20101001IdPEncryptionKeyIssue

Rolling Encryption Key Mismatch Between IDP and CTS

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Problem

In the early AM on 10/1/2010, all users experienced errors when attempting to sign into any UCLA Shibboleth enabled applications. The error affected all campus applications that use Shibboleth SSO. Problem started at 12:00am and lasted for about two and a half hours.

Update: This issue was fixed on 10/1/2010 at 2:35am.

Cause

Shibboleth SSO system, also known as IdP (Identity Provider) service uses Authentication service hosted at CTS. When a user visits a protected resource he/she is redirected to IdP for authentication. IdP forwards the request to CTS via browser post. CTS collects login credentials, authenticates user and returns to IdP.

Data packet between IdP & CTS Authn services is encrypted to prevent man-in-the-middle attack. We rotate the encryption keys periodically to reduce the risk of brute force attack. At 12:00am on 10/1, IdP at AIS and the Authn service at CTS rolled over to a new key. However, it turns out there was a mismatch in the October key pair, resulting in the key mismatch error. The mismatch caused users to not able to reach the Logon Page.

Resolution

Engineers issued and installed new matching key pairs. The service was restored at 2:35 AM.

Additional Action Items

AIS & CTS will pre-validate keys in advance to ensure we are always using the same key at all times.