

# "Factory" error messages caused by the "Blackboard Store" Building Block in Initial Release of Learn 3900.10

## Article Number

000075384

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## Cause

The "Blackboard Store" (BBGS-MBS) Building Block is obsolete and has been withdrawn. Over the years the application changed and the B2 did not. Eventually: the B2 disrupted the regular content loading process do to incipient incompatibilities.

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## Description

The Blackboard Store Building Block has been discontinued since Q2 2017. With the release of Learn 3900.10 to SaaS Staging sites it was reported that the B2 caused error messages in several places. The B2 no longer functions and the final version of 3900.10 will uninstall it entirely.

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## Information

After the B2 was deprecated, it stopped being bundled. Sites provisioned after Q2 2017 will not have this B2.

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## KB Product

Learn SaaS

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## Last Modified Date

Fri Jan 03 20:02:13 GMT 2025

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## Release (General)

9.1;SaaS

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## Resolution Workaround

1. Uninstall or set to Inactive the **Blackboard Store** Building Block. It does not suffice to set the B2 to "Unavailable."
  2. A new version of 3900.10 will be issued for production release, this version will uninstall the B2 completely. The B2 no longer has any function. This also applies to Self and Managed hosting clients. The exact version is 3900.10.0-rel.17+81ba8fd or higher.
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## Service Packs

Learn 9.1, 3900.10.0

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## Steps to Replicate

### Prerequisite:

The "Blackboard Store" Building Block must be installed and not set to "inactive."

### Note:

*There is more than one way to see this error, in most cases it can be reproduced in any Course .*

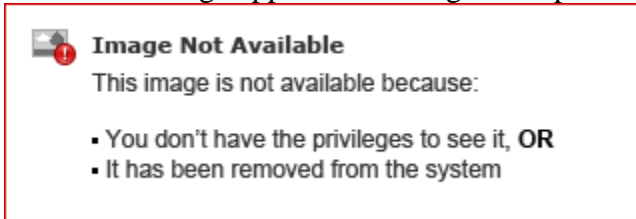
1. Enter any pre-existing **Course**, or create another
2. If the course is an Original Experience one, enter any **Content Area** In an Ultra Experience course the error occurs immediately

### Expected Behavior

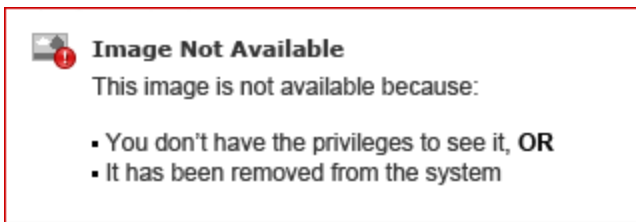
The Content Area displays normally

### Observed Behavior

An error message appears. For Original Experience courses, the message is simply "Factory"



For Ultra Courses the message is "Oops! Something Went Wrong" and the full message will be mentioned in the Session debug log



*Another way to reproduce this issue is in the "Tools" menu of the System Admin panel.*

1. Go to **System Admin Tools**

### Expected Behavior

The "tools" menu displays normally

### Observed Behavior

The following message appears:

```
Factory
For reference, the Error ID is f5f82255-bb7d-467b-b783-85809e4e2508.
(timestamp)
```

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### Summary

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### Symptoms

One or both of the following errors is recorded in the logs:

```
2021-03-17 08:29:23 -0400 - [ERROR] Error Id: 7d1ca5d99370436e919ef03607c207bd - org.springframework:
at org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1055)
at org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:943)
at org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:101
```

```
at org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:898)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:626)
at org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:883)
[...]
```

(*timestamp*) - [WARNING] Factory<P><span class="captionText">For reference, the Error ID is :  
at com.blackboard.consulting.service.CloudRestExchanger.doRestOp(CloudRestExchanger.java:66  
at com.blackboard.partners.service.impl.AbstractRESTServiceImpl.doGet(AbstractRESTServiceImpl  
at com.blackboard.partners.service.impl.AbstractJsonServiceImpl.doGetObject(AbstractJsonSer  
at com.blackboard.consulting.mbs.service.impl.MbsSupportServiceImpl.getCommerceStatus(MbsSu  
at com.blackboard.consulting.mbs.service.impl.CommerceStatusServiceImpl.getCommerceStatusFr  
at com.blackboard.consulting.mbs.service.impl.CommerceStatusServiceImpl.getCommerceStatus(C  
at com.blackboard.consulting.mbs.extension.CommerceStatusProvider.getCommerceStatus(Commer  
at com.blackboard.consulting.universal.service.impl.LinkVisibilityServiceImpl.isBbStoreAvai  
at com.blackboard.consulting.universal.extension.CourseMaterialsToolFilter.allowItem(Course  
at com.blackboard.consulting.universal.extension.CourseMaterialsToolFilter.allowItem(Course  
at jdk.internal.reflect.GeneratedMethodAccessor1554.invoke(Unknown Source)  
at java.base/jdk.internal.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAcces  
at java.base/java.lang.reflect.Method.invoke(Method.java:566)

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## Target Release

Learn 9.1, 3900.10.0 Release SaaS - Fixed (v3900.10.0)

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## Title

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