

# Rearranging Answers in a Multiple Choice Question with one Empty Answer and Then Saving the Changes Leads to an Error

## Article Number

000077605

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## Description

In a test, when creating Multiple Choice Questions (MCQ) if one of them has an 'answer choice' empty, the save button is grayed out and cannot be clicked on. Then, when the instructor changes the order of the answers in the question, the Save button can be used and upon clicking on it, a "Oops! Something went wrong. Please reload the page. Session Debug Log Code" error displays.

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## KB Product

Learn SaaS

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## Last Modified Date

Fri Apr 11 19:13:19 GMT 2025

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## Release (General)

SaaS

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## Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Create or edit a test in an Ultra course > Create a Multiple Choice Question (MCQ) or edit an existing one
3. In the course, go to **Question Banks > Manage banks > Create a MCQ question or edit an existing one.**
4. Add or edit a MCQ
5. Fill in the text of the question
6. Fill in some of the answer fields or add a new choice answer, so at least one answer is empty.

**Observed Behavior:** The Save button is grayed out and cannot be clicked.

1. Change the order of the answers in the question

**Observed Behavior:** The Save button becomes available and can be clicked.

1. Click on **Save**

## Observed Behavior:

The Save button can be clicked after re-ordering the answers and clicking it leads to an Oops! Something went wrong message.

**Expected Behavior:**

The Save button should not become available / clickable.

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**Summary**

In Ultra courses, when an instructor rearranges the order of answers in a Multiple Choice Question with one empty answer and then saves the changes, an error is displayed.

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**Target Release**

SaaS-Fixed (v3900.69.0)

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**Title**

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