

Blackboard

Blank Page Displayed when Attempting to Copy Course Contents from Original to Ultra Course Using Copy Feature

Date Published: Apr 10,2024 **Category:** Planned_First_Fix_Release:SaaS_V3900_89_0; Product:Content_Management_Learn,Course_Tools_Learn; Version:Ultra **Article No.:** 000078533

Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: A blank page is displayed when attempting to copy course contents from an Original course to an Ultra Course using the copy feature through the GUI.

Steps to Replicate:

1. Log into **Blackboard Learn ULTRA** as Administrator
2. Admin Panel > Courses > Search for an **Original Experience** Course
3. Click plus sign in the course content > **Copy Content** > Search for an **ULTRA** Course as a destination Course ID
4. Once the copy is finished > Click ULTRA course to see the course content

Expected Behavior:

To be able to see the course content inside the copy content feature

Observed Behavior:

A Blank screen appeared and observed it for more than one hour, the page did not load anything.

Target Release: SaaS-Fixed (v3900.89.0-rel.27 or higher)