



LTI Integration Q and A

This guide will review some of the more common troubleshooting tips for LTI integration with your LMS.

- Role Errors
- Invalid Token
- Grades not Posting
- Invalid Client ID
- Unmatching Deployment ID

First Things First: Double Check

If the integration fails, double check all values according to the guide provided. In most cases, you will find a small issue that will resolve the problem. It is easy to miss a character.

Extra Spaces/Invisible Characters

When copying and pasting, it is not uncommon to pick up invisible spaces before or after the text you are trying to copy and paste. Place the cursor at the beginning and end of the string you have copied and delete/backspace to make sure nothing has been added.

The most common error is double slash “//” when copying your URL information in the EON admin setup. Your information should not have “//” except after https

Also, the issuer is NOT your platform address, but it is the LMS address.

Issuer	<input type="text" value="https://canvas.instructure.com"/>
JWK Keyset URL	<input type="text" value="https://canvas.avrplatform.com/api/lti/security/jwks"/>
Access Token URL	<input type="text" value="https://canvas.avrplatform.com/login/oauth2/token"/>
Authorization URL	<input type="text" value="https://canvas.avrplatform.com/api/lti/authorize_redirect"/>

Client ID from Canvas

When copying the Client ID from Canvas, choose the number showing as per this example. So the correct Client ID to copy to EON admin is 100000000000011 as shown below.

Show Key

EON-XR DEMO RW1

EON-XR DEMO RW1	No Email	100000000000011 Show Key	Access Token Count: 0 Created: Mar 25 at 5:37pm Last Used: Never		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	
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Role Alignment

If the error you receive references a role, review the role alignment in EON. Make sure you have aligned both teacher and student roles, and that the role names match what are being used in the LMS and in EON respectively.

In this example, the error is indicating that the role “Learner” from the LMS is not matched to an EON-XR role.

LTI Advantage <small>Launch Failed</small>	
PROCESS	STATUS
Role	[http://purl.imsglobal.org/vocab/lis/v2/membership#Learner] could not be matched to EON-XR role
Role	Account has no roles

To resolve:

Remove the name of the role that is not working. In this example, it was “Student”. Then, add the correct role title from the LMS. In this example, it was “Learner”. We knew that from the error message above, as this was the role title that was not matching anything.

ROLES	
PLATFORM ROLE ?	EON-XR ROLE ?
Learner This was the correct LMS role title	Student ▼
Student This was not the right LMS role title	Student ▼
Teacher	Teacher ▼

Still stuck?

Reach out to your Customer Success Manager for additional assistance. They will help troubleshoot further and get your connection up and running.