

# Blackboard

## Clicking Launch Button While LTI Link is Loading Causes Authentication Failure

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**Product:** Blackboard Learn

**Release:** 9.1;SaaS

**Service Pack(s):** Learn 9.1 Q2 2017 (3200.0.0), Learn 9.1 Q4 2017 (3300.0.0), Learn 9.1 Q4 2016 (3100.0.0-rel.107+401e, SaaS, Learn 9.1 Q2 2016 (3000.1.0-rel.52+991d)

**Description:** Clicking the Launch button while an LTI link is loading causes an authentication failure.

### Steps to Replicate:

1. Log into Blackboard Learn as Instructor
2. Checkbox: **Special User**
3. Enter a Course
4. Navigate to Course Documents
5. At the bottom, locate: LTI Link Test

- When the link is clicked, a "Launch LTI Link" Bb page will appear briefly before auto-redirecting. Let it auto-redirect, and it will work as expected. To replicate this, click the Launch button on that page. This is easiest to do by emulating a slow connection using Chrome dev tools.

6. Click the **Launch** button before the redirect finishes

### Expected Behavior:

The Tool launches normally by prompting for an email.

### Observed Behavior:

The following error occurs:

**The authentication failed; the authentication is stale. Please try again.**

**Target Release:** Learn 9.1 Q2 2018 Release

SaaS - Fixed (v3300.8.0)

**Patch Available:** No