



Blackboard

Blackboard Academic Suite™

Resolved Issues Report

Application Pack 3 (Release 6.3)
Blackboard Learning System™
Blackboard Community System™
Blackboard Learning System - Basic Edition

(Release 2.3)
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 Academic Suite* (Release 6.3).

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. 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 Academic Suite* (Release 6.2) that have been resolved in Release 6.3.
- Issues that were reported in the application prior to *Blackboard Academic Suite* (Release 6.2) that have been resolved in Release 6.3. This includes all releases between Release 6.0. and Release 6.3.

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	Product	Reported in Build	Subsystem	Severity	Issue Description
8369	Learning System	6.2.2.42	Announcements	4 - Low	When a new Announcement is created, the receipt page always states "Item is not available", even if the Announcement has been made available.
6274	Learning System	6.2.0.2	API	3 - Medium	UNIX Operating System Only: When incorrect attributes are entered by a developer, the resulting error message is insufficient and incomplete.
7540	Learning System	6.1.5.5	API	2 - High	On Virtual Installations, Building Blocks always use the default database container, even when an invalid instance or host is specified. In these instances an error message should appear.
8438	Learning System	6.2.2.42	API	2 - High	When attempting to persist using SOAP, the API fails with a null pointer exception. This appears on Snapshot via SOAP when running certain feeds related to institution roles (such as creating users).
4441	Learning System	6.0.11.65HF1	Assessment	3 - Medium	When keywords are added to an Assessment Question the keywords do not appear on the Modify Question page when the user attempts to modify the question.
4955	Learning System	6.0.12.53	Assessment	2 - High	The Results/Feedback Display for completed Surveys may assign default point values to questions and display some feedback in a Correct Answer text box. Survey 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.
5472	Learning System	6.0.14.25 HF1	Assessment	3 - Medium	When an Assessment or Question Pool is searched to add questions, the Search page incorrectly lists the name for the Assessment or Pool being created instead of the Assessment or Survey where the question resides.
5820	Learning System	6.0.15.50	Assessment	4 - Low	When a user takes and does not complete a survey that has Force Completion enabled, the message box that displays incomplete questions displays some details other than question number. The result is a confusing report.
6693	Learning System	6.1.5.1	Assessment	3 - Medium	When performing a Question Upload in a test, non-ASCII characters are not rendered properly on Solaris and Linux systems.
6768	Learning System	6.1.5.2	Assessment	3 - Medium	Users are able to add the same category to the same question more than once.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
6790	Learning System	6.1.5.2	Assessment	3 - Medium	Inline images included in the generic feedback or question feedback of a test question are not displayed to the user unless text is included with the image.
8422	Learning System	6.2.2.42	Assessment	3 - Medium	Locale pack issue - The heading on the Add/Modify Multiple Choice Question page has some English text in the Spanish Locale Pack.
9059	Learning System	6.2.2.73	Assessment	3 - Medium	Instructors see an error message when, while reading a Survey attempt, they click Submit at the bottom of the Survey. The Submit button should not appear. Instead, Instructors should see an OK button.
9077	Learning System	6.2.2.73	Assessment	3 - Medium	When a form containing a WYWIWYG editor is submitted, any HTML characters typed directly in the editor are rendered, rather than appearing as plain text.
9078	Learning System	6.2.2.73	Assessment	4 - Low	When Matching questions are previewed from the Search Assessment or Search Pool page, the answers to the questions are not displayed.
9780	Learning System	6.2.3.3SP1	Assessment	2 - High	Default point values expressed as decimals are converted to whole numbers when new questions are created. Steps to Recreate: 1. Navigate to the Creation Settings for a test. 2. Enter a decimal number (for example, .25) as the default point value for test questions. 3. Submit the form and note that the receipt page displays the correct value (.25). 4. Create a new question in the same test. The number is not parsed correctly and is displayed with an incorrect decimal place (25, instead of Netscape Web Browsers only - The OK button on the Preview Question page for Pools and Assessments is not working.
10046	Learning System	6.2.3.6SP1	Assessment	4 - Low	Internet Explorer Web Browsers only - Javascript errors appear when users attempt to access password-protected Assessments. This only occurs when Internet Explorer is set to Debug Scripts and to display a notification on every script error.
10068	Learning System	6.2.2.77	Assessment	3 - Medium	The Assessment Attempt Details for a survey will not load for a course or organization with more than 1000 users.
10070	Learning System	6.2.2.77	Assessment	3 - Medium	Solaris servers only - On Solaris systems, a new folder is created in the /courses directory on the server whenever a new test is created in the test manager. The folder is empty and can be deleted from the server without harm. The folder does not appear to users in the application.
10225	Learning System	6.2.2.77	Assessment	3 - Medium	

