Blackboard

Default Course Properties not Retaining Settings After SaaS Upgrades

Date Published: Apr 21,2017 **Category:** Planned_First_Fix_Release:Will_Not_Fix; Product:Installs_and_Configurations_Learn; Version:SaaS   **Article No.:** 000057916

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: When an upgrade takes place on a SaaS environment settings are being reverted. Specifically, the settings related to default Course settings.

Steps to Replicate:
1. Log in to Blackboard as an Administrator
2. Go to system Admin > Course Settings / Default Course Properties / Change them to something besides default
3. Verify and record settings you changed
4. Upgrade system to new version
5. Go to system Admin > Course Settings / Default Course Properties / Examine settings

Observed Behavior:
Settings revert back to defaults or not what they were changed to and expected

Expected Behavior:
Settings retain the values you set them to

Resolution/Workaround:

Revert the settings manually back to what they were each time an upgrade happens.

Target Release: Will Not Fix
Patch Available: No