



Blackboard

Last Access Date does not Always pair with Any User Activity

Date Published: Feb 13,2017 **Category:** Planned_First_Fix_Release:Learn_9_1_Q2_2017_Release,SaaS_Fixed; **Product:**Reporting_Learn,Grade_Center_Learn;
Version:Learn_9_1_Q4_2016_3100_0_0_rel_107_401e,SaaS,Learn_9_1_Q4_2015_9_1_201510_1171621,Learn_9_1_Q2_2016_3000_1_0_rel_52_991d **Article No.:**
000043064

Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): Learn 9.1 Q4 2016 (3100.0.0-rel.107+401e, SaaS, Learn 9.1 Q4 2015 (9.1.201510.1171621), Learn 9.1 Q2 2016 (3000.1.0-rel.52+991d)

Issue Description: Last access dates in the Grade Center and Performance Dashboard sometimes do not have corresponding User activity in the Activity Accumulator.

Steps to Replicate:

1. Log into Environment.
2. Create a test User.
3. Create a test Course.
4. Enroll test User in the test Course.
5. Log in as test User and navigate around the test Course to generate some activity.
6. Log back in as Administrator and run User Activity Overview for test User.
7. Match the dates and times with activity you generated.

Expected Behavior:

Last accessed date in Grade Center and Performance Dashboard should match User activity in the Activity Accumulator.

Observed Behavior:

Last access date in Grade Center and Performance Dashboard sometimes do not have matching User activity in the Activity Accumulator.

Target Release: Learn 9.1 Q2 2017 Release

SaaS - Fixed (3100.9.0)

Patch Available: Yes

Patch Versions: Learn 9.1 Q2 2016 (3000.1.0-rel.52+991d)

Patch Information: Updates to resolve this issue are available for the following release:

Release	CUPDATE	Update Access
9.1 Q2 2016	CU4*	Access via installer in Cumulative Update 4 for Blackboard Learn, 9.1 Q2 2016 – Article #43340
9.1 Q4 2016	CU1**	Access via installer in Cumulative Update 1 for Blackboard Learn, 9.1 Q4 2016 – Article #43465

*Cumulative Update 4 for Blackboard Learn, 9.1 Q2 2016 utilizes an installer instead of the BbPatch Utility.

**Cumulative Update 1 for Blackboard Learn, 9.1 Q4 2016 utilizes an installer instead of the BbPatch Utility.