Problem

Get the following error: **com.sun.mail.imap.ProtocolException: No login methods supported!**
from javamail service in NetWeaver Application Java Server, while retrieve an Adobe Offline Form from corporate mail box or other mail related scenario.

Symptoms

You try to log in with a valid certificate imported, valid user name and correct password, but the login is unsuccessful.

In traces you can find trace like this:

com.sun.mail.imap.ProtocolException: * BYE JavaMail Exception:
javax.net.ssl.SSLHandshakeException:
sun.security.validator.ValidatorException: PKIX path building failed:
sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target

Keywords

* Login problem
* javamail
* PKIX path

Description

The problem most probably occurred because the properties for javamail service are not set correctly for the used protocol.

Solution

1. Make sure you use the correct user name and password.
2. Make sure you use the correct mail protocol (imaps instead of imap).
3. Assure you have configured the correct properties for javamail service for used mail protocol.
   If you are using javamail service via BPM, check BPM's configuration for `mail.mailbox.protocol` and javamail service property for `mail.imaps.socketFactory.class` (if you are using IMAPS protocol). Default value shall not be changed.


4. If you want to use SSL's implementation from JDK: make sure you have imported the certificate in JDK that AS Java is using. There could be more than two JDK installed. It is not recommended to use SSL implementation from JDK. Use the default provided IAIK implementation.