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SAML Authentication Error for OneLogin For Users With Devices Running iOS12 / Blackboard (5.9) and Blackboard Instructor (3.9) Apps

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Product: Mobile

Information:

SAML authentication error for OneLogin for users with devices running iOS12 / Blackboard (5.9) and Blackboard Instructor (3.9) Apps

Observed outcomes:
Users are presented with an error when attempting to authenticate using their institutions SAML / OneLogin authentication.

Replication Steps:

1. Search the school in blackboard app
2. Select the web Login
3. Select the "Sign-in with third party account" - Chose SAML
4. Enter username and continue
5. Enter password and continue

Observed Behavior:
The following error occurs:
An unexpected error seems to have occurred.

Expected Behavior:
It should allow the user to login successfully and access the contents.

Note:

- Users with devices running iOS11 and iOS13+ are not impacted
- The change is result of an update to WKwebview required by Apple to maintain compliance in the Apple App Store

Workaround:

- Impacted users can update to iOS13+ to resolve the issue