Blackboard

Blackboard Academic Suite™

Resolved Issues Report

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

(Release 2.0 Service Pack 2)
Blackboard Content System™

WORLDWIDE HEADQUARTERS	INTERNATIONAL HEADQUARTERS
Blackboard Inc.	**Blackboard International B.V.**
1899 L Street, NW, 5th Floor Washington, DC 20036-3861 USA	Keizersgracht 62/64 1015 CS Amsterdam The Netherlands
800-424-9299 toll free US & Canada	
+1-202-463-4860 telephone	+31 20 5206884 (NL) telephone
+1-202-463-4863 facsimile	+31 20 5206885 (NL) facsimile
www.blackboard.com	global.blackboard.com

Blackboard, the Blackboard logo, Blackboard e-Education Suite, Blackboard Learning System, Blackboard Learning System ML, Blackboard Community System, Blackboard Transaction System, Building Blocks, and Bringing Education Online are either registered trademarks or trademarks of Blackboard Inc. in the United States and/or other countries. Intel and Pentium are registered trademarks of Intel Corporation. Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries. Sun, Solaris, UltraSPARC, and Java are either registered trademarks or trademarks of Sun Microsystems, Inc. in the United States and/or other countries. Oracle is a registered trademark of Oracle Corporation in the United States and/or other countries. Red Hat is a registered trademark of Red Hat, Inc. in the United States and/or other countries. Linux is a registered trademark of Linus Torvalds in the United States and/or other countries. Apache is a trademark of The Apache Software Foundation in the United States and/or other countries. Macromedia, Authorware and Shockwave are either registered trademarks or trademarks of Macromedia, Inc. in the United States and/or other countries. Real Player and Real Audio Movie are trademarks of RealNetworks in the United States and/or other countries. Adobe and Acrobat Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. Macintosh and QuickTime are registered trademarks of Apple Computer, Inc. in the United States and/or other countries. WordPerfect is a registered trademark of Corel Corporation in the United States and/or other countries. Crystal Reports is a trademark of Crystal Decisions in the United States and/or other countries. WebEQ is a trademark of Design Science, Inc. in the United States and/or other countries. JSpell is a trademark of The Solution Café in the United States and/or other countries. Other product and company names mentioned herein may be the trademarks of their respective owners. Patents pending.

© 2005 Blackboard Inc. All rights reserved. Made and printed in the USA.

No part of the contents of this manual may be reproduced or transmitted in any form or by any means without the written permission of the publisher, Blackboard Inc.

RESOLVED ISSUES REPORT

Overview

This document includes a report of the issues resolved in *Blackboard Learning System* (Release 6.2 Service Pack 2).

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. Issues that are found in the application and not resolved are reported as Known Issues.

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 2.
- 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 2. 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.

© 2005 Blackboard Inc. Proprietary and Confidential

Id	Subsystem	Severity	Reported in Build	Issue Description
14032	Announcements	2 - High	6.2.3.17SP2	Permanent announcements are all displayed in the My Announcements Module. This may create an unwieldy situation as all course, organization, and system-wide permanent announcements appear in the module.
13521	Assessment	3 - Medium	6.2.3.6SP1	When the Instructor sets the Test Feedback Option to Detailed Results, the system displays incorrect point values when the Student views the results of the Test. For example, ""Needs Grading"" appears erroneously for questions or incorrect points are given, such as 10 out of 1 points.
13529	Assessment	3 - Medium	6.2.3.6SP1	The Results/Feedback Display for completed Surveys may assign default point values to questions and display some feedback in a Correct Answer text box. Surveys questions should not be assigned point values. Also, since a Survey is used to gather information and not test knowledge, feedback should not be presented as correct or incorrect.
13801	Assessment	4 - Low	6.2.2.x	Instructors are unable to clear Assessment attempts; an error appears when View is selected on the Modify Grade page. The only workaround for this is to delete the database rows associated with this exam attempt in the database.
13510	Assignments	1 - Showstopper	6.2.3.6SP1	Users may include JavaScript in the Comments field on an Assignment.
13519	Authentication	2 - High	6.2.3.6SP1	When a Guest accesses a course, the banner on the Announcement page is broken. This issue occurs for Guests who are not enrolled in the course but are granted Guest access to the system. This issue does not appear for Guests enrolled in the course.
14011	Catalog	3 - Medium	6.2.2.77	When a course duration is set to Continuous, the course does not appear in the course catalog categories or sub-categories.
13875	Chalkbox	1 - Showstopper	6.2.2.77	When a course that includes a Chalk Title is copied, the Chalk items are not copied correctly and may not be accessed.
13524	Content	1 - Showstopper	CS 2.0.2.3HF1	The Content System menu takes a long time to load and WebDav performance issues appear as more and more users use the system.
11369	Content	3 - Medium	CS 2.0.2.1	An error message appears when an email is sent from the Blackboard Content System.

