

Blackboard

Externally Authenticated Sessions Remain in Mobile Browser View of Learn in Apps on iOS after Blackboard app v5.9 and Blackboard Instructor app v3.9 Updates

Date Published: Nov 23,2020 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Blackboard_Instructor; Version:Learn_9_1_3900_0,Learn_9_1_Q4_2019,Learn_9_1_Q4_2018,Learn_9_1_Q2_2019,SaaS **Article No.:** 000075019

Product: Mobile

Release: 9.1;SaaS

Service Pack(s): Learn 9.1, 3900.0.0, Learn 9.1 Q4 2019 (3800.0.0), Learn 9.1 Q4 2018 (3500.0.0), Learn 9.1 Q2 2019 (3700.0.0), SaaS

Steps to Replicate:

1. On an iOS device with Blackboard app v5.9 or Blackboard Instructor app v3.9, search for an institution name and tap **Web Login**
2. Enter external login credentials

Observed Behavior:

Upon authenticating, the user session remains in the in-app browser showing a mobile browser of Learn instead of the native app interface.

Expected Behavior:

Upon authenticating, the user session is in the native app interface.

Symptoms: This issue only applies to Learn environments that utilize external authentication and have the **Blackboard Mobile Web Services Building Block** set to **Forced to Web** authentication. The indicator of **Forced to Web** authentication in the apps is the appearance of the **Web Login** button after searching for and selecting an institution name. Please note that this issue may not affect all such Learn environments.

Cause: This issue onset with the Blackboard app v5.9 and Blackboard Instructor app v3.9 updates, which were released on November 16, 2020.

Resolution/Workaround: This issue was resolved in Blackboard app v5.9.1 and Blackboard Instructor app v3.9.1, which were released on November 20, 2020.

Patch Available: No