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
10318	Learning System	6.2.3.6SP1	Assessment	3 - Medium	Survey columns are included in gradebook calculations by default when initially deploying the survey. Since these columns are initially 0 points, this leads to problems with weighting
10718	Learning System	6.2.3.6SP1	Assessment	3 - Medium	The search function for creating a test question from a pool does not return any matches, regardless of entered criteria.
10726	Learning System	6.1.0.1	Assessment	3 - Medium	Macintosh only - The OK button on the quiz feedback page does not work for Mac users.
11294	Learning System	6.2.3.6SP1	Assessment	3 - Medium	The instructions on the Add/Modify Matching Question page reference a Next button that does not exist. The Submit button on the page accomplishes the desired result.
11570	Learning System	6.2.3.6SP1	Assessment	3 - Medium	Survey gradebook items with fractional percentage values are rounded incorrectly resulting in incorrect response totals.
12528	Learning System	6.2.3.6HF3	Assessment	2 - High	A deployed survey that is removed displays a error 500 message if the instructor chooses to preserve the gradebook details instead of clearing out the gradebook item.
12720	Learning System	6.1.5.5	Assessment	3 - Medium	When an Instructor selects View to see an Assessment attempt a message appears stating "You can not get the points until the attempt has been graded." This message only appears if an essay question was removed from the Assessment after the Assessment was deployed.
14517	Learning System	6.2.3.6HF3	Assessment	4 - Low	When a Matching Question is created and the answers are assigned lettered options (for example, A, B, C, D), numbers (1, 2, 3, 4) are displayed when the question is viewed by a user.
11578	Learning System	6.2.3.6SP1	Assignments	3 - Medium	When an Assignment is removed, and the Instructor attempts to view it from the Gradebook a confusing message appears. An explanatory message should appear to the user.
8871	Learning System	6.2.2.57	Authentication	2 - High	Session IDs in Blackboard use a sequential integer; this may allow users to hijack a session in rare circumstances. Parts of this issue were resolved in Application Pack 2. Additional changes have been made in Application Pack 3 to make the Session IDs random.
5210	Learning System	6.0.14.25	Building Blocks	3 - Medium	When the Scient Toolkit Building Block is installed and enabled, it does not appear on the Manage Extension Tools page. It does appear after Tools is accessed from the Course
8138	Learning System	6.2.2.42	Building Blocks	3 - Medium	On Virtual Installations, an error appears on the Receipt page after an Administrator installs a Building Block.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
9626	Learning System	6.2.2.77	Building Blocks	2 - High	When an Administrator uses paging to locate a Building Block and change the availability, an error appears. Over 20 Building Blocks must be installed for this issue to appear. Follow these steps to replicate the issue: 1. Select Manage Building Blocks on the Administrator.2. Click Next to move to the next page.3. Select Available for an unavailable Building Block.
10422	Learning System	6.2.2.x	Building Blocks	2 - High	Upgrading a Building Block fails if the Building Block defines content types. An error message appears stating that the "content handlers are already taken."
8340	Learning System	6.2.2.42	Calendar	3 - Medium	The My Tasks and My Calendar Tools display information about a course, even if these tools have been disabled for the course. Note: This issue is separate from My Calendar and My Tasks portal modules.
8693	Learning System	6.2.2.57	Calendar	3 - Medium	Locale pack issue - The duration of an event on the Add Event page for Calendar items uses a decimal point instead of the decimal comma in the French locale pack.
8965	Learning System	6.2.2.73	Calendar	4 - Low	Locale pack issue - The date fields on the Calendar pages always express dates using American English conventions.
9717	Learning System	6.2.3.3SP1	Calendar	3 - Medium	Locale pack issue - The receipt page for Calendar items always displays the time as 12:00 am.
7109	Learning System	6.2.1.43	Cartridges	3 - Medium	When query parameters are added to the URL for a Chalk Resource in the Chalk Title Descriptor, the URL is not composed properly by the ChalkBox runtime.
8439	Learning System	6.2.2.42	Cartridges	3 - Medium	Locale pack issue - Extraneous text appears on the Manage Chalk Titles page.
9201	Learning System	6.2.2.77	Cartridges	3 - Medium	When an exact course copy is created, access to protected course cartridge content in the original course is broken. Students who were able to access protected course content can no longer do so.
7183	Learning System	6.2.1.43	Chalkbox	2 - High	The Lookup User Properties via ChalkBox tool is not available to Students in the Communications area of a course. The tool appears but is not hyperlinked.
8409	Learning System	6.2.2.42	Collaboration Tools	1 - Showstopper	Locale pack issue - The Virtual Classroom and Lightweight Chat do not work properly in French and Spanish locale packs. When selected under Collaboration in the Course Menu they do not load properly in the browser.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
8646	Learning System	6.2.2.53	Collaboration Tools	3 - Medium	Students receive an error message when attempting to breakout of a selected session.
8882	Learning System	6.2.2.57	Collaboration Tools	3 - Medium	Locale pack issue - The User Information window, accessed through the Virtual Classroom, does not appear correctly in the French locale. Some text appears in English and the display is skewed.
9118	Learning System	6.2.2.73	Collaboration Tools	3 - Medium	Locale pack issue - When a Classroom Tool is selected in the Virtual Classroom, the name of the tool that appears in the title border always appears in English. The same is true of the Controls pop-up window.
