Why do I get 'Access denied' message after course has concluded? (legacy)

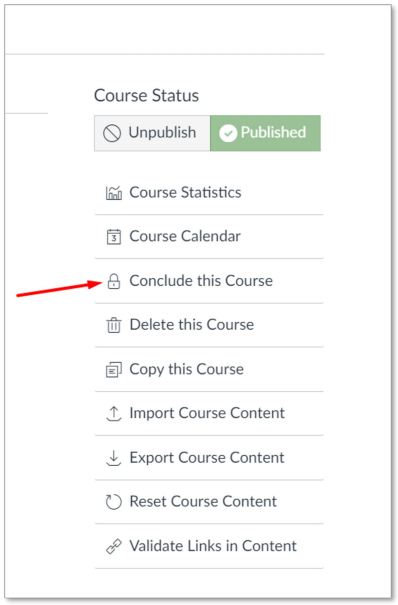
Content updated: 08/22/2023

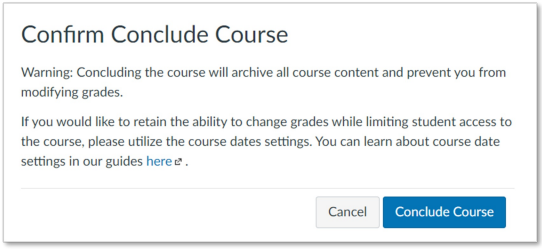
This article is designated for faculty members.

- This article is intended for instructors and LMS administrators using Kaltura with Canvas LTI 1.1
- Students: If you're seeing "Access denied" after a course is concluded, you can't restore access yourself. Contact your instructor or your institution's IT / Kaltura administrators.

What's the problem?

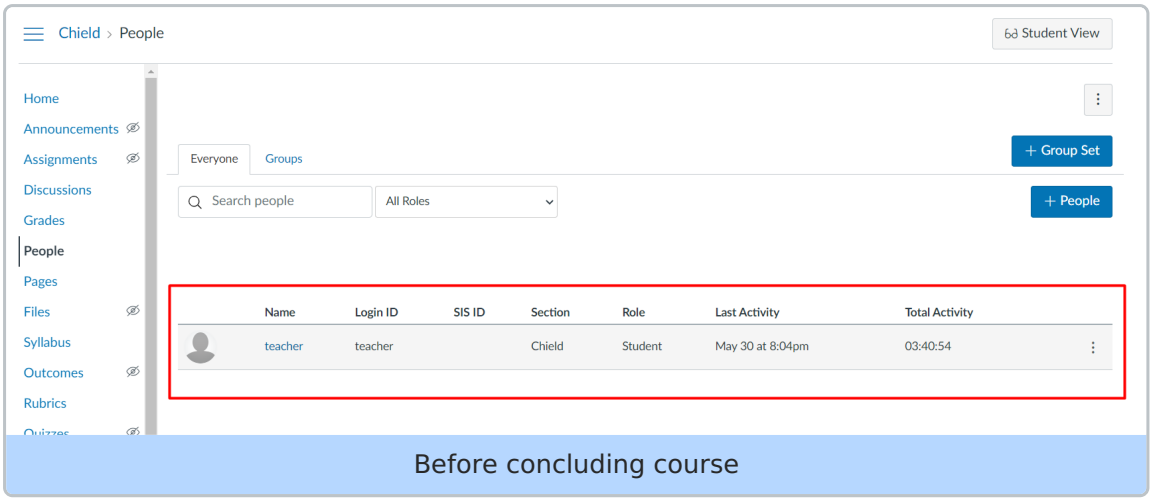
When instructors embed Kaltura media in a Canvas course (for example, in group discussions or announcements), the videos may become inaccessible after the course is concluded, even though they were embedded while the course was active, either by selecting **Conclude this Course** from the menu or clicking the **Conclude Course** button.



