

SSO - Form-based authentication fails

Problem

Form-based authentication with Single Sign-On fails.

Solution

Cause 1: The name or names of the input fields are not configured correctly. Note that these names are case sensitive, that is to say, it distinguishes between upper cases and lower cases.

Cause 2: The IDP is requesting more information than simply the username and password. Sometimes, the IDP can ask for additional information like captcha or token code. This scenario is not supported by the KLA.

Related articles

- [SSO - Form-based authentication fails](#)
- [SSO - HTTP authentication fails](#)
- [SSO - WIA is not working](#)
- [SSO - Cannot authenticate with credentials](#)
- [Basic Authentication Error when Exporting Action Plan to Atlassian JIRA](#)