



Blackboard

## Course Message Inbox Results in a Contact Administrator Error

**Date Published:** Feb 06,2019 **Category:** Planned\_First\_Fix\_Release:SaaS\_v3500\_11\_0,Learn\_9\_1\_Q2\_2019\_Release;  
**Product:**Communication\_Tools,Course\_Tools\_Learn; **Version:**Learn\_9\_1\_Q4\_2017,Learn\_9\_1\_Q2\_2018,Learn\_9\_1\_Q4\_2018,SaaS **Article No.:** 000048560

**Product:** Blackboard Learn

**Release:** 9.1;SaaS

**Service Pack(s):** Learn 9.1 Q4 2017 (3300.0.0), Learn 9.1 Q2 2018 (3400.0.0), Learn 9.1 Q4 2018 (3500.0.0), SaaS

**Issue Description:** Xythos error results in Course message inbox becoming unusable.

### Steps to Replicate:

1. Access Blackboard as an Administrator
2. Create and Access a test Course
3. Enroll as the Instructor and Enroll a test Student with a working email
4. Send a Course Message to the Student
5. As the Student, reply to the message attaching a file with a gratuitously long filename
6. As the Instructor, attempt to access the Inbox

### Expected Behavior:

Access to the Inbox folder without issue

### Observed Behavior:

An error is received,  
Could not get attached file.  
For reference, the Error ID is unique-error-id.

### Symptoms: Sample Error Stack Trace

{noformat}

```
018-03-22 12:35:03 -0500 - Cound not get attached file.<P><span class="captionText">For reference, the Error ID is 17686272-265f-4940
at blackboard.data.message.persistence.impl.relational.RelationalCourseMessageAttachmentPersistence.getAttachedFile(RelationalCourse
at blackboard.data.message.MessageAttachment.getAttachedFile(MessageAttachment.java:145)
at blackboard.web.messaging.course.messageList_jsp._jspService(messageList_jsp.java:816)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:742)
at sun.reflect.GeneratedMethodAccessor737.invoke(Unknown Source)
```

```
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:498)
at org.apache.catalina.security.SecurityUtil$1.run(SecurityUtil.java:282)
at org.apache.catalina.security.SecurityUtil$1.run(SecurityUtil.java:279)
at java.security.AccessController.doPrivileged(Native Method)
at javax.security.auth.Subject.doAsPrivileged(Subject.java:549)
at org.apache.catalina.security.SecurityUtil.execute(SecurityUtil.java:314)
at org.apache.catalina.security.SecurityUtil.doAsPrivilege(SecurityUtil.java:170)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:224)
at org.apache.catalina.core.ApplicationFilterChain.access$000(ApplicationFilterChain.java:46)
at org.apache.catalina.core.ApplicationFilterChain$1.run(ApplicationFilterChain.java:148)
at org.apache.catalina.core.ApplicationFilterChain$1.run(ApplicationFilterChain.java:144)
at java.security.AccessController.doPrivileged(Native Method)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:143)
```

{noformat}

**Target Release:** Learn 9.1 Q2 2019 Release

SaaS - Fixed (v3500.11.0)

**Patch Available:** No