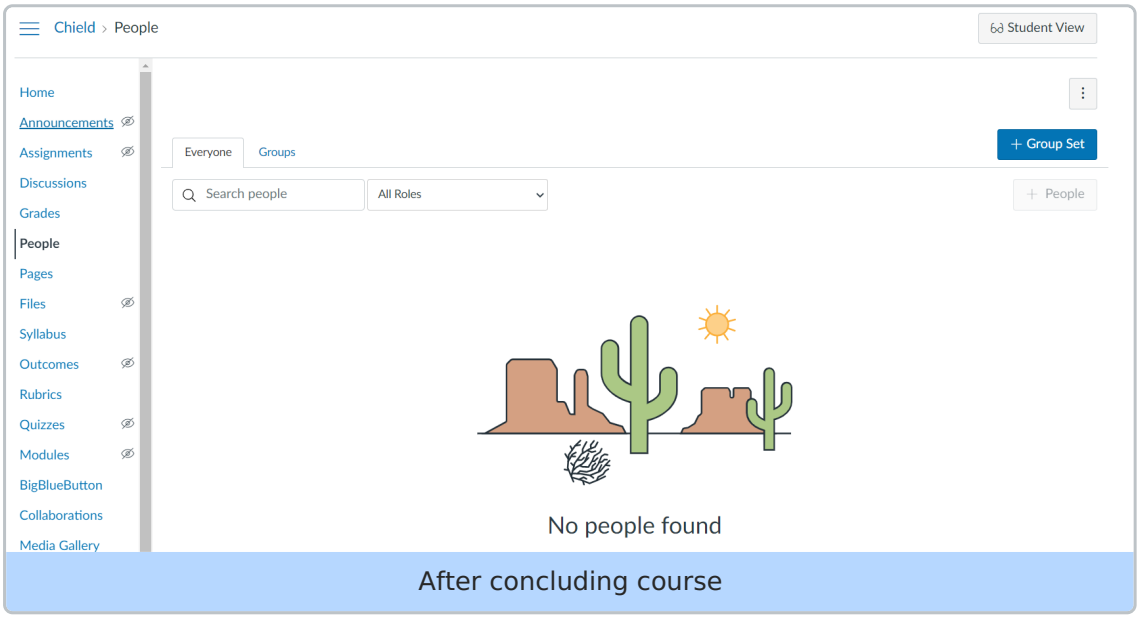


Once the course is concluded, all users (students, teachers, and so on) will be removed from the course, as shown in the before and after images below:

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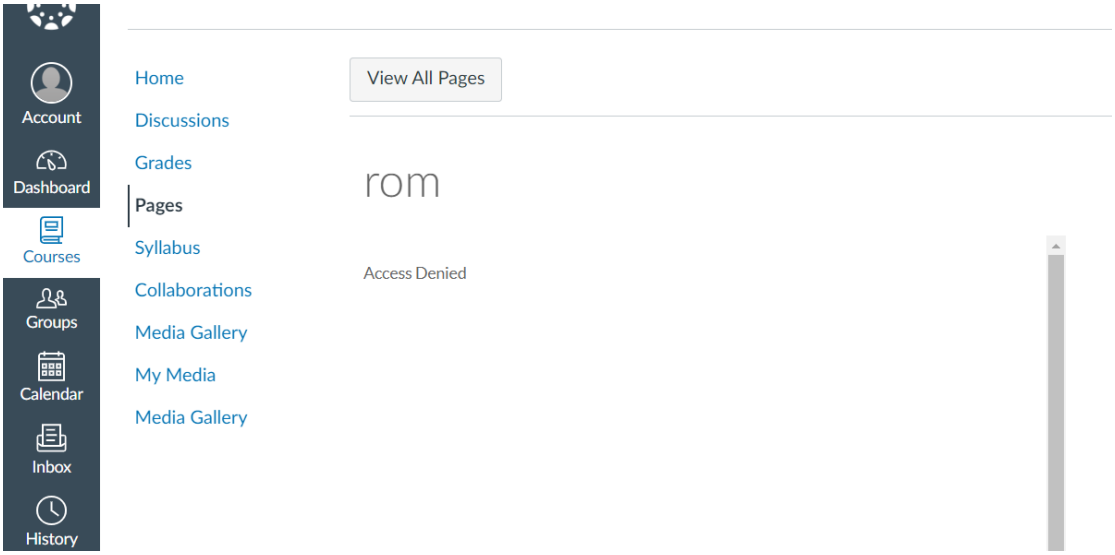
Before concluding course



