Blackboard

Search of Users Using System Role Option Gives Wrong Results

Date Published: Jun 17,2021 **Category:** Planned_First_Fix_Release:Functioning_as_Designed; Product:Users_and_Role_Management_Learn,Reporting_Learn; Version:X9_1,SaaS **Article No.:** 000075644

Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): 9.1, SaaS

Description: When using search by the System Role option to find users with a specific role, the search results are showing users not associated with that role.

Steps to Replicate:

1. Log into **Blackboard Learn** as Administrator
2. Navigate to > **System Admin** > **Users**
3. Create New User "Student1" and set **System Role** = "None"
4. Navigate back to **System Admin** > **Users**
5. From the **Options** menu, select **System Roles**
6. On the box with the **System Roles** to be chosen, choose for example "**Community Administrator**"
7. Click on> **Submit**

Observed Behavior:
The prior user "Student1" appears even he has not that role.

Expected Behavior:
Only users with that role should appear.

Target Release: Functioning as Designed
Patch Available: No