

# A blank screen is seen after logging into SSO successfully.

000045042 | Troubleshooting | Last updated 2026-09-07 | AP Essentials

## ISSUE

After logging in via SSO successfully, AP Essentials reports a blank screen for all users, like the below:

## CAUSE

As an internal security policy blocked the ASHX file type, AP Essentials could not load its Graphical User Interface.

## SOLUTION

Please unblock the ASHX file type and allow it to be used within your security policy.

## REFERENCES

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45042>