SSO - HTTP authentication fails

Problem

HTTP authentication fails

Solution

Cause 1: User-agent header sent to the IDP is not registered as one of "HTTP Authentication-enabled" clients. In most cases, in this scenario, the IDP replies sending to the KLA a simple HTML Form and HTTP Authentication negotiation process cannot be triggered. To solve this, you have to indicate in the "User-Agent to send during HTTP authentication" field, one of the User-agent string that is configured in your IDP.

Cause 2: Some IDPs like ADFS has extra protection to prevent Man-in-the-middle attacks. If your IDP has this option enabled, HTTP authentication will not work. If this is your case, try to use the Form-based authentication method.

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