

Alternative Domain Session Hand-off Fails if Session Fingerprinting includes IP and is set to Create new Session on Fingerprint Change

Article Number

000076503

Description

When "Create new session when fingerprint changes" is turned on along with an IP address "Fingerprint value", a pop-up box to sign-in appears when users try to access files.

KB Product

Learn SaaS

Last Modified Date

Fri Apr 11 19:43:18 GMT 2025

Release (General)

9.1;SaaS

Service Packs

Learn 3900.28.0;Learn 3900.30.0;Learn 3900.32.0;Learn 3900.34.0;Learn 3900.37.0;Learn 3900.39.0;Learn 3900.41.0

Steps to Replicate

1. Login to **Blackboard Learn** as an administrator
2. Go to **System Admin Session Fingerprint Settings**
3. For Fingerprinting value, select **IP address** or **IP address and user agent**
4. Choose the *not default* option **Yes** for **Create new session when fingerprint changes**
5. Create a course
6. Upload a file
7. Create or reuse a student account
8. Login as the student
9. Access the file

Observed Behavior: HTTP Digest/Basic auth dialogue box appears

Expected Behavior : File loads/downloads

Summary

When "Create new session when fingerprint changes" is turned on along with an IP address "Fingerprint value", a pop-up box to sign-in appears when users try to access files.

Target Release

Future Reference

Title

Alternative Domain Session Hand-off Fails if Session Fingerprinting includes IP and is set to Create new Session on Fingerprint Change
