



AIS Enterprise Service Desk

Observation Summary: Session & Sign-in Issues on the D365 Customer Service Workspace

Executive Summary

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Main issues identified from live usage observation

3/4

Issues rated as High impact

Pending

Root cause pending Microsoft review of config / telemetry

Situation Summary

- Service Desk agents keep multiple tickets open across browser tabs, but switching back triggers a full page reload — wasting time and losing work context
- The system repeatedly prompts users to sign in again during active use, and pressing Back/Forward triggers error AADSTS90014, breaking the return to work
- Some users report frequent session disconnects (roughly every ~30 minutes), but there is no confirmed evidence of exact timing or root cause yet

Key Pain Points from Observation



Tab Reload When Switching Tickets

High

Opening multiple ticket tabs and switching back triggers a full page reload every time, wasting time and losing context while tracking multiple cases



Repeated Sign-in Prompts

High

"Please sign in again" appears while the D365 page is still open, interrupting work and risking loss of unsaved data



AADSTS90014 after Back/Forward

High

Returns to the Microsoft sign-in flow with error "required field 'request' is missing", failing to return to D365 smoothly



Frequent Session Disconnects (~30 min) Medium/High

Some users report frequent session drops, but there is no confirmed evidence yet of exact timing or root cause

Possible Layers & What to Ask Microsoft to Verify

Layer	What to Ask Microsoft to Verify
Power Platform / D365 Session Settings	Session timeout, inactivity timeout, environment security settings
Microsoft Entra ID	Conditional Access, sign-in frequency, token renewal failures
Application / Components	Embedded component or iframe authentication mismatch
IBM Implementation / Customization	Custom page, web resource, navigation, or unsupported browser behavior
AWN Network / Browser Policy	Proxy, secure web gateway, cookie restriction, browser extension/policy

Recommended Solutions: Microsoft Products & AI



Microsoft Entra ID

Review Conditional Access, sign-in frequency, and token lifetime — addresses repeated sign-in prompts and AADSTS90014



Copilot Service Workspace (Multisession)

Verify multisession and session/state restore are correctly enabled — addresses the tab reload issue



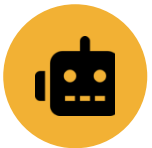
Power Platform Admin Center

Check environment session timeout / inactivity timeout settings — helps investigate session drops



Azure Monitor / App Insights

Collect telemetry against sign-in logs to identify the actual pattern of when sessions drop



Copilot for Service (AI)

AI-assisted ticket context summaries for agents, reducing impact when reloads or tab switches occur



Microsoft / IBM Joint Review

Jointly determine whether each issue is a Product Limitation, Config, Customization, or Identity/Network issue

Recommended Roadmap



Short-term

Workaround

- Avoid Back/Forward buttons; use in-app navigation instead
- Capture the Request ID / Correlation ID whenever an error occurs
- Share interim guidance with Service Desk agents



Medium-term

Configuration

- Have Microsoft review/adjust Conditional Access and session-timeout config
- Confirm the workspace has multisession properly enabled
- Set up telemetry ready to capture evidence at the next occurrence



Long-term

Product / Architecture

- Joint architecture review with Microsoft and IBM
- Consider adopting Copilot for Service to help reduce impact
- Improve product/architecture per Microsoft's recommendations

Key Questions for Microsoft



Classify each issue as Product Limitation, Known Issue, Configuration, Customization, or Identity/Network



Why does Back/Forward navigation enter a broken sign-in flow instead of returning to the workspace?



Is opening and switching among multiple browser tabs an officially supported pattern?



Can Microsoft trace AADSTS90014 using the available Request ID / Correlation ID?



Is AWN using the intended multisession capability, with session restore enabled?



What are the actual session timeout, inactivity timeout, and Conditional Access values in effect?

Next Steps

1

Submit Evidence Package & Questions to Microsoft Support

Attach the Request ID / Correlation ID and all saved screenshots

2

Schedule a Joint Troubleshooting Session

With Microsoft and IBM to review configuration and telemetry

3

Track Progress Against the Short / Medium / Long-term Roadmap

Adjust workarounds and configuration based on guidance received

Thank you