

# Blackboard

## A Blank Page is Displayed or an Error Occurs when Sorting by Source Name on Find Questions Page

**Date Published:** Jun 18,2021 **Category:** Planned\_First\_Fix\_Release:SaaS\_v3900\_17\_0,Learn\_9\_1\_3900\_17\_0\_Release; Product:Course\_Tools\_Learn; Version:Learn\_9\_1\_3900\_0,Learn\_9\_1\_3900\_2\_0,Learn\_9\_1\_3900\_4\_0,Learn\_9\_1\_3900\_8\_0,Learn\_9\_1\_3900\_6\_0,Learn\_9\_1\_3900\_10\_0,Learn\_9\_1\_3900\_15\_0,Learn\_9\_1\_3900\_13\_0  
**Article No.:** 000075152

**Product:** Blackboard Learn

**Release:** 9.1;SaaS

**Service Pack(s):** Learn 9.1, 3900.0.0, Learn 9.1, 3900.2.0, Learn 9.1, 3900.4.0, Learn 9.1, 3900.8.0, Learn 9.1, 3900.6.0, Learn 9.1, 3900.10.0, Learn 9.1, 3900.15.0, Learn 9.1, 3900.13.0, SaaS

**Description:** When attempting to reuse questions in a Test, the user can load a page to find the questions he/she/they want to reuse. However, when trying to sort by Source Name on that page, either an error occurs or a blank page is displayed.

### Steps to Replicate:

1. Log into **Blackboard Learn** as System Administrator
2. Navigate to **System Admin > Courses > Create** Test Course
3. Access the course created in Step 2
4. Navigate to **Course Menu > Course Mgmt > Course Tools > Tests, Surveys & Pools > Pools > New Pool** (TestPoolNew)
5. Upload question
6. Go to **Course Menu > Course Mgmt > Course Tools > Tests, Surveys & Pools > Tests > New Test > Reuse Questions > Find Question**
7. Select **TestPoolNew** on the left side
8. Sort column by "Source Name"

### Observed Behavior:

Either an error occurs, or the user is presented with a blank screen. Reloading the page results in the selected items being reset.

### Expected Behavior:

The user is able to sort the columns as needed without problems or errors.

## Find Questions

Questions are organized by the **Criteria** listed on the page. Use the **Criteria** drop-down lists to search for questions to add to the test. Click **Submit** to finish. Click **Cancel** to return to the previous page. [More Help](#)

 

### Criteria Summary

#### Browse Criteria

 

##### ▼ Pools

☒ LRN-170926

##### ► Tests

##### ► Question types

##### ► Categories

To find questions, browse and select criteria.

Selected Questions: **0**



Symptoms:

**Target Release:** Learn 9.1, 3900.17.0 Release

SaaS - Fixed (v3900.17.0)

**Patch Available:** No