu/idp/shibboleth) from the InCommon Federation	SUCCESS	none needed	icer-vro-support@list.nih.gov
	University of Helsinki (https://login.helsinki.fi/shibboleth) from the Haka federation	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov
	Sciences Po Paris (https://federation.sciences-po.fr/idp/shibboleth) from the Fédération Éducation-Recherche	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov
	Université de Paris 8 - Vincennes (https://idp.univ-paris8.fr/idp/shibboleth) from the Fédération Éducation-Recherche	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov
	Université de Paris 2 - Panthéon Assas (https://idp.u-paris2.fr/idp/shibboleth) from the Fédération Éducation-Recherche	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov
	SOAS, University of London (https://idp.soas.ac.uk/entity) from the UK Access Management Federation	Connection issues, no further details but probably due to lack of R&S support	Rhys Smith following up	icer-vro-support@list.nih.gov

	Oxford Brookes University (https://idp.brookes.ac.uk/idp/shibboleth) from the UK Access Management Federation	Connection issues, no further details but probably due to lack of R&S support	Rhys Smith following up	icer-vro-support@list.nih.gov .
	University of Glasgow (https://idp.gla.ac.uk/shibboleth) from the UK Access Management Federation	Connection issues, no further details but probably due to lack of R&S support	Rhys Smith following up	icer-vro-support@list.nih.gov .
	UCL (University College London) (https://shib-idp.ucl.ac.uk/shibboleth) from the UK Access Management Federation	Connection issues, no further details but probably due to lack of R&S support	Rhys Smith following up	icer-vro-support@list.nih.gov .
	University of Oxford (https://registry.shibboleth.ox.ac.uk/idp) from the UK Access Management Federation	Connection issues, no further details but probably due to lack of R&S support	Rhys Smith following up	icer-vro-support@list.nih.gov .
	The Hague University (https://saml.hhs.nl/simplesaml/saml2/idp/metadata.php) from the SURFconext Federation	Connection issues, no further details but probably due to lack of R&S support	Niels van Dijk following up	icer-vro-support@list.nih.gov .
	Maastricht University (https://adfs.maastrichtuniversity.nl/adfs/services/trust) from the SURFconext Federation	Connection issues, no further details but probably due to lack of R&S support	Niels van Dijk following up	icer-vro-support@list.nih.gov .
	Charles University in Prague (https://cas.cuni.cz/idp/shibboleth) from the eduID.cz Federation	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov .
	Ghent University (https://identity.ugent.be/simplesaml/saml2/idp/metadata.php) from the Belnet Federation	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov .
	American University of Beirut (https://idp.aub.edu.lb/idp/shibboleth) from InCommon Federation	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov .
	The University of British Columbia (https://shibboleth2.id.ubc.ca/idp/shibboleth) from the CAF Federation	Connection issues, no further details but probably due to lack of R&S support	Chris Phillips following up	icer-vro-support@list.nih.gov .
	McGill University (https://shibboleth.mcgill.ca/idp/shibboleth) from the CAF Federation	Connection issues, no further details but probably due to lack of R&S support	Chris Phillips following up	icer-vro-support@list.nih.gov .
	Technical University of Denmark (https://birk.wayf.dk/birk.php/wayf.ait.dtu.dk/saml2/idp/metadata.php) from the WAYF Federation	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov .
	Aristotle University of Thessaloniki (https://login.auth.gr/saml2/idp/metadata.php) from the GRNET Federation	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov .
	University of Florence (https://shibboleth.unifi.it/idp/shibboleth) from the IDEM federation	Connection issues, no further details but probably due to lack of R&S support		icer-vro-support@list.nih.gov .
Issues of mudi: info not being in R&S SPs raised by InCommon.	https://clarino.uib.no/ / FEIDE	No mudi: InformationURL in metadata		

	https://webtut.fccn.pt/ / FCCN	No mdui: InformationURL in metadata		
	https://rrzfirshib.uni-regensburg.de/shibboleth/ / DFN	no english language version (xml:lang="en") mdui: InformationURL in metadata:		
	https://dev.niif.hu/shibboleth/ / NIIF	no english language version (xml:lang="en") mdui: InformationURL in metadata		
	https://hexaa.eduid.hu/shibboleth/ / NIIF	no english language version (xml:lang="en") mdui: InformationURL in metadata		
	https://randevu.lab.vvc.niif.hu/shibboleth/ / NIIF	no english language version (xml:lang="en") mdui: InformationURL in metadata		