After concluding course

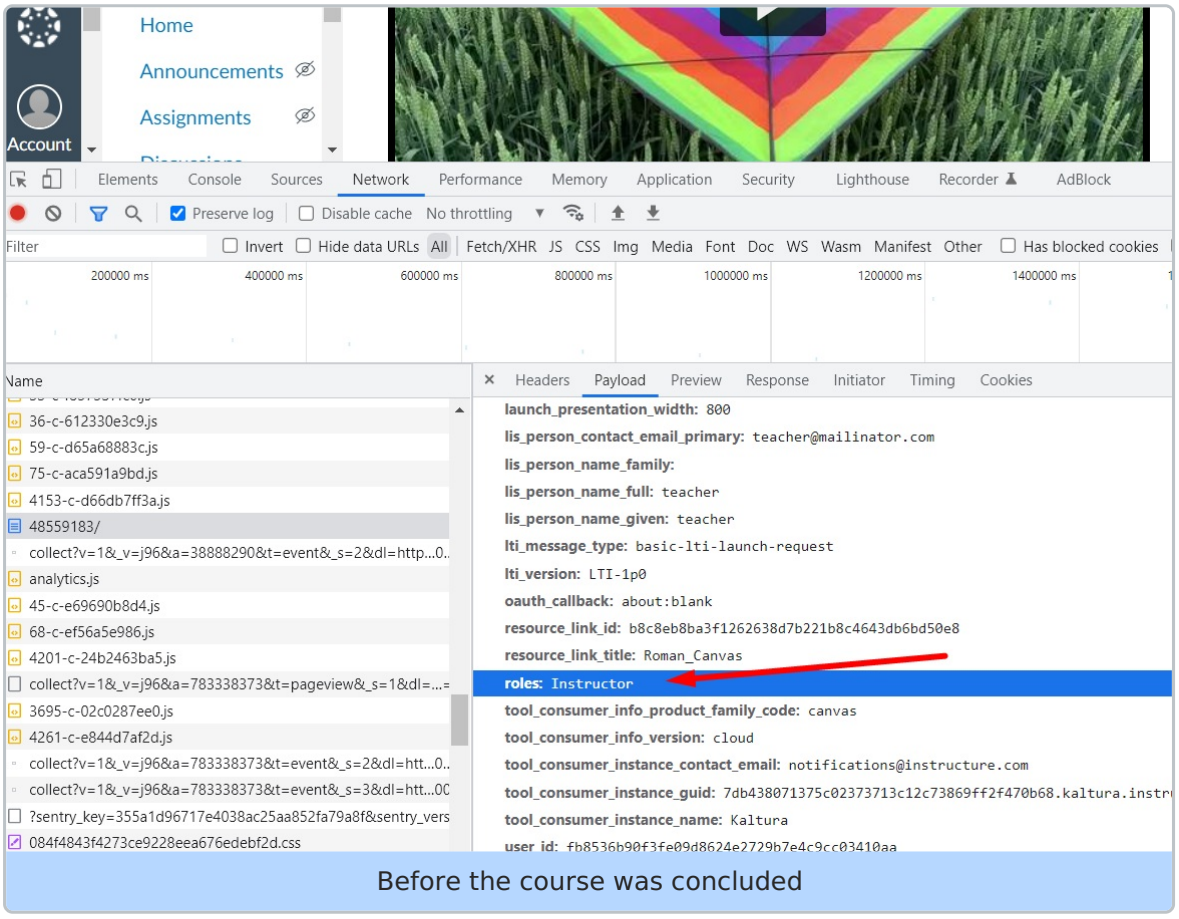
After the course concludes, all embedded media (published in the “InContext” category under the course Media Gallery) becomes unavailable, and users will encounter an "Access Denied" error when attempting to access it.

