

Blackboard®

Ultra Organization Content Page Is Displaying Blank Page To Users With Custom Organization Role

Date Published: Apr 03,2020 **Category:** Planned_First_Fix_Release:SaaS_v3800_6_0; Product:Users_and_Role_Management_Learn,Course_Tools_Learn; Version:SaaS
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Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: When users with custom organization roles access organizations, the main organization content page is displaying a blank page. Other pages like Calendar, Discussions, Grade Center, Messages, and Analytics are loading correctly.

Steps to Replicate:

1. Log into Blackboard Learn (Ultra) as System Administrator
2. Navigate to **System Admin > Course/Organization Roles**
3. Copy the (P) for Instructor Role
4. Make the new custom course/org role available for courses and orgs
5. Provide **Name** and **Role ID**
6. Ensure **Yes** is selected for the rest of the options > **Submit**
7. Grant All Privileges to role > **OK**
8. Enroll a user in an organization with and assign the role
9. Log in as the user
10. Select **Organizations** (in the Ultra Navigation Menu)
11. Enter the organization

Expected Behavior:

The Organization Content page displays with the option to create new folders and items.

Observed Behavior:

The Organization Content page is blank.

Target Release: SaaS - Fixed (v3800.5.0)

Patch Available: No

