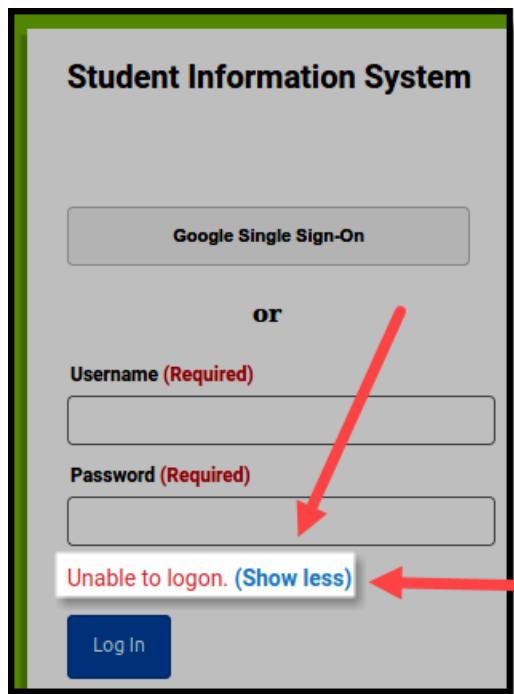


# Troubleshoot SSO Login Issues

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This article will guide you through troubleshooting issues with logging into Infinite Campus using Single-Sign-On (SSO) authentication.

## Error: "Unable to logon" Message on Campus Login Screen After Logging into Identity Provider



## Replication

When selecting the Single Sign-On button on the Campus login screen, I am successfully redirected to my Identity Provider's login screen. However, after completing the requirements on that screen, I am redirected back to the Campus login screen with a message of "Unable to log on," and I am not logged into Infinite Campus.

## Likely Cause

The SSO integration sends over a value for the person logging in—a nameID. That nameID value must correspond to an existing username in Infinite Campus. If it doesn't, you'll encounter this issue.

Most Identity Providers send over a nameID value of the full email address by default, but this is typically configurable. If you are unsure of the nameID being sent, see the [Look Up the NameID value section below](#). If you know for sure what nameID value your Identity Provider is sending out, you can jump to the [Resolving nameID/username mismatches section](#).

## Look Up the NameID Value

To confirm the nameID value your Identity Provider is sending, you can look through the system's configuration screens for a nameID option or work with its support team.

You can also use a SAML-Tracer to confirm the nameID your Identity Provider is sending over:

▶ [Click here to expand...](#)

### 1. Install the web browser add-on **SAML-Tracer**: [Chrome](#) | [Firefox](#)

- - It's important to use a tool from reputable sources when troubleshooting SAML. SAML-Tracer is an [open-source](#) browser extension developed by members of the SimpleSAMLphp project and is used by the support teams of [Cirrus](#), [Adobe](#), [IBM](#), [Okta](#), [Qualys](#), etc.

### 2. Navigate to your Infinite Campus login page.

3. Press **Alt+Shift+S** to open the SAML-Tracer window. (Or open it by selecting Extensions > SAML-tracer in your browser bar.)

4. On your Infinite Campus login page, click the **Single Sign-On** button.

(You will be redirected to your Identity Provider's login screen.)

5. Complete your Identity Provider's login process.

(You will be redirected to Infinite Campus and will see the "Unable to login. (Show more)" error.)

6. In the SAML-Tracer window, select the **Pause** button (not the Clear button) to stop recording

(You will see activity has been recorded in the SAML-Tracer screen.)

7. In the recorded activity, focus specifically on the last item (furthest down) with an **orange SAML label** on the right.

- The method should be POST, and its URL will look something like <https://yoursite.com/campus/SSO/yoursite/SIS/?idpEntityID=...>

8. Select the **SAML** tab.

Next, you want to search this SAML tab:

9. Press **Ctrl+F** to open the Find dropdown. Type in **nameID-format**

Finally, you should find an entry similar to this one:

```
<saml2:Subject>
  <saml2:NameID Format="urn:oasis:names:tc:SAML:2.0:nameid-format:persistent">exampleuser@example.com</saml2:NameID>
```

The NameID attribute between the > and </> is the value that your Identity Provider is sending to Infinite Campus for this user. In this example, it's "exampleuser@example.com", but it could be anything. Is this the value you were expecting to see here? If not, that's the issue.

## **The value here is what I was expecting. So why am I getting this error?**

See the [Resolving nameID/username mismatches section](#) below.

### **I did not find any NameID attribute**

This indicates a configuration issue within your Identity Provider. This is something you'll need to review in your Identity Provider configuration screens and/or make your Identity Provider's team aware of.

### **The NameID attribute is not what I was expecting**

Within your Identity Provider system, review the relevant configuration screen for the correct NameID-related preference. For guidance, follow up with your Identity Provider's support team.

