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## Instead of Primo FE, blank page with {"status":"ok"} appears

- **Article Type:** General
  - **Product:** Primo
  - **Product Version:** 4.5
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### Problem Symptoms:

- \* Recently installed SP4.5, SP4.6, or SP4.7
- \* The second time the same Primo FE URL is accessed, it works fine
- \* Primo redirect to PDS for Single Sign-On (SSO) check succeeds
- \* SSO check succeeds
- \* Redirect back to Primo lands on blank page with {"status":"ok"} in upper left corner

### Cause:

- \* SP4.5 introduced a new mechanism for SSO that uses an iframe
- \* "top.location" is used in PDS scripts, which tells an iframe to REPLACE the parent window with the results of the iframe, which is {"status":"ok"} in this case, instead of within its iframe
- \* Primo Development is aware of this defect

### Resolution:

Workaround for SP4.5.x, SP4.6, SP4.7:

(PDS server access is *required* for this workaround)

1. On PDS server, edit PDS script:

\* If shibboleth is used, edit pdsroot/html\_form/global/redirect-remote-shib

\* If other remote sso is used, edit pdsroot/html\_form/global/sso-remote-1

2. Change:

top.location = url;

to:

window.location = url;

3. Save the file

\*NOTE: these files may be overwritten by a Service Pack or Hotfix

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## Additional Information

"window.location" tells the iframe to display its results WITHIN its frame, which is the desired behavior here

**Category:** Front End - Primo

**Subject:** Look and Feel - Primo

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