

Blackboard

"Oops Something Went Wrong" Error when Grading Ultra Discussion Boards with Large Enrollments

Date Published: Mar 25,2020 **Category:** Planned_First_Fix_Release:SaaS_v3800_4_0,Learn_9_1_3900_0_Release; Product:Communication_Tools,Grade_Center_Learn; Version:Learn_9_1_Q4_2019,SaaS **Article No.:** 000059252

Product: Blackboard Learn

Release: SaaS

Service Pack(s): Learn 9.1 Q4 2019 (3800.0.0), SaaS

Description: If extremely large numbers of students are enrolled into a course, an error message occurs when grading discussion boards.

Steps to Replicate:

1. Log into Blackboard Learn as System Administrator
2. Create a Course
3. Create a gradable **Discussion**
4. Enroll thousands of students
5. Log in as several of the students and post to the Discussion Board
6. Log in as Instructor of Course
7. Enter Course > Access the Discussion Board > Select **Grades & Participation**

Expected Behavior:

The Grades & Participation screen displays without error.

Observed Behavior:

The following error occurs:

Oops! Something went wrong.
Please reload the page.

Cause: The Ultra User Interface requests each individual user in a very large list. This list is capable of growing beyond a back-end system limit.

Target Release: Learn 9.1 Q2 2020 Release

SaaS - Fixed(v3800.4.0)

Patch Available: Yes

Patch Versions: Learn 9.1 Q4 2019

Patch Information:

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

Release	CUPDATE	Update Access
Learn 9.1 Q4 2019	CU2	Access via installer in Cumulative Update 2 for Blackboard Learn 9.1 Q4 2019 - Article #52163