Why am I getting Inter-institutional access failure. Please contact your system administrator for assistance. when using SAML authentication and EZproxy

Last updated: Wed, 15 Apr 2020 17:56:55 GMT

Symptom

• After submitting credentials on my SAML SSO login screen I get this error message Inter-institutional access failure. Please contact your system administrator for assistance.

Applies to

• EZproxy versions earlier that 6.6.2 when Using SAML authentication

Resolution

Short introduction or instructions to follow these steps:

1. Generate new metadata from your SSO system and load it to your EZproxy server
2. Generate new metadata form your EZproxy system and load it to your SSO system

Additional information

The certificates that are being used for SAML authentication have been changed on one or both of the systems and the metadata available has not been updated to reflect the new certificates

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