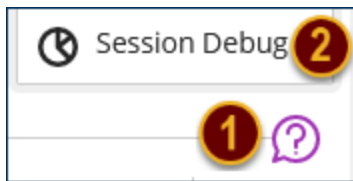# Session Debug

Overview

This tutorial will explain how to obtain debug information for your Blackboard Ultra course session when you encounter an issue and need to provide more information when reporting it for assistance.

Quick Steps

Open Session Debug > Obtain Debug Code > Grade > Rubric > Feedback > Summary Comments
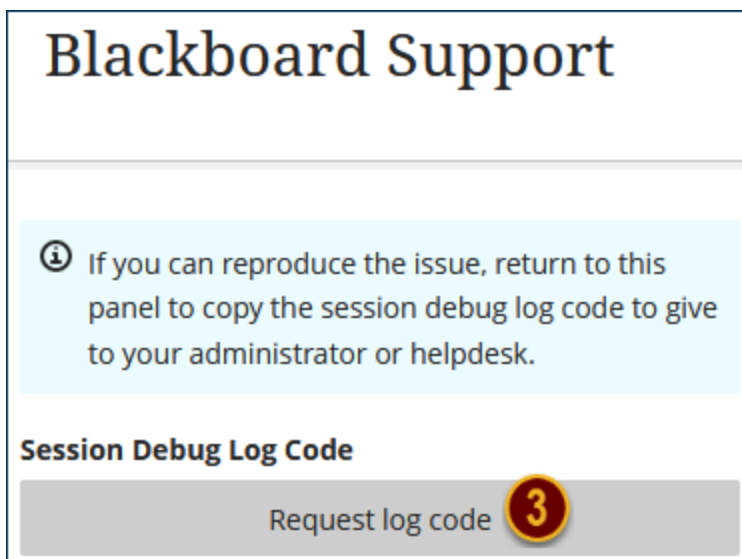
Step 1

Click on the question bubble [1] in the lower right of your Blackboard browser window then click Session Debug [2].
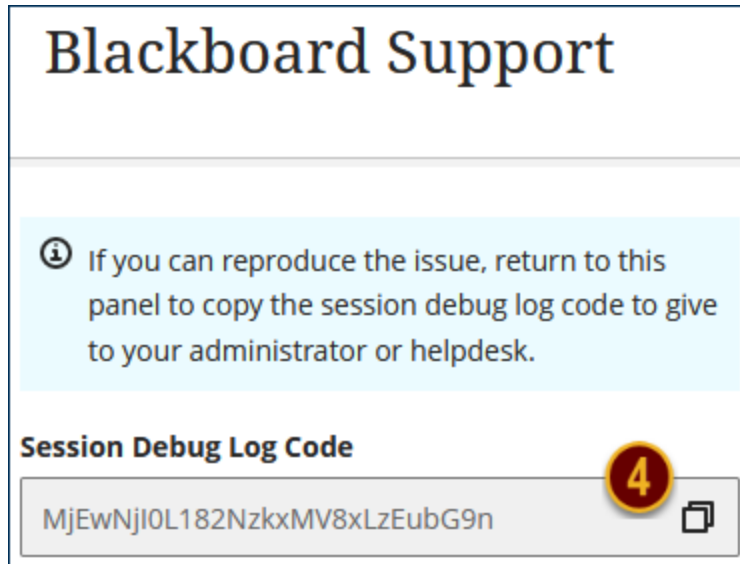

Step 2

Click 'Request log code' [3].

Date Modified: June 25, 2021 | Version: 1

Click the paper icon to copy the log code [4].
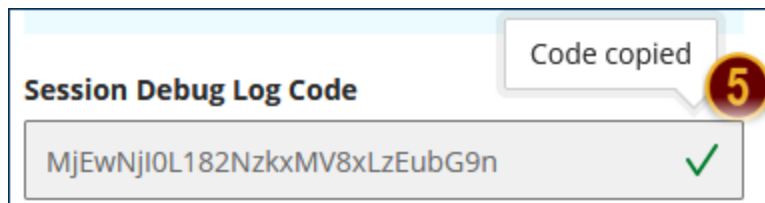
The paper icon will change to a green checkmark and a bubble stating 'Code copied' will appear [5].

Step 3

Send an email with the following information and someone will follow up with you:

To: blackboard@winthrop.edu [6]

Subject: Blackboard Session Debug Code [7]

Body: Username, Course name, paste the copied code, and give details of what you are experiencing [8].

	To...	blackboard; ⑥
Send	Cc...	
	Bcc...	
	Subject	Blackboard Session Debug Code ⑦

eckertj
FINC 311 001 Principles of Finance (3), Spring 2021   ⑧
MjEwNjI0L181OTUyOF8xLzEubG9n

When clicking on My Grades, I get the error java.lang.NullPointerException