



Blackboard

Blackboard Academic Suite™

Resolved Issues Report

Application Pack 2 (Release 6.2 Service Pack 3)
Blackboard Learning System™
Blackboard Community System™
Blackboard Learning System - Basic Edition

(Release 2.0 Service Pack 3)
Blackboard Content System™

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RESOLVED ISSUES REPORT

Overview

This document includes a report of the issues resolved in *Blackboard Learning System* (Release 6.2 Service Pack 3).

A resolved issue is a software problem from a previous build of *Blackboard Learning System*, *Blackboard Community System*, or *Blackboard Content System* that has been fixed.

Included in this report

This report includes the following resolved issues:

- Issues reported in the Known Issues section of the Release Notes for *Blackboard Learning System* (Release 6.2) that have been resolved in Release 6.2 Service Pack 3.
- Issues that were reported in the application prior to *Blackboard Learning System* (Release 6.2) that have been resolved in Release 6.2 Service Pack 3. This includes all releases between Release 6.0. and Release 6.2.

Understanding the Resolved Issues Report

The Resolved Issues report consists of five columns of information:

- **ID.** An internal ID number used to track this issue within Blackboard. Please reference this number when contacting Blackboard Product Support about a specific issue.
- **Subsystem.** The system within the Blackboard Academic Suite this issue is related to. For example, if an issue is related to the adding Announcements, it will be located in the Announcements subsystem. This report is sorted by subsystem.
- **Severity.** Severity refers to the impact of this issue on the application; the lower the severity the more serious the issue. Issues in this report are sorted by severity within each subsystem.
- **Reported in Build.** This is the build number that the issue was found in; either by Blackboard Quality Assurance or a client. Builds that have not been released to clients may appear in this column; these are internal Blackboard builds of the product. These issues also appear in builds that clients are running.
- **Issue Description.** A brief synopsis of the issue and a workaround if applicable. Please contact Blackboard Product Support if you have additional questions about a specific issue.

Id	Subsystem	Severity	Reported in Build	Issue Description
14260	Course/Org Statistics	3 - Medium	6.2.3.6HF3	Course Statistics always displays the first day of the week when a user attempts to view Access per day of week. The statistics are reported correctly for the day, but the day label is always Sunday (or Monday in certain language packs).
13475	Performance	1 - Showstopper	6.1.0.1	Exporting or archiving courses that include Assessments in some cases times out or takes as long as 45 minutes to an hour.
13498	Email	2 - High	6.2.3.6HF3	When sending email to a group of users, one invalid email address prevents an entire list from getting emails, such as when sending to All Users using the Send Email Course Tool.
10518	Gradebook	2 - High	6.2.2.77	The Download Gradebook option displays the gradebook directly in the frame. The gradebook should open in a separate application, such as Microsoft Excel, or download to a file on the user's machine.
14742	Entitlements	2 - High	6.2.2.77	An entitlements error is restricting access to some areas of courses. When this error occurs users receive the following error message: The attempted action was not successful. Bad Method Call contact Blackboard Development Cl::Entitlement::get_format_msg : 'entitlement.valid.error' : 'Cl::Navigation::Item' : '/data01/bb6/blackboard/system/lib/perl/Cl/Navigation/Item.pm' : '418' : 'Cl::Entitlement::bitmask' "
13605	Content	2 - High	6.2.3.6HF3	Students have trouble opening Microsoft Office files in courses with ".pl" in the Course ID. When ".pl" appears in a Course ID it is not escaped. The code recognizes this as a perl extension and is unable to process the request.
14791	Portal Modules	3 - Medium	6.2.3.6HF3	The Course Cartridge modules are no longer included. These modules provided static, general information about Course Cartridges.
M3467	Course Copy	3 - Medium	6.0.11.72	The search function when selecting a destination course for a Course Copy is performing slowly when the user does not enter any search criteria. In some instances, the search times out before it can return a list of all courses.

Id	Subsystem	Severity	Reported in Build	Issue Description
14797		2 - High	6.2.3.6HF3	Background tasks fail and course copy operations are not always successful because the default for the driver timeout setting is too low. The default value for the database timeouts was 10, this value is now 300. Service Pack 3 will overwrite the existing value (the default value of 10 or another value, if manually changed) and replace it with 300 seconds.