

Error Message Appears After Successful Course Content Copy Using Hierarchy Nodes

Article Number

000087994

Description

An error message appears after successful course content copy (not exact copy, just some items) using Hierarchy Nodes. Both the user and the courses are within a child node.

This only occurs when using hierarchy nodes to grant the user access to courses without an enrolment. Although the user can successfully copy content between courses, an error message appears when the copy process is completed.

Document Type

Known Issue

KB Product

Learn SaaS

Last Modified Date

Wed Mar 12 17:29:48 GMT 2025

Release (General)

SaaS

Service Packs

Learn 3900.110.0;Learn 3900.108.0;Learn 3900.106.0;Learn 3900.104.0

Steps to Replicate

1. Login to **Blackboard Learn Ultra Experience** as an administrator
2. In the **Administrator Tools**, create a two blank Ultra courses (Course A and Course B)
3. Create a user, and enroll them into Course B as an instructor
4. Open Course B and add any content item. For example, a document
5. Go to **Administrator Tools > Communities > Institutional Hierarchy**
6. Click on **Create Node** and give it a name and save
7. Click the name of the created node in the list
8. In the **Administrators** tab, add the previously created user with a **Course Administrator** role
9. In the **Courses** tab, add Course A and Course B
10. Login as the created user
11. Access Course A through the Administrator Tools
12. Click **Add Content**, then **Copy Content**
13. Search for Course B and select it
14. Select the content item created early and click on **Start Copy**

Observed Behavior:

The following error is displayed:

"You do not have permission to access this content. "

Expected Behavior:

No error is displayed.

Summary

Although the user can successfully copy content between courses, an error message appears when the copy process is completed.

Target Release

SaaS-Fixed (v3900.112.0-rel.54 or higher)

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