

# Preview Users Cannot be Removed from a Course

## Article Number

000077694

---

## Cause

Deletes from the gradebook\_grade\_calc\_up table for sorting are not implemented properly. It seems there is a violation from the foreign key constraint gradebook-grade-c-up-fk1 on the table gradebook-grade-calc-up.

---

## Description

Preview users cannot be removed from a course.

---

## KB Product

Learn SaaS

---

## Last Modified Date

Fri Apr 11 18:57:52 GMT 2025

---

## Release (General)

9.1;SaaS

---

## Service Packs

Learn 3900.60.0;Learn 3900.62.0;Learn 3900.65.0;Learn 3900.67.0;Learn 3900.69.0

---

## Steps to Replicate

1. Log into **Blackboard Learn** as an administrator
2. Go to the Admin Panel
3. Access a course
4. Select the down arrow > **Course Enrollment**
5. Select a Preview User > **Remove from Course** > **Ok**

## Observed Behavior:

The preview user cannot be deleted and the following type of error is displayed:

**ERROR: update or delete on table "course\_users" violates foreign key constraint "gradebook\_grade\_c\_up\_fk1" on table "gradebook\_grade\_calc\_up"**  
**Detail: Key (pk1)=(1007528) is still referenced from table "gradebook\_grade\_calc\_up".**  
**Where: SQL statement "DELETE FROM course\_users WHERE pk1 = p1"**

## Expected Behavior:

The preview user should be deleted successfully.

---

## Summary

Preview users cannot be removed from a course.

---

## Target Release

Learn 9.1, 3900.69.0 Release

SaaS - Fixed (v3900.69.0)

---

**Title**

Preview Users Cannot be Removed from a Course

---