



Blackboard

Known Issue: B2 4.8/4.9 - Users Authenticated to BB Learn cannot join sessions via Guest Links unless they are enrolled in the Course

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Product: Collaborate -Web Conferencing

Service Pack(s): Web Conferencing

Steps to Replicate: Create Collab Ultra session link in host class.

Go to Course Tools and click "Invite Guests".

Copy guest link.

Go to guest course content area and create web link using the guest link just copied.

Enroll test student in guest course.

Log in as test student.

Attempt to access the link from the guest course.

Expected result:

Session launches, student joins session.

Actual result:

Error Message - Not Found: The specified resource was not found, or you do not have permission to access it.

Symptoms:

Known Issue Symptoms

When accessing a Collaborate session via a guest link, authenticated user gets error message stating:

Not Found: The specified resource was not found, or you do not have permission to access it.

Affected Platforms

Collaborate Building Blocks 4.8 and 4.9

Resolution/Workaround: The user may need to logout of Learn before launching the link.

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