

Blackboard

Students Cannot Access Assessments with Dated Conditional Availability and Respondus

Date Published: Sep 02,2019 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Content_Management_Learn,Course_Tools_Learn; Version:SaaS
Article No.: 000057031

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: If an Assessment has availability dates set and is also using Respondus Lock Down Browser, Students will get an error while attempting to access it.

Steps to Replicate: In a SaaS Ultra Environment:

1. Log into Blackboard Learn as a System Administrator
2. Create and access an *Ultra View* Course
3. Create a Test
 1. Set a current date window for Availability
 2. Enable Respondus
4. Create a User and Enroll it as a Student
5. Log in as the Student and access the Test

Expected Behavior:

The Test opens

Observed Behavior:

An error is displayed:

Sorry! Your name isn't on the list.

Please check with your administrator if you need access to this page.

Symptoms:

Sample Stack Trace:

```
2019-08-27 13:04:30 +1000 - [ERROR] - blackboard.platform.restspring.exception.RestException: User not allowed to take assessment.  
    at blackboard.plugin.assessment.spring.rest.ProctoringRestService.launchLinkToTake(ProctoringRestService.java:65)  
    at sun.reflect.GeneratedMethodAccessor8884.invoke(Unknown Source)  
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)  
    at java.lang.reflect.Method.invoke(Method.java:498)
```

at org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMethod.java:190)
at org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHandlerMethod.java:138)
at org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAndHandle(ServletInvocableHandlerMethod.java:104)
at
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHandlerMethod(RequestMappingHandlerAdapter.java:892)
at org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInternal(RequestMappingHandlerAdapter.java:797)
at org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandlerMethodAdapter.java:87)
at org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1039)
at org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:942)
at org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:1005)
at org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:897)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:635)
at org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:882)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:742)
at sun.reflect.GeneratedMethodAccessor481.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:498)

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Target Release: Future Reference

Patch Available: No