

Blackboard

"No Items Available" in Observer Dashboard for Ultra Base Navigation Sites

Date Published: Jul 19,2020 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Users_and_Role_Management_Learn,Grade_Center_Learn; Version:Ultra **Article No.:** 000059422

Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: "No items found" appears on the Observer Dashboard on Ultra Base Navigation Sites.

Steps to Replicate:

1. Login to a Blackboard Learn Ultra Base Navigation-enabled site
2. Go to **System admin > Users**
3. Create a Student user
4. Create an Observer user, scroll down to the **System Role** section and choose **Observer** for **Primary System Role**
5. Go to **System Admin > Courses** and create a course
6. Enroll the student user in the course
7. Create an **Assignment**
8. Login as the Student user and take the Assignment
9. Return to the Administrator or Instructor view and grade the Assignment
10. Login as the Observer user click **Tools > Observer**
11. Click the student to go to the **Observer Dashboard**

Expected Behavior

The details of the student's Grade appear.

Observed Behavior

The message "No Item Found" appears.

Target Release: Will Not Fix

Patch Available: No

