

## Pithos MS Client - Bug # 2172

<b>Status:</b>	Closed	<b>Priority:</b>	Medium									
<b>Author:</b>	Angus Griffin	<b>Category:</b>										
<b>Created:</b>	03/07/2012	<b>Assignee:</b>										
<b>Updated:</b>	03/15/2012	<b>Due date:</b>										
<b>Subject:</b>	Retrieve credentials no longer works											
<b>Description</b>	<p>While retrieve credentials used to work for me, it no longer seems to.</p> <p>The tcp port referred to in the URL (e.g. 65038) is opened by the ms client, but I enter my login/password in astakos and either:</p> <p>a) the sessions seems to time out; or</p> <p>b) I can log in but the ms client shows a dialog "An error occurred while retrieving credentials"</p> <p>The connection between the browser and the ms client seems to be successful, shown by the below netstat output:</p> <pre>C:\Users\angus.griffin&gt;netstat -an  grep 65038 TCP 0.0.0.0:65038 0.0.0.0 LISTENING TCP 127.0.0.1:65038 127.0.0.1:65069 ESTABLISHED TCP 127.0.0.1:65038 127.0.0.1:65070 ESTABLISHED TCP 127.0.0.1:65069 127.0.0.1:65038 ESTABLISHED TCP 127.0.0.1:65070 127.0.0.1:65038 ESTABLISHED</pre> <p>Note that I am not running the latest server software (either pithos or astakos) at present as I am waiting for updated installation documentation to be completed.</p>											
<b>Related issues:</b>	<table><tr><td>related to Pithos MS Client - Bug # 2011: Exception thrown when Astakos doesn...</td><td><b>Closed</b></td><td><b>02/07/2012</b></td></tr><tr><td>related to Pithos MS Client - Bug # 2006: exception when unable to retrieve c...</td><td><b>Closed</b></td><td><b>02/07/2012</b></td></tr><tr><td>related to Pithos MS Client - Feature # 1567: Handle both 401 and 403 errors ...</td><td><b>Closed</b></td><td><b>10/24/2011</b></td></tr></table>			related to Pithos MS Client - Bug # 2011: Exception thrown when Astakos doesn...	<b>Closed</b>	<b>02/07/2012</b>	related to Pithos MS Client - Bug # 2006: exception when unable to retrieve c...	<b>Closed</b>	<b>02/07/2012</b>	related to Pithos MS Client - Feature # 1567: Handle both 401 and 403 errors ...	<b>Closed</b>	<b>10/24/2011</b>
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related to Pithos MS Client - Bug # 2006: exception when unable to retrieve c...	<b>Closed</b>	<b>02/07/2012</b>										
related to Pithos MS Client - Feature # 1567: Handle both 401 and 403 errors ...	<b>Closed</b>	<b>10/24/2011</b>										

### History

#### #1 - 03/15/2012 08:33 am - Angus Griffin

This is specific to the (out of date) AARNet install.

Please disregard this bug report.

#### #2 - 03/15/2012 06:01 pm - Panagiotis Kanavos

- Status changed from New to Closed

The issue is caused by an IE's faulty handling of multiple redirects (302). In some cases IE will fail to perform the last redirect. This causes issues because authentication against Shibboleth requires at two redirects (from Astakos to Pithos, from Pithos to the local port).

Solved by using a web browser hosted in an application page, thus bypassing IE's faulty behavior.