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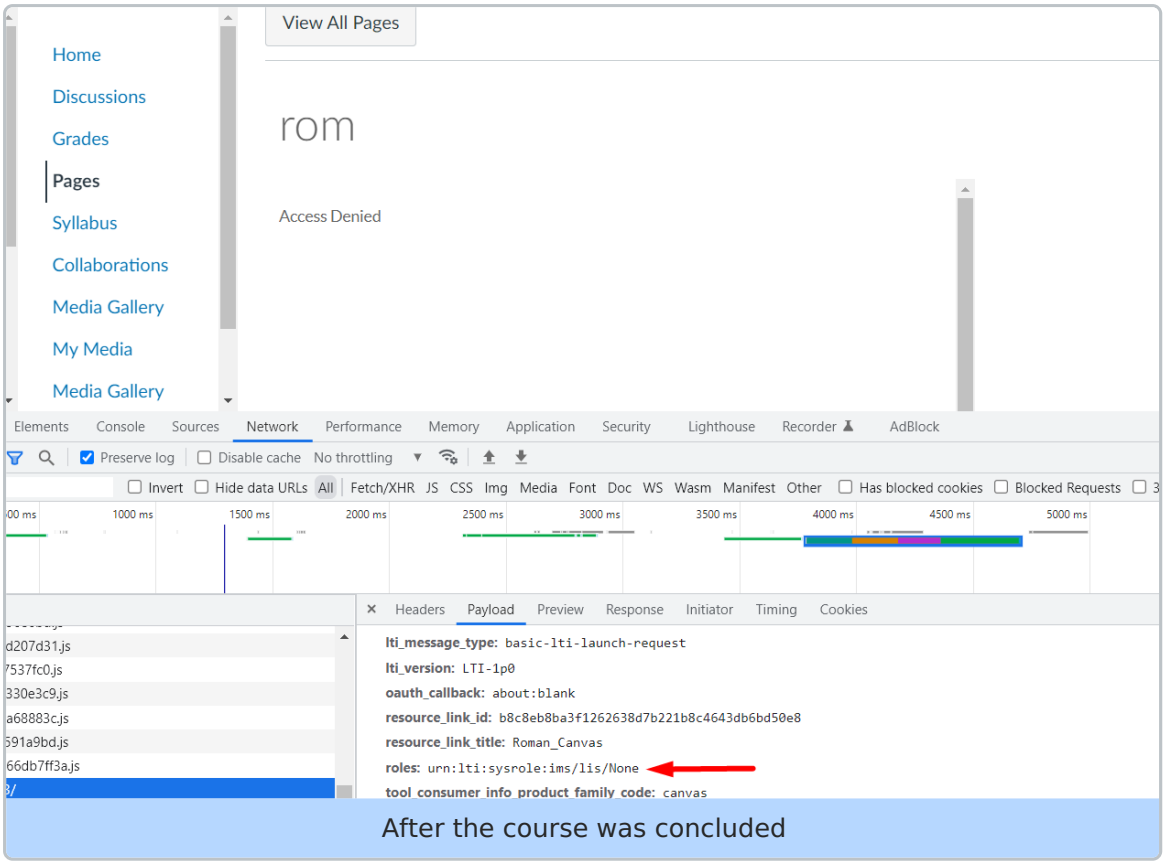
Why does this happen?

This issue occurs because the user role sent with the LTI request to Kaltura changes. See the screenshots before and after the course was concluded:



Before the course was concluded

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After the course was concluded

In the "before" state, users retain their assigned roles. However, after the course is concluded, the user role becomes “None.” By default, the "None" role in the Hosted module is mapped to the **anonymousRole**. Users with this role do not have access to My Media or Kaltura embed tools, resulting in the "Access Denied" error whenever they attempt to open embedded Kaltura media.

How can I fix it?

Instructors

If you are an instructor with editing rights in Canvas, you can manually embed the code by switching the text editor to HTML mode and pasting the media embed code. Manually embedding the iframe code avoids LTI role checks, which fail after a course is concluded. For additional information, please visit Share and Embed Media.

Administrators

In the Hosted module, change the **ITIRole** "None" to at least **viewerRole** to allow access to embedded content after course conclusion. Please note that this will also grant My Media access to users with the "None" role.

For additional information, please visit Overview of Kaltura's LMS integration for Canvas and Canvas Extension Release Notes - v1.1.

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Students

If you’re a student and the course is concluded, you can’t fix this yourself because students aren't permitted to change course settings or access Kaltura admin tools. Contact your instructor or your institution’s IT / Kaltura support team.

Recommended

We recommend upgrading the Kaltura LMS integration for Canvas from LTI 1.1 to LTI 1.3 for improved role management and functionality. For details, see our article Kaltura Video App for Canvas Upgrading from LTI 1.1 to LTI 1.3.

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