Troubleshooting Skolon QR-Code SSO for Windows Devices

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This guide provides steps to troubleshoot issues when setting up Single Sign-On (SSO) to Windows devices using Skolon QR-codes via Microsoft Intune. This article outlines common troubleshooting steps from both the Microsoft Intune administration side and the Windows device itself.

Troubleshooting from Intune

Proper configuration and successful policy deployment within Microsoft Intune are crucial for the QR-code SSO to function correctly.

1. Policy Sync and Propagation Time

Initial Wait Time: After assigning configuration profiles and syncing the settings in Intune, please be aware that it can take up to 10 minutes for these settings to be fully registered and applied to the target devices. It's recommended to wait for this duration before proceeding with further troubleshooting.

Manual Sync: You can manually trigger a synchronization from the Intune admin center to potentially expedite the process:

1. Navigate to the specific device in Intune.
2. Initiate a 'Sync' action.

2. Verify Device Configuration Profile Status

To ensure the necessary settings have been successfully applied to the Windows device:

1. **Log in to the Microsoft Intune admin center.**

2. **Navigate to Devices > Windows devices.**

3. **Locate and click on the specific Windows device you are troubleshooting.**

4. **From the left-hand menu for that device, select Device configuration.**

5. **You should see a list of configuration profiles targeted to this device. Locate the configuration profile specifically created for the Skolon QR-code SSO.**

6. **Check the State of this profile. It should display as Succeeded.**



3. Confirm Individual Setting Status

Even if the overall profile state is "Succeeded," it's good practice to verify that all individual settings within that profile have also applied correctly.

1. From the Device configuration screen (as detailed in step 2 above), click on the name of your Skolon QR-code SSO configuration profile.

2. This will open a detailed view of the profile, often showing a "Device status" or "Setting status" overview.

3. Ensure that all settings listed within this profile have a green status indicator or show as "Succeeded" or "Compliant." If any settings show errors or conflicts, they will need to be addressed.



Troubleshooting on the Windows Device

For the Skolon QR-code SSO to work correctly, the following prerequisites on the Windows device must be met:

- **The device must be enrolled in Intune**. The device needs to be properly managed by Intune for the settings to apply.

- **The device must have an active internet connection**. It needs to be online to communicate with Intune and receive policies.

- **The device must have received and applied the latest policies from Intune**. Sometimes, it can take a little while (as mentioned in the Intune section), or a manual sync might be needed.

Sync the device with Intune

If you suspect the device hasn't received the latest policies, a signed-in user can manually trigger a sync from the Windows device itself. This forces the device to check in with Intune for any new or updated policies.

How to manually sync a Windows device:

1. Open Settings on the Windows device (you can press Windows key + I).
2. Go to Accounts.
3. Click on Access work or school.
4. Select the account that is connected to your organization's Intune (it might be labeled with your work/school email or a generic "Connected to [Organization's Name] MDM").
5. Click on Info.
6. Scroll down to the "Device sync status" section and click the Sync button.
7. Windows will attempt to sync with Intune. Wait for the process to complete. You can check the "Last successful sync" timestamp to see if it updates.

Advanced Check: Verifying Policies in the Windows Registry

If you've confirmed the Intune settings and the basic device prerequisites, and the Skolon IDP isn’t loading on the device, make sure that the policies are found in the device registry.

How to check the Registry:

1. On the Windows device, press the Windows key + R on your keyboard simultaneously. This will open the "Run" dialog box.
2. In the "Run" dialog box, type regedit and press Enter or click OK.

3. This will open the Registry Editor. You might be asked for administrator permission; if so, grant it.
   Caution: The Registry Editor is a powerful tool. Please do not change any settings unless you are sure of what you are doing. For this troubleshooting step, you will only be viewing settings.

4. In the Registry Editor, navigate to the following location by expanding the folders in the left-hand pane:
   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\PolicyManager\current\device\Authentication

5. Once you've navigated to this path, you should see entries related to authentication policies. Compare what you see with any expected values or screenshots provided by Skolon documentation for a successful configuration.



III. Further Assistance

If you have followed all the troubleshooting steps outlined in this article and are still experiencing issues, please contact Skolon support for further assistance. Provide them with any error messages and the troubleshooting steps you have already taken.