

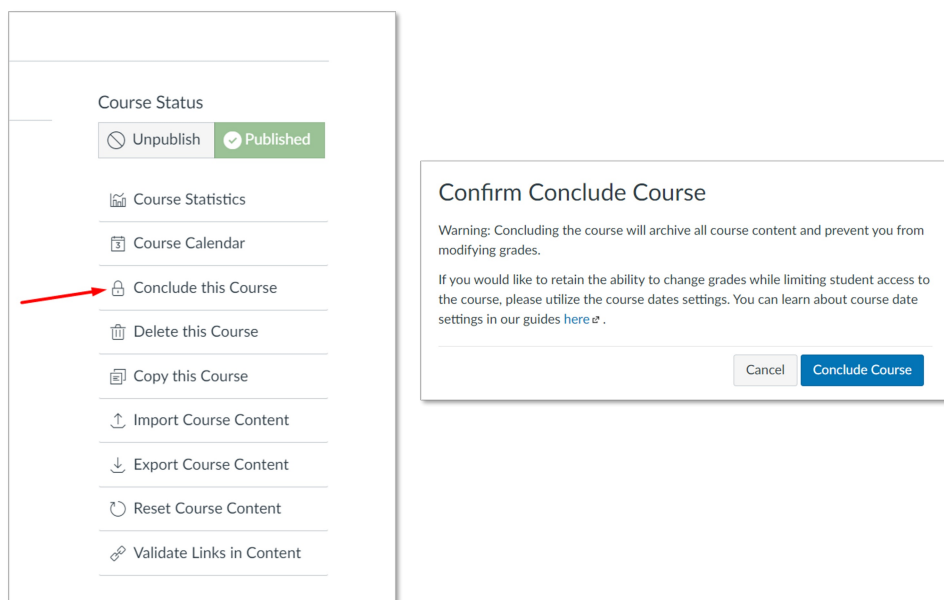
## Why do I get 'Access denied' message after course has concluded?

 This article is designated for all users.

 The information below pertains to Kaltura Video App for Canvas Kaltura Application Framework (KAF) LTI 1.1

### What's the problem?

Embedding Kaltura media through the Rich-Text editor in a Canvas group space, such as a group's discussion or announcement board, might cause problems with accessing course material after the course has concluded, when choosing Conclude this Course from the menu or prompted from the Conclude Course button.



All users who previously had access to the course (students, teachers, etc.) are going to be removed from the course, as demonstrated in the before and after images below:

Chield > People 63 Student View

Home

Announcements

Assignments

Discussions

Grades

**People**

Pages

Files

Syllabus


Outcomes

Rubrics

Quizzes

Everyone Groups + Group Set

Search people All Roles + People

Name	Login ID	SIS ID	Section	Role	Last Activity	Total Activity
 teacher	teacher		Chield	Student	May 30 at 8:04pm	03:40:54

Before concluding course

Chield > People 63 Student View

Home

Announcements

Assignments

Discussions

Grades

**People**

Pages

Files

Syllabus

Outcomes

Rubrics

Quizzes

Modules

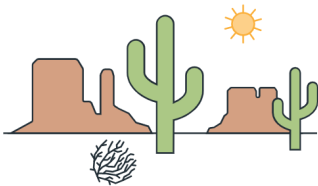
BigBlueButton

Collaborations

Media Gallery

Everyone Groups + Group Set

Search people All Roles + People



No people found

After concluding course

After concluding a course, all the embedded media (published in the “InContext” category under course MediaGallery) will become unavailable for a user and the error message “Access Denied” will be displayed:

