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

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👥 **This article is designated for all users.**

💡 The information below pertains to Kaltura LMS integration for Canvas LTI 1.1

What's the problem?

When embedding Kaltura media through the rich-text editor in a Canvas group space (for example, group discussions or announcement boards), issues may arise after the course is concluded, either by selecting **Conclude this Course** from the menu or clicking the **Conclude Course** button.
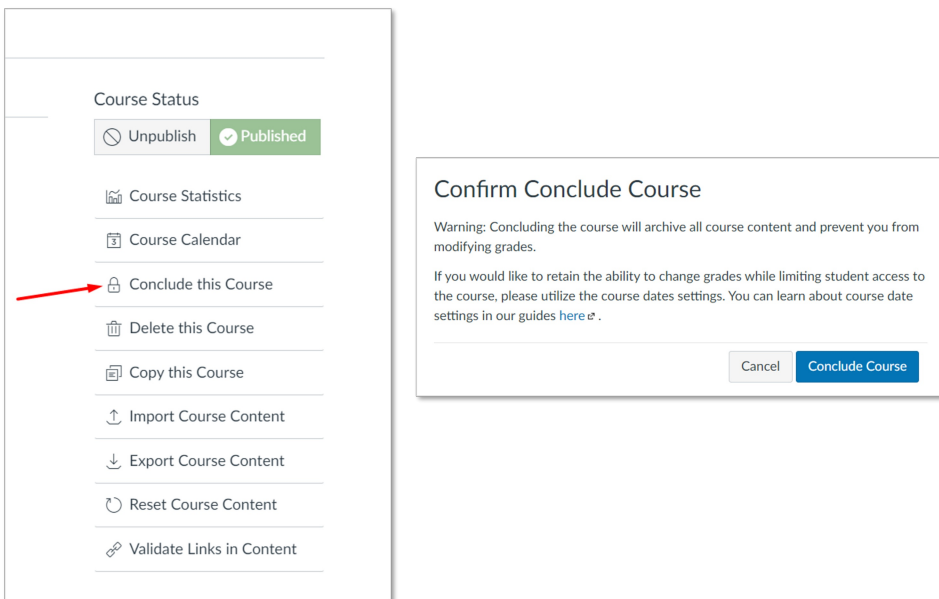
Once the course is concluded, all users (students, teachers, and so on) will be removed from the course, as shown in the before and after images below:

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.

