Blackboard®

The Default Login Page Displays an Access Denied Error on First Login Attempt

Date Published: Apr 17,2019 **Category:** Planned_First_Fix_Release:Will_Not_Fix; Product:Authentication_and_Security_Learn,Browsers_Learn; Version:SaaS **Article No.:** 000058168

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: After upgrading to 3300.8 the Default Authentication Backdoor throws an Access Denied error message the first time a User tries to log in (or if they have cleared their cookies and Browser Cache).

Steps to Replicate: Note: In order to replicate this issue, you will need to have the Cookies and Browser Cache for the Environment cleared out. Alternatively, you might be able to replicate with a new incognito or private Browser session

1. Navigate to the Environment's Default Login Page
    1. This is the domain URL followed by /webapps/login/?action=default_login
2. Log in using Default Authentication Credentials

Expected Behavior:
Would be logged in as normal

Observed Behavior:
Receive an error message:
Access Denied
Either you are not logged in or you do not have the appropriate privileges to perform this action

Resolution/Workaround:

Try a second time, after the first failure.

Target Release: Will Not Fix
Patch Available: No