

Blackboard®

Error when Accessing a Course with Custom System Role

Date Published: Feb 21,2018 **Category:** Planned_First_Fix_Release:Will_Not_Fix; Product:Users_and_Role_Management_Learn,Content_Management_Learn; Version:SaaS **Article No.:** 000063466

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: In SaaS Ultra Environments, when a User with a custom System Role tries to access a Course that they are not Enrolled in, an error message is displayed: "Sorry! Your name is not on the list."

Steps to Replicate: In a SaaS Ultra Environment:

1. Log into Blackboard Learn as a System Administrator
2. Create a custom System Role at **System Admin** > [Users] **System Roles** > **Create Role**
 1. Give the Role a Name and ID > **Submit**
 2. Give the Role the following Privileges
 1. *Administrator Panel*
 2. *Administrator Panel (Building Blocks) > Building Blocks > Installed Tools*
 3. *Administrator Panel (Building Blocks) > Logs > Authentication Logs > View Authentication Logs*
 4. *Administrator Panel (Building Blocks) > Logs > Student Information System Integration Logs > View Data Integration Logs*
 5. *Administrator Panel (Courses) > Courses*
 6. *Administrator Panel (Courses) > Courses > Edit*
 7. *Administrator Panel (Courses) > Courses > Edit > Categorize Course*
 8. *Administrator Panel (Courses) > Courses > Edit > Enrollments*
 9. *Administrator Panel (Courses) > Courses > Edit > Enrollments > Add Enrollment*
 10. *Administrator Panel (Courses) > Courses > Edit > Enrollments > Delete Enrollments*
 11. *Administrator Panel (Courses) > Courses > Edit > Enrollments > Edit Enrollment*
 12. *Administrator Panel (Courses) > Course Settings > Default Course Size Limits*
 13. *Administrator Panel (Courses) > Courses > Export Course*
 14. *Administrator Panel (Courses) > Courses > Import Package*
 15. *Administrator Panel (Courses) > Create/Modify Term*
 16. *Administrator Panel (Courses) > Terms*
 17. *Administrator Panel (Help) > Behind the Blackboard™*
 18. *Administrator Panel (Help) > On Demand*
 19. *Administrator Panel (Help) > Online Administrator Guide*
 20. *Administrator Panel (Organizations) > Organizations*
 21. *Administrator Panel (Organizations) > Organizations > Available/Unavailable*

22. Administrator Panel (Organizations) > Organizations > Batch Enroll Users
23. Administrator Panel (Organizations) > Organizations > Create Organization
24. Administrator Panel (Organizations) > Organizations > Edit
25. Administrator Panel (Organizations) > Organizations > Edit > Categorize Organization
26. Administrator Panel (Organizations) > Organizations > Edit > Enrollments
27. Administrator Panel (Organizations) > Organizations > Edit > Enrollments > Add Enrollment
28. Administrator Panel (Organizations) > Organizations > Edit > Enrollments > Delete Enrollments
29. Administrator Panel (Organizations) > Organizations > Edit > Enrollments > Edit Enrollment
30. Administrator Panel (Organizations) > Organization Settings > Default Organization Size Limits
31. Administrator Panel (Organizations) > Organizations > Export Organization
32. Administrator Panel (Organizations) > Organizations > Import Package
33. Administrator Panel (Tools and Utilities) > Building Block Links
34. Administrator Panel (Tools and Utilities) > Goals
35. Administrator Panel (Tools and Utilities) > Logs
36. Administrator Panel (Tools and Utilities) > Logs > Course Cartridge Import Status
37. Administrator Panel (Tools and Utilities) > System Reporting
38. Administrator Panel (Tools and Utilities) > System Reporting > Statistics
39. Administrator Panel (Tools and Utilities) > System Reporting > Statistics Reports
40. Administrator Panel (Tools and Utilities) > System Reporting > Statistics Reports > Run
41. Administrator Panel (Users) > Users
42. Administrator Panel (Users) > Users > Available/Unavailable
43. Administrator Panel (Users) > Users > Edit > User Properties
44. Administrator Panel (Users) > Users > Edit > View Course Enrollments
45. Administrator Panel (Users) > Users > Edit > View Organization Enrollments
46. Administrator Panel (Users) > Users > Search, Not Blank
47. Administrator Panel (Users) > Users > Set User's Institution Roles
48. Course/Organization > Access unavailable course
49. Course/Organization (Content Areas) > Deploy Tests and Surveys
50. Course/Organization (Content Areas) > Edit Materials
51. Course/Organization (Content Areas) > Statistics Tracking/Reporting
52. Course/Organization Control Panel
53. Course/Organization Control Panel (Customization) > Tool Availability
54. Course/Organization Control Panel (Evaluation) > Performance Dashboard
55. Course/Organization Control Panel (Evaluation) > Retention Center
56. Course/Organization Control Panel (Evaluation) > SCORM Reports, View
57. Course/Organization Control Panel > Quick Enroll
58. Course/Organization Control Panel (Tools) > Announcements
59. Course/Organization Control Panel (Tools) > Discussion Board
60. Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Pools
61. Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Tests
62. Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Tests > Build Test
63. Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Tests > Delete Test
64. Course/Organization Control Panel (Users and Groups) > Users
65. Course/Organization Control Panel (Users and Groups) > Users > Change User's availability in Course/Organization
66. Course/Organization Control Panel (Users and Groups) > Users > Edit User Properties
67. Course/Organization Control Panel (Users and Groups) > Users > Enroll User
68. Course/Organization Control Panel (Users and Groups) > Users > Remove Users from Course/Organization
69. Course/Organization > Student Preview > Access Preview Account

