

# Blackboard®

## Students are Unable to Access Discussion Board if Admin User is Disabled in Course

**Date Published:** Oct 11,2019 **Category:** Planned\_First\_Fix\_Release:Future\_Reference\_Learn; Product:Data\_Management\_and\_Integrations\_Learn,Extensions\_Learn; Version:SaaS **Article No.:** 000055083

**Product:** Blackboard Learn

**Release:** SaaS

**Service Pack(s):** SaaS

**Description:** If an Admin User is enrolled in an Ultra Course and then disabled, new discussion boards throw the Oops! error.

### Steps to Replicate:

1. Log in as System Admin
2. Go to Users > Create User for Instructor Role and Student Role
3. Go to Admin > Courses > Create New Ultra Course
4. Enroll Instructor and Admin into Course
5. Log in as Instructor role from step 2
6. Create a Discussion Board
7. Log in as Student Role
8. Note: you are able to access the Discussion
9. Log in as System Admin
10. Run a feed file to disable the Admin User in the Course  
EXTERNAL\_COURSE\_KEY|EXTERNAL\_PERSON\_KEY|ROW\_STATUS|DATA\_SOURCE\_KEY  
bbtest\_1234|bbtest\_1234\_admin|DISABLED|bbtest\_1234
11. Log in as Instructor role from step 2
12. Create a Discussion Board

### Observed Behavior:

Error: Oops! Something Broke. Please reload page

1. Log in as Student User
2. Go to Second Discussion

Error: Oops! Something Broke. Please reload page

### Expected Behavior:

To be able to create Discussion Boards as Instructor and view them as a Student even though a System Admin User is disabled in the Course

**Resolution/Workaround:** If possible, re-enable the Admin User and remove them from the Course.

**Target Release:** Future Reference

**Patch Available:** No