Id	Subsystem	Severity	Reported in Build	Issue Description
13509	Course/Org Management	2 - High	6.2.3.6SP1	An error message appears when the Course Properties are viewed if the course has a size greater than the system course quota set by the Administrator.
13506	Course/Org Statistics	3 - Medium	6.2.3.6SP1	Course Statistics Data is displayed in blocks of two days at a time instead of by single day.
13508	Course/Org Statistics	3 - Medium	6.2.3.4SP1	When a System Report is viewed, such as the Overall Summary of Usage report, an error appears in the third section of the table.
13527	Digital Drop Box/File Exchange	3 - Medium	6.2.3.6SP1	If an Instructor is unenrolled in a course, files he or she has added to the Digital Drop box do not appear when other Instructors view the Digital Drop box.
14033	Email	2 - High	6.2.3.17SP2	When email containing foreign characters in the subject and body of the message is sent, the foreign characters become corrupted or do not appear to recipients.
13499	Email	2 - High	6.2.2.90SP1	Email not being sent correctly if the body of the email contains "To:" or "From"
13497	Email	3 - Medium	6.2.3.6SP1	If the View Source option available through Internet Explorer is selected on the Send Email page usernames are revealed.
13514	Email	3 - Medium	6.2.3.6SP1	If the subject of an email is left blank the email is not sent successfully; the system states that the operation was successful but the email does not reach its destination.
13502	Enrollment	2 - High	6.3.1.176	The link used to email enrollment requests to a Manager is not valid.
13513	Enrollment	3 - Medium	6.2.3.6SP1	Users disabled via snapshot still appear in the courses and organizations in which they are enrolled.
13501	Gradebook	1 - Showstopper	6.2.3.6SP1	An error message appears when Download Results is selected in the Gradebook. This issue may occur sporadically.
13917	Gradebook	1 - Showstopper	6.2.2.77	If Java 1.4.2.06 is installed on the system the Upload Gradebook option does not work correctly.
14220	Installation	2 - High	6.2.3.18SP2	When Release 6.2 Application Pack 2 is installed, an error message appears due to a missing setting in bb-config.properties.
13812	Messages	2 - High	6.2.3.6SP1	If a student sends messages in a course and is then disabled using Snapshot, the student receives an error when trying to send a message to the Instructor.
14030	Observer Access	2 - High	6.2.3.17SP2	Observers cannot view the Calendar or Announcements from the Tool Panel.

Id	Subsystem	Severity	Reported in Build	Issue Description
13515	Other	1 - Showstopper	6.2.3.6SP1	When a user logs onto the system they are greeted as users who have logged on earlier in the day.
14031	Personal Information Tool	3 - Medium	6.2.3.17SP2	Observers cannot access the Personal Information tools from the Tool Panel. This prevents Observers from changing their password.
13523	Personal Information Tool	3 - Medium	6.2.3.6SP1	Observers cannot access the Personal Information tools from the Tool Panel. This prevents Observers from changing their password.
13504	Portal Modules	2 - High	6.2.3.6SP1	The My Courses module cannot be personalized by users with the Teacher's Assistant, Course Builder, and Grader roles.
13526	Portal Modules	3 - Medium	6.2.3.6SP1	The New York Times module does not function correctly and cannot be viewed by users.
13505	Session	1 - Showstopper	6.2.3.6SP1	The Batch UID may be visible to users as a query string in a URL, for example, when a file is attached. This may cause a security issue as some institutions use social security numbers as the Batch UID.
13512	WYSIWYG	3 - Medium	6.2.3.6SP1	When an announcement is added through the Visual Text Box Editor large breaks appear before the table.