70. My Settings > Settings > Personal Information
 71. My Settings > Settings > Personal Information > Change Password
 72. My Settings > Settings > Personal Information > Change Personal Settings
 73. My Settings > Settings > Personal Information > Change Personal Settings, Set CD-ROM Drive
 74. My Settings > Settings > Personal Information > Change Personal Settings, Set Language Pack
 75. My Settings > Settings > Personal Information > Change Personal Settings, Set Text Editor Options
 76. My Settings > Settings > Personal Information > Edit Personal Information
 77. My Settings > Settings > Personal Information > Set Privacy Options
 78. Student Performance Dashboard
 79. System Admin > System Reporting > Report Definitions
 80. System Admin > System Reporting > Report Definitions > Availability
 81. System Admin > System Reporting > Report Definitions > Import Definitions
3. Create a test User and give it the custom System Role
 4. Create a new Course and give it **Ultra Course View**
 1. Do NOT Enroll the User in the Course
 5. Log in with the test User
 6. Locate and access the test Course

Expected Behavior:

The Course is accessible

Observed Behavior:

Sorry! Your name is not on the list.

Please check with your Administrator if you need to access this page.

Symptoms:

2017-12-14 05:18:57 -0500 - - blackboard.platform.restspring.exception.RestException: User is not permitted to access the requested course.
 at blackboard.plugin.calendar.spring.rest.CourseScheduleRestService.getCourseSchedule(CourseScheduleRestService.java:104)
 at sun.reflect.GeneratedMethodAccessor1885.invoke(Unknown Source)
 at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
 at java.lang.reflect.Method.invoke(Method.java:498)
 at org.springframework.web.method.support.InvocableHandlerMethod.doInvoke(InvocableHandlerMethod.java:221)
 at org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHandlerMethod.java:136)
 at org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAndHandle(ServletInvocableHandlerMethod.java:110)
 at org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHandlerMethod(RequestMappingHandlerAdapter.java:817)
 at org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInternal(RequestMappingHandlerAdapter.java:731)
 at org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandlerMethodAdapter.java:85)
 at org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:959)
 at org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:893)
 at org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:968)
 at org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:859)
 at javax.servlet.http.HttpServlet.service(HttpServlet.java:635)
 at org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:844)
 at javax.servlet.http.HttpServlet.service(HttpServlet.java:742)
 at sun.reflect.GeneratedMethodAccessor913.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)
at org.apache.catalina.core.ApplicationDispatcher.invoke(ApplicationDispatcher.java:728)
at org.apache.catalina.core.ApplicationDispatcher.processRequest(ApplicationDispatcher.java:467)
at org.apache.catalina.core.ApplicationDispatcher.doForward(ApplicationDispatcher.java:392)
at org.apache.catalina.core.ApplicationDispatcher.access\$000(ApplicationDispatcher.java:63)
at org.apache.catalina.core.ApplicationDispatcher\$PrivilegedForward.run(ApplicationDispatcher.java:95)
at org.apache.catalina.core.ApplicationDispatcher\$PrivilegedForward.run(ApplicationDispatcher.java:83)
at java.security.AccessController.doPrivileged(Native Method)
at org.apache.catalina.core.ApplicationDispatcher.forward(ApplicationDispatcher.java:303)
at blackboard.plugin.rest.web.ApiController.dispatchRequest(ApiController.java:744)