Account

Dashboard

Courses

Groups

Calendar

Inbox

History

Home

Discussions

Grades

**Pages**

Syllabus

Collaborations

Media Gallery

My Media

Media Gallery

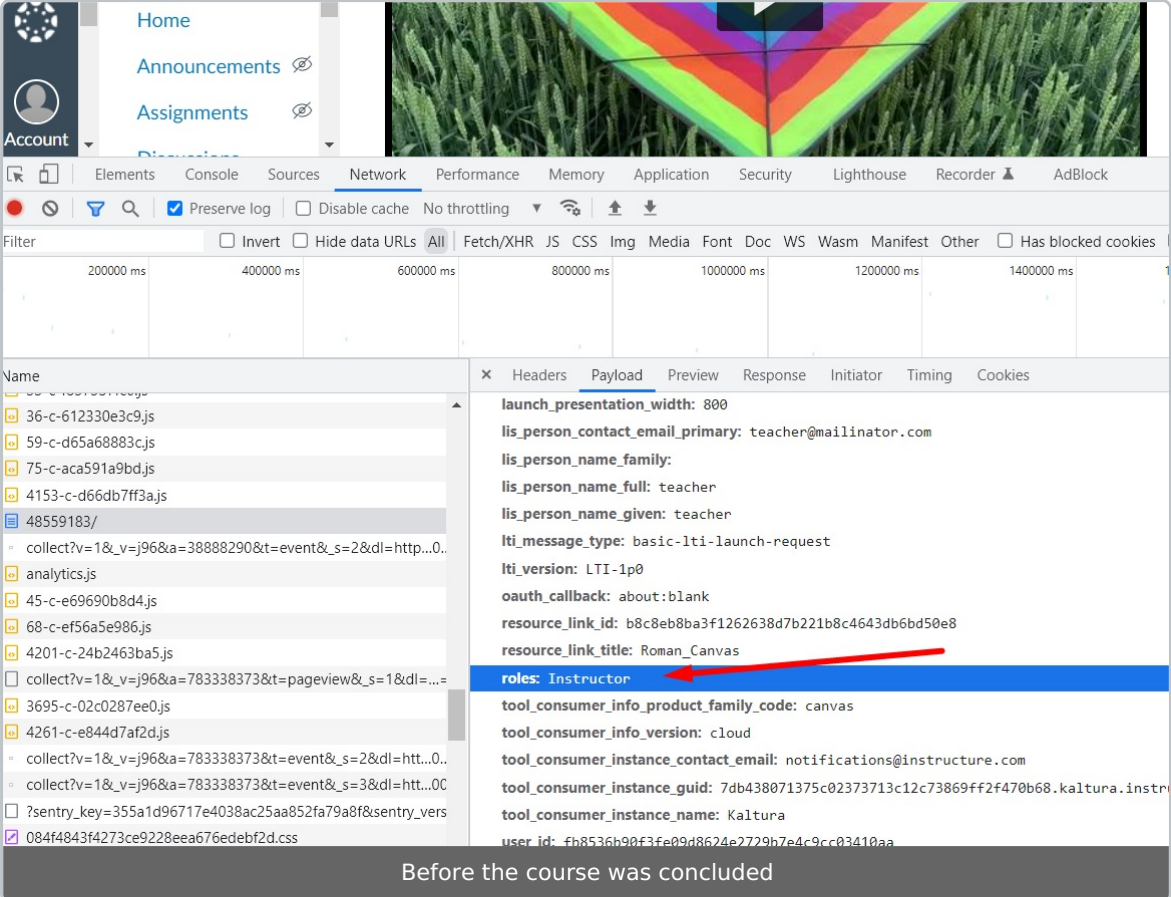
View All Pages

rom

Access Denied

## Why does it happen?

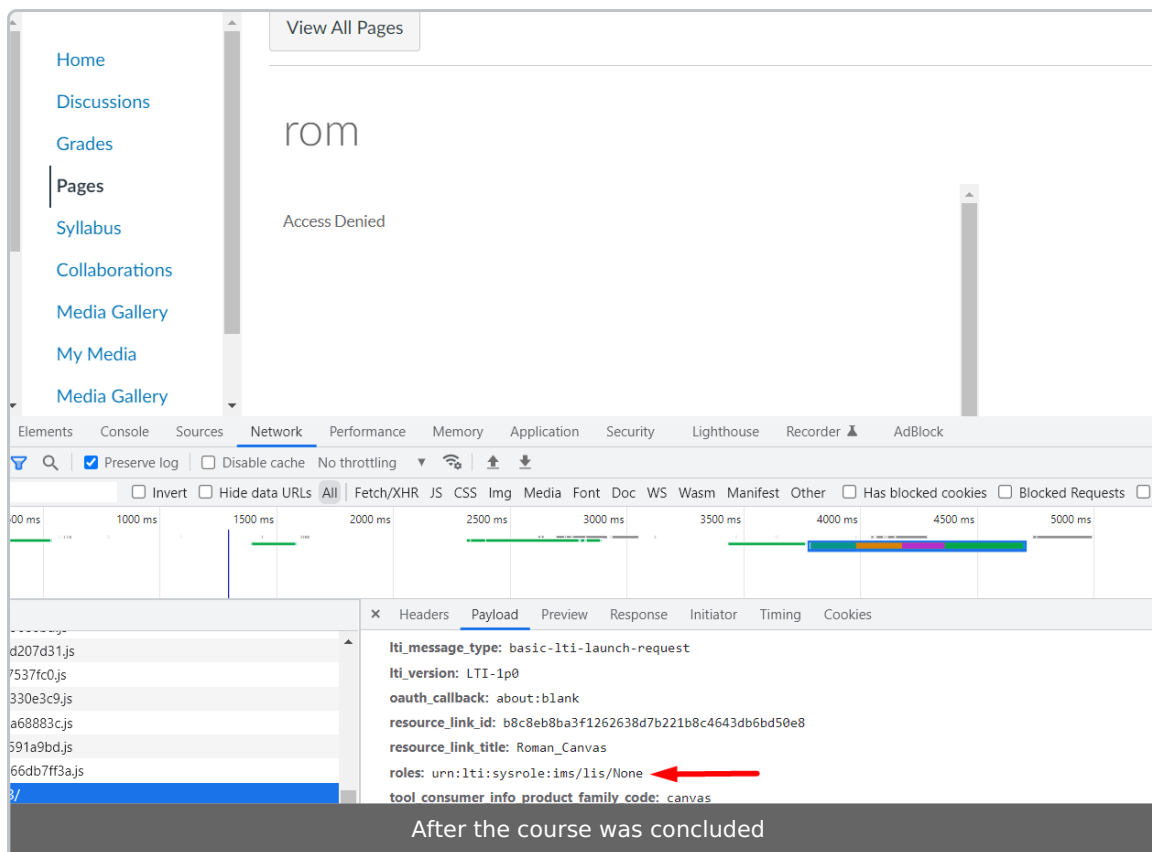
This problem occurs due to the user role that came with the LTI request to Kaltura. See the screenshots before and after the course was concluded:



The screenshot shows a web browser's developer tools with the Network tab selected. A list of network requests is on the left, and the selected request's payload is shown on the right. The payload is an LTI launch request with the following fields:

- launch\_presentation\_width: 800
- lis\_person\_contact\_email\_primary: teacher@mailinator.com
- lis\_person\_name\_family:
- lis\_person\_name\_full: teacher
- lis\_person\_name\_given: teacher
- lti\_message\_type: basic-lti-launch-request
- lti\_version: LTI-1p0
- oauth\_callback: about:blank
- resource\_link\_id: b8c8eb8ba3f1262638d7b221b8c4643db6bd50e8
- resource\_link\_title: Roman\_Canvas
- roles: Instructor** (highlighted with a red arrow)
- tool\_consumer\_info\_product\_family\_code: canvas
- tool\_consumer\_info\_version: cloud
- tool\_consumer\_instance\_contact\_email: notifications@instructure.com
- tool\_consumer\_instance\_guid: 7db438071375c02373713c12c73869ff2f470b68.kaltura.instr
