

Method is not available for the user's site or any of its parent sites error

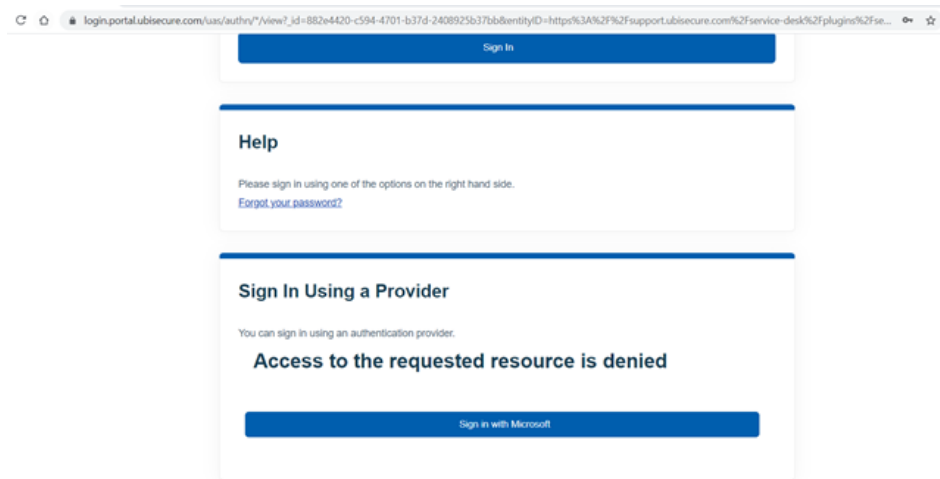
Problem

Signing In using external provider option doesn't work for applications with OpenID connect authentication method or SAML authentication method.

Symptoms

An authenticated user is not allowed to access a web application.

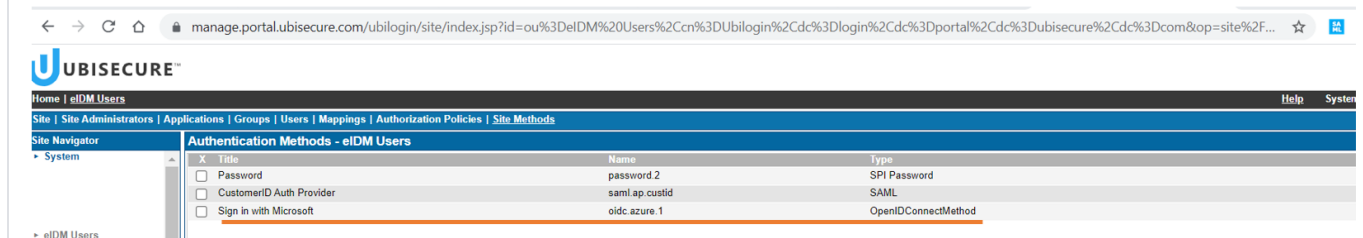
- Login Page shows the message: Access to the requested resource is denied.
- Ubisecure diag log contains the error: method is not available for the user's site or any of its parent sites
- Ubisecure audit logs shows the following message: Access to the requested resource is denied.



Solution

You need to add required authentication method in User's site.

1. Verify that method is enabled on site of application and added in allowed methods of application as normally required.
2. From diag logs find out error message like below
User account cn=dd9beac1-8682-4dc7-a2f0-03dfc920ae0d,ou=Users,ou=eIDM Users,cn=Ubilogin,dc=login,dc=portal,dc=ubisecure,dc=com:method is not available for the user's site or any of its parent sites
3. Find out User's Site from above line of log. It's eIDM Users for example shown.
4. Add authentication method (here oidc.azure.1) in Site Methods for User's Site as shown below :



Related articles

- [TOTP Secret Reset button is disabled](#)
- [Method is not available for the user's site or any of its parent sites error](#)
- [Troubleshooting OAuth2 and OIDC error responses](#)
- [Integrity verification failed on token endpoint](#)
- [SAML Compatibility Flags](#)