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

After the course was concluded

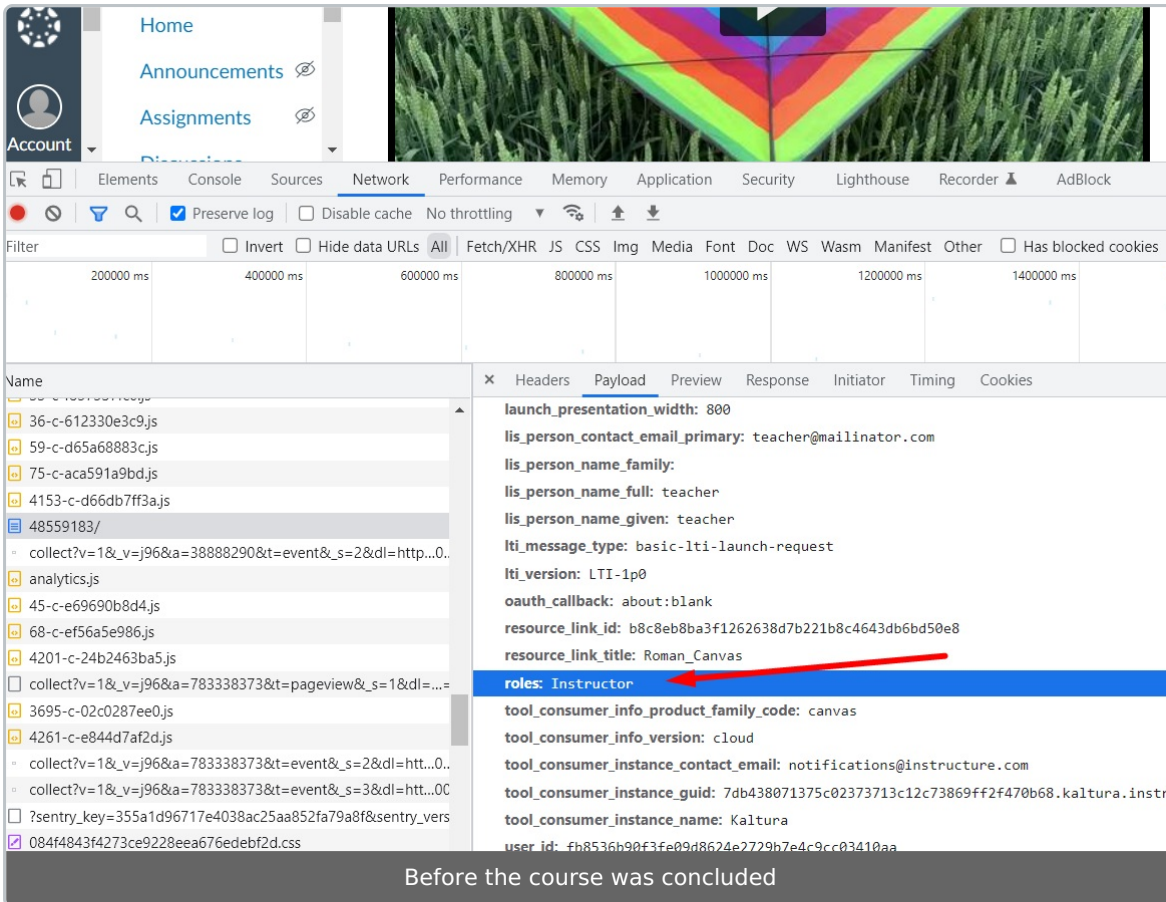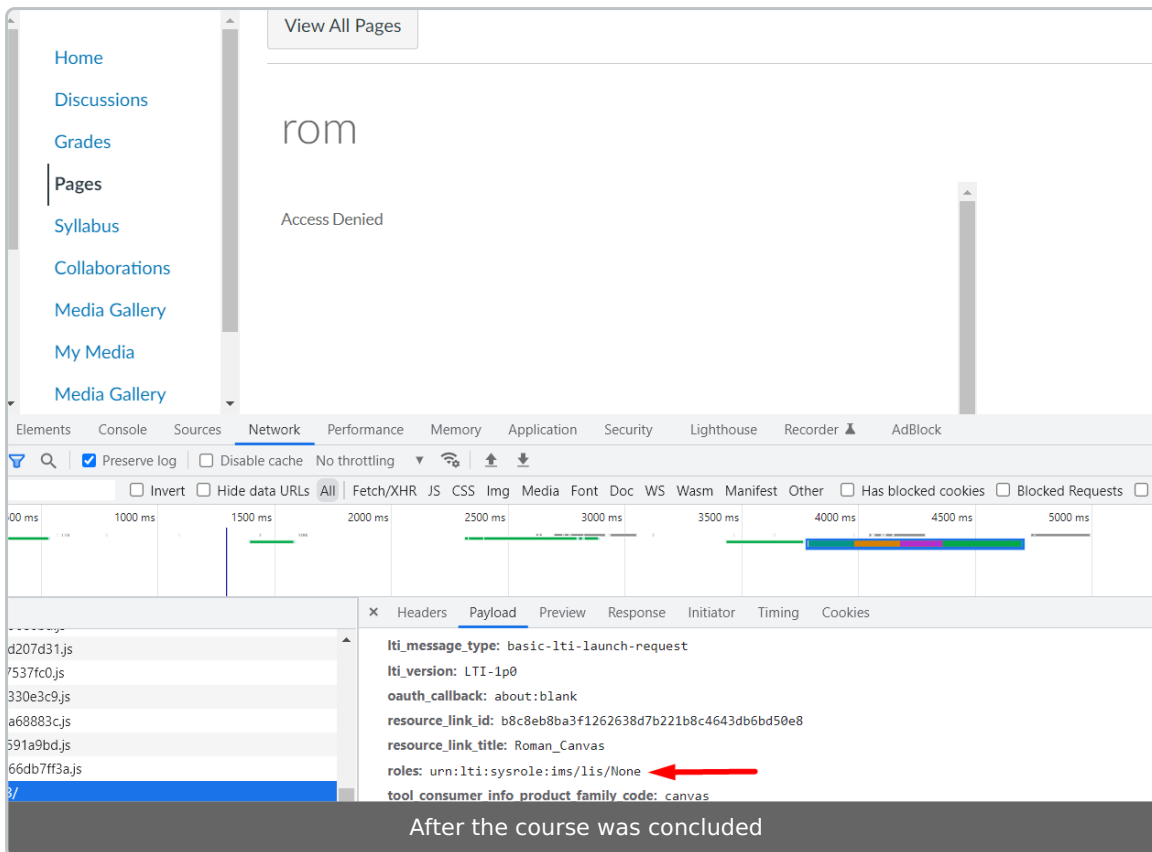In the "before" state, users retain their assigned roles. However, after the course is concluded, the user role becomes "None." By default, the "None" role in the Hosted module is mapped to the **anonymousRole**. Users with this role do not have access to My Media or Kaltura embed tools, resulting in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

How can I fix it?

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 Overview of Kaltura's LMS integration for Canvas and Canvas Extension Release Notes - v1.1.

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.