## **Resolving NameID/Username Mismatches**

To follow these instructions, you will need to know the nameID value your Identity Provider is sending. See the [Look Up the NameID value section](#) above for assistance in finding the nameID.

Once you know what nameID value your Identity Provider is sending out for a user, make sure you have a valid Infinite Campus username that matches that value.

### **1. Review the Domain Suffix preference**

In Infinite Campus, navigate to [SSO Service Provider Configuration](#), select your SSO config, and expand **Show Campus SSO Preferences**.

## SAML - SSO Service Provider Configuration ☆

Save

Optional Attribute Name (default is nameID, **Required** for Azure)

\*Select an option to retrieve Identity Provider (IDP) server data

Metadata URL  Metadata XML file

Metadata File: GoogleIDPMetadata (10).xml  No file chosen

Identity Provider Entity ID

Identity Provider URL

Identity Provider Single Logoff URL

Show Campus SSO Preferences ▾

Identity Provider (IDP) Signature  
Version: 3  Signature Algorithm: SHA-256  
Issuer: ST=California, C=US, OU=Google For Work, CN=Google, L=Mountain View, O=Google Inc.

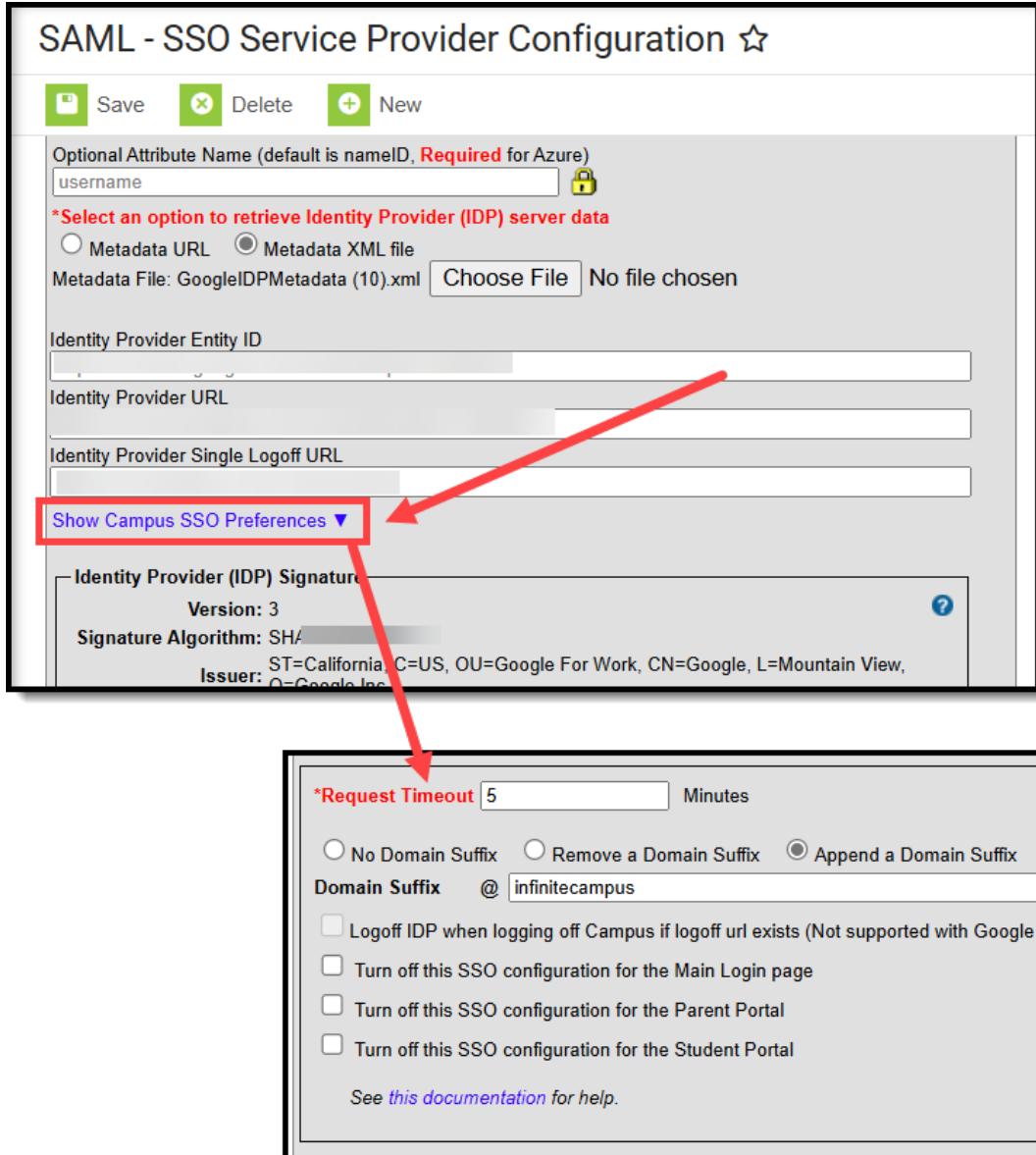
**Request Timeout** 5 Minutes

No Domain Suffix  Remove a Domain Suffix  Append a Domain Suffix

Domain Suffix @

Logoff IDP when logging off Campus if logoff url exists (Not supported with Google IDP)  
 Turn off this SSO configuration for the Main Login page  
 Turn off this SSO configuration for the Parent Portal  
 Turn off this SSO configuration for the Student Portal

See [this documentation](#) for help.