at blackboard.plugin.rest.web.ApiController.service(ApiController.java:534)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:742)
at sun.reflect.GeneratedMethodAccessor913.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
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at org.apache.catalina.security.SecurityUtil\$1.run(SecurityUtil.java:279)
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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)
at blackboard.platform.servlet.DevNonceFilter.doFilter(DevNonceFilter.java:68)
at sun.reflect.GeneratedMethodAccessor378.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:253)

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at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:190)
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at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:190)
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)
at blackboard.platform.servlet.RequestClassParamFilter.doFilter(RequestClassParamFilter.java:42)
at sun.reflect.GeneratedMethodAccessor378.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:253)
at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:190)
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$1.run(ApplicationFilterChain.java:144)
at java.security.AccessController.doPrivileged(Native Method)
at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:143)
at org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:198)
at org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:96)
at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:140)
at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:80)
at org.apache.catalina.valves.StuckThreadDetectionValve.invoke(StuckThreadDetectionValve.java:206)
at org.apache.catalina.valves.AbstractAccessLogValve.invoke(AbstractAccessLogValve.java:624)
at org.apache.catalina.valves.RemoteIpValve.invoke(RemoteIpValve.java:677)
at blackboard.tomcat.valves.LoggingRemoteIpValve.invoke(LoggingRemoteIpValve.java:44)
at org.apache.catalina.core.StandardEngineValve.invoke(StandardEngineValve.java:87)
at org.apache.catalina.connector.CoyoteAdapter.service(CoyoteAdapter.java:341)
at org.apache.coyote.http11.Http11Processor.service(Http11Processor.java:799)
at org.apache.coyote.AbstractProcessorLight.process(AbstractProcessorLight.java:66)
at org.apache.coyote.AbstractProtocol$ConnectionHandler.process(AbstractProtocol.java:861)
at org.apache.tomcat.util.net.NioEndpoint$SocketProcessor.doRun(NioEndpoint.java:1455)
at org.apache.tomcat.util.net.SocketProcessorBase.run(SocketProcessorBase.java:49)
at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1142)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:617)
at org.apache.tomcat.util.threads.TaskThread$WrappingRunnable.run(TaskThread.java:61)
at java.lang.Thread.run(Thread.java:748)

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Resolution/Workaround: Add the following Privileges to the custom Role:

- [Course/Organization \(Content Areas\) > Edit Materials](#)

- *Course/Organization (Content Areas) > Deploy Tests and Surveys*
- *Course/Organization Control Panel*
- *Course/Organization Control Panel (Customization) > Tool Availability*
- *Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Pools*
- *Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Tests*
- *Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Tests > Build Test*
- *Course/Organization Control Panel (Tools) > Tests, Surveys, and Pools > Tests > Delete Test*
- *Administrator Panel (Tools and Utilities) > Calendar*
- *Course/Organization Control Panel (Tools) > Calendar*
- *Course/Organization Control Panel (Tools) > Calendar > Create Event*
- *Course/Organization Control Panel (Tools) > Calendar > Edit/Delete Event*

Target Release: Will Not Fix

Patch Available: No