I am trying with an account that already exists and it is still throwing the error. What can I try next?

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Problem

I have installed the SAML Single Sign-On (SSO) Plugin, and I am trying with an account that already exists and it is still throwing the error.

I have tried with two different accounts that already exist with the same error.

What can I try next?

Solution

Please check if:

1. **Auto-linking existing users** option is ticked.
2. **Match PHPKB Account by** option is set to **email** and the user account's email field has the same value.
3. The existing user account must NOT be authenticated against any other Identity Provider (IdP), like LDAP, SSO, OAuth, etc. It must be a local account.

That's it!

Custom Fields

Applicable To: Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: https://www.phpkb.com/kb/article/i-am-trying-with-an-account-that-already-exists-and-it-is-still-throwing-the-error-what-can-i-try-next-307.html

[1]Forbidden

You don't have permission to access this resource.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request.