If your Identity Provider sends out a nameID value that does *not* resemble a full email, ensure **No Domain Suffix** is selected.

If your Identity Provider *does* send out a nameID value (like exampleuser@example.com), consider your two options:

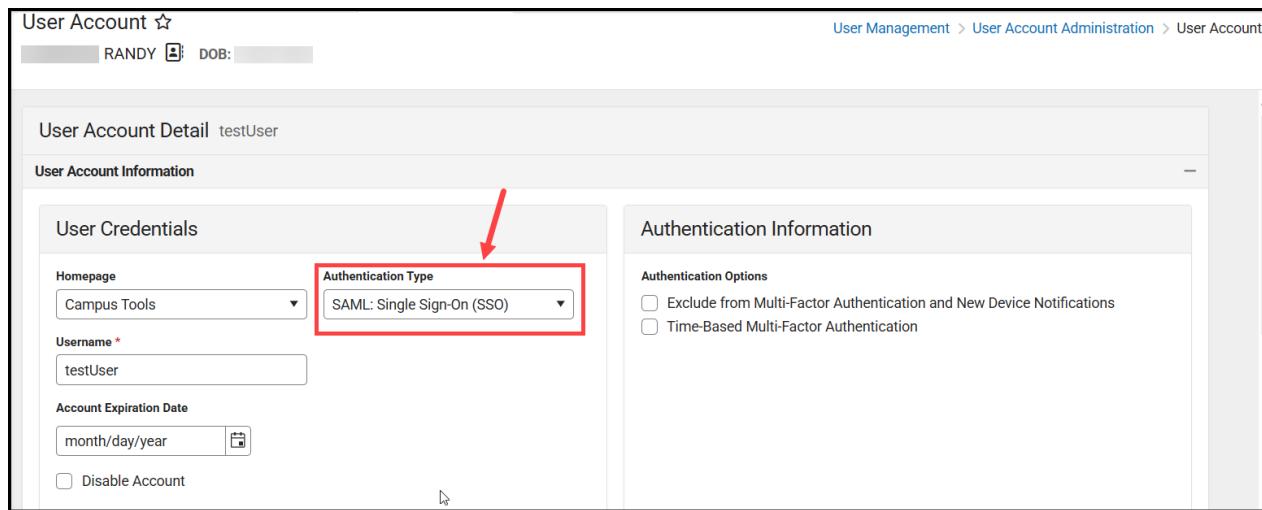
- **No Domain Suffix** - Use this when your Identity Provider sends over full email, and in Infinite Campus your district has decided the Campus username should also be full email (ex. exampleuser@example.com)
- **Remove a Domain Suffix** – Use this when your Identity Provider sends over full email, and in Infinite Campus your district has decided the Campus username should be email prefix only (ex. exampleuser). Enter the domain suffix (ex. example.com) into the provided field (without the @).

## 2. Confirm the username exists

Do a user search within Campus for whatever nameID value (or nameID prefix if you're using Remove a Domain Suffix) your Identity Provider is sending over. Select the username that returns in the search results. If a matching username does not exist, you've identified the cause of the issue—a matching username needs to exist within Infinite Campus.

### 3. Confirm the username's Authentication Type is correct

For that username, confirm the **Authentication Type** dropdown is set to **SAML**. (If your site has multiple SSO configurations, make sure it's set to the correct SAML option.)



The screenshot shows the 'User Account Detail' page for a user named 'testUser'. The 'User Account Information' section is visible, containing fields for 'User Credentials' and 'Authentication Information'. A red arrow points to the 'Authentication Type' dropdown in the 'User Credentials' section, which is set to 'SAML: Single Sign-On (SSO)'. The 'Authentication Options' section in the 'Authentication Information' panel includes checkboxes for 'Exclude from Multi-Factor Authentication and New Device Notifications' and 'Time-Based Multi-Factor Authentication', neither of which is selected.

If you continue to have issues but did not look up the nameID value to be sure your Identity Provider is sending what you assumed it's sending, it's possible your Identity Provider is not sending the nameID value you expect. See the [Look Up the NameID value section](#).

If you continue to have issues, have an Authorized Support Contact submit a support ticket through their Support Portal.