- tool\_consumer\_instance\_name: Kaltura
- user\_id: fb8536b90f3fe09d8624e2729b7e4c9cc03410aa

Below the screenshot, the text "Before the course was concluded" is displayed.



As seen on the screenshot above, the user role is "None". By default, the "None" role in the [Hosted module](#) in the KAF admin ([https://\\_your instance KAF URL\\_/admin/config/tab/hosted](https://_your instance KAF URL_/admin/config/tab/hosted)) is set to "anonymousRole".

Users with Anonymous roles do not have access to the My Media and Kaltura embed tools, so every time such a user attempts to open the Kaltura tool, an "Access Denied" error is prompted.

## How can I fix it?

### End users

You can manually embed the code by switching the text editor to HTML mode and pasting the media embed code. For additional information, please visit [Share and Embed Media](#).

### Administrators

In the [Hosted module](#), change the **ITIRole** "None" to at least **viewerRole** to allow embedding content within Canvas groups. Please note that this will also grant My Media access to users with the "None" role.

For additional information, please visit [Introduction to role mapping](#). Ref [Canvas Extension Release Notes - v1.1](#).

## Recommended

[Kaltura Video App for Canvas Upgrading from LTI 1.1 to LTI 1.3 .](#)

[template("cat-subscribe")]

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