

Transport Attribute nil attribute but is not nillable

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Overview

Apache Tomcat fails to start, due to a transport attribute bug.

Prerequisites

PINsafe 3.x with custom attribute values

Symptoms

PINsafe fails to start

PINsafe server is not available

Users cannot authenticate

PINsafe Administration console is not available

Solution

Clear and Concise solution

The following error messages may be seen in catalina.out

ERROR: XML validation of "/usr/local/tomcat/webapps/pinsafe/WEB-INF/conf/config.xml" failed, error: Element has xsi:nil attribute but is not nillable in element map@http://swiveltechnologies.com/xmlconfig, line: <value xsi:nil="true" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns="http://swiveltechnologies.com/xmlconfig"/>.

ERROR: XML validation of "/usr/local/tomcat/webapps/pinsafe/WEB-INF/conf/config.xml.old" failed, error: Element has xsi:nil attribute but is not nillable in element map@http://swiveltechnologies.com/xmlconfig, line: <value xsi:nil="true" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns="http://swiveltechnologies.com/xmlconfig"/>.

This is caused by additional Transport Attributes being created without group entries. To resolve the issue:

stop Tomcat

backup the config.xml file,

locate the entry which contains the line `<value xsi:nil="true" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"/>` and remove the required Transport Attribute from `<element>` to `</element>`

Example:

```
<element>
  <string name="name">
    <value>Mobile</value>
  </string>
  <map name="attribute" server="LDAP server">
    <value>Mobile</value>
  </map>
  <map name="attribute" server="local_primary">
    <value xsi:nil="true" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"/>
  </map>
</element>
```