



Blackboard

## WebDAV Files Open in Read Only Mode in Bb Drive

**Date Published:** Feb 21,2019 **Category:** Planned\_First\_Fix\_Release:Learn\_9\_1\_Q2\_2019\_Release,SaaS\_v3600\_0\_0;  
**Product:**Content\_Management\_Learn,Application\_and\_Webserver\_Learn; **Version:**Learn\_9\_1\_Q4\_2018,SaaS **Article No.:** 000050207

**Product:** Blackboard Learn

**Release:** 9.1;SaaS

**Service Pack(s):** Learn 9.1 Q4 2018 (3500.0.0), SaaS

**Issue Description:** WebDAV files open in read-only mode via Bb Drive and cannot be edited.

### Steps to Replicate:

1. Log into Blackboard Learn as a System Administrator
2. Navigate to *Content Collection > My Content*
3. Click on *Upload > Upload Files*
4. Upload a .docx file
5. Connect to the WebDAV folder via Bb Drive
6. Open the .docx file in Word

### Expected Behavior:

The file opens and is fully editable

### Observed Behavior:

The file opens in READ ONLY mode

### Symptoms:

If opening a .txt file, it can be edited, but a 412 error occurs when attempting to save.

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

SaaS - Fixed (v3600.0.0)

**Patch Available:** Yes

**Patch Versions:** Learn 9.1 Q4 2018

**Patch Information:** Updates to resolve this issue are available for the following release(s):

Release	CUPDATE	Update Access
Learn 9.1 Q4 2018	CU4	Access via installer in <a href="#">Cumulative Update 4 for Blackboard Learn. 9.1 Q4 2018</a> - Article #50341