

Students Cannot Access Assessments with Dated Conditional Availability and Respondus

Article Number

000057031

Description

If an Assessment has availability dates set and is also using Respondus Lock Down Browser, Students will get an error while attempting to access it.

KB Product

Learn SaaS

Last Modified Date

Fri Apr 11 19:04:24 GMT 2025

Release

SaaS

Release (General)

SaaS

Steps to Replicate

In a SaaS Ultra Environment:

1. Log into Blackboard Learn as a System Administrator
2. Create and access an *Ultra View* Course
3. Create a Test
 1. Set a current date window for Availability
 2. Enable Respondus
4. Create a User and Enroll it as a Student
5. Log in as the Student and access the Test

Expected Behavior:

The Test opens

Observed Behavior:

An error is displayed:

Sorry! Your name isn't on the list.

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

Summary

If an Assessment has dated conditional availability and is also using Respondus Lock Down Browser, Students will get an error while attempting to access it.

Symptoms

Sample Stack Trace:

2019-08-27 13:04:30 +1000 - [ERROR] - blackboard.platform.restspring.exception.RestException: User not allowed to take assessment.

```
at
blackboard.plugin.assessment.spring.rest.ProctoringRestService.launchLinkToTake(ProctoringRestService.java:

at sun.reflect.GeneratedMethodAccessor8884.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:19

at
org.springframework.web.method.support.InvocableHandlerMethod.invokeForRequest(InvocableHandlerMetho

at
org.springframework.web.servlet.mvc.method.annotation.ServletInvocableHandlerMethod.invokeAndHandle(Se

at
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.invokeHandlerMethc

at
org.springframework.web.servlet.mvc.method.annotation.RequestMappingHandlerAdapter.handleInternal(Requ

at
org.springframework.web.servlet.mvc.method.AbstractHandlerMethodAdapter.handle(AbstractHandlerMethodA

at org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:1039)
at org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:942)
at org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:1005)
at org.springframework.web.servlet.FrameworkServlet.doGet(FrameworkServlet.java:897)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:635)
at org.springframework.web.servlet.FrameworkServlet.service(FrameworkServlet.java:882)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:742)
at sun.reflect.GeneratedMethodAccessor481.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:498)
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Target Release

Future Reference

Title

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