Blackboard

McGraw Hill B2 Flooding Log File With Errors During Course Export

Date Published: Sep 17,2021 **Category:** Planned_First_Fix_Release:Will_Not_Fix; Product:Learn; Version:X9_1,SaaS   **Article No.:** 000075358

Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): 9.1, SaaS

Description: The McGraw Hill b2 is flooding the log files with errors during a course export operation.

Steps to Replicate:

1. Log into **Blackboard Learn** as an Administrator
2. Navigate to **Building Blocks** > **Installed tool**
3. Confirm the 'McGraw-Hill Connect and Create' building block is available
4. Go to **System Admin** tab > **Courses**
5. Find a course
6. Click on the dropdown > **Copy**
7. Perform any type of course copy
8. Enter the course
9. Go to **Control Panel** > **Packages and Utilities** > **Import Package/View Logs**
10. Open log

Observed Behavior:
Received error 'Extension blackboard.platform.mhheCourseCx is not currently available. An exception was thrown during instantiation.'

Expected Behavior:
No McGraw-Hill Connect and Create related error is listed.

Target Release: Will Not Fix