9761	Learning System	6.2.3.3SP1	Collaboration Tools	2 - High	When a collaboration session is created with Javascript in the title, the Manage, Remove, and Join buttons are displayed incorrectly in the Control Panel.
11575	Learning System	6.2.3.6SP1	Collaboration Tools	3 - Medium	When there are more than 12 whiteboard slides in a Virtual Classroom, the scrollbar is missing on the screen, and the user cannot access the remaining slides.
11612	Learning System	6.2.3.6SP1	Collaboration Tools	3 - Medium	When curly braces are entered in the Whiteboard Text Input window, the curly braces and any text between them are not displayed.
12837	Learning System	6.2.3.6HF3	Collaboration Tools	2 - High	Links on the collaboration tool launch pages are not accessible through assistive technologies. When read by a screen reader, these links all read "Click here", instead of more detailed phrases, such as "Click here to download the Java Plug-in."
8928	Learning System	6.2.2.53	Command Line Tools	3 - Medium	UNIX Operating System only: The SystemInfo.sh command line tool does not create a system ionfog file when it is run.
4940	Learning System	6.0.12.53	Content	3 - Medium	Locale pack issue - When files with non-ASCII, ISO-8859 characters in the file name are uploaded to a content item, these characters are automatically changed to underscores. If file names consist of these characters only and multiple files are uploaded, some files may be overwritten.
5922	Learning System	6.0.15.51	Content	2 - High	When Assessments are included in a Learning Unit, they disappear if the sequential viewing option is modified. The Assessment still appears in the course, but not in the Learning Unit.
9140	Learning System	6.2.2.77	Content	3 - Medium	When an item is deleted from a Course Area and then the page is refreshed, an Internal Server error appears.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
9759	Learning System	6.2.3.3SP1	Content	4 - Low	The Remove button is displayed outside of the browsers view on Content Area pages.
9845	Learning System	6.2.3.3SP1	Content	3 - Medium	When the link to a file is selected in a Content Area, the browser hangs. Follow the steps below: 1. Select a Content Area in the Control Panel. 2. Select Add Item. Complete the page.3. Select Browse and add a Microsoft Word document.4. In Special Action, choose to unpackage the file.5. Click Submit.6. Open the Content Area as a Student and select the
9863	Learning System	6.2.3.3SP1	Content	3 - Medium	A confusing page appears when a .doc file is added to an Add Item page and the Display media file in the page option is selected in the Special Action field. A message should appear stating that files with .doc extensions cannot be embedded.
10125	Learning System	6.2.2.77	Content	3 - Medium	When tracking is enabled for a Content Area user access to folders is being tracked, rather than user access to individual items. If an item appears in the root Content Area (as opposed to within a folder) it is tracked correctly.
10234	Learning System	6.1.5.5	Content	3 - Medium	When a user has guest access in a course and he or she attempts tro open a file in a Content Area an error message appears. This occurs if guest access to the system is turned off, but course guests are allowed.
11915	Learning System	6.1.5.5	Content	2 - High	If QuickTime content is embedded in a course and the course is archived and restored, the link to the item will break if it is modified in the restored course.
12035	Learning System	6.2.3.6SP1	Content	3 - Medium	Users with Web browsers other than Internet Explorer are unable to download .pdf and .jpeg files from Content Areas when they right-click and select "Save as".
5221	Learning System	6.0.14.25 HF1	Content eXchange	3 - Medium	UNIX Operating System only - The Search option that appears when Browse is selected on a Course Copy page is case sensitive.
6459	Learning System	6.2.0.4	Content eXchange	3 - Medium	Creation Settings for Pools, Assessments and Suveys are not retained when a course is exported or archived.
7300	Learning System	6.2.1.43	Content eXchange	3 - Medium	When a course is restored, the Course ID field allows spaces; after a Course ID with a space in the name is submitted, an error appears when the Administrator attempts to remove it.
8743	Learning System	6.2.2.53	Content eXchange	3 - Medium	When Content Types are set to unavailable through Manage Tools on the Control Panel, these types are available in a restored course after an archive and restore operation.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
9381	Learning System	6.2.2.77	Content eXchange	2 - High	Locale pack issue - If an apostrophe is displayed in confirmation alert message, then there is a backslash or other incorrect characters displayed in the message.
6939	Learning System	6.1.5.5	Course Creation Wizard	3 - Medium	Enrollment Options such as Start and End Date that are selected while creating a course using the Course Creation Wizard are not recorded. When the course is opened this settings do not appear.
9130	Learning System	6.2.2.73	Course Creation Wizard	4 - Low	Locale pack issue - The Course Creation Wizard is not showing date and time data in an international format. The information is localized but the sequence of the dates is in English.
10563	Learning System	6.2.3.6SP1	Course Creation Wizard	3 - Medium	External Links that are added as part of the default Course Menu through the Course Creation Wizard, are not generated successfully.
9648	Learning System	6.2.2.77	Course/Org Copy	3 - Medium	When an Administrator views the Course Copy page from a Control Panel, all of the links are greyed out and cannot be accessed.
12352	Learning System	6.2.3.6HF3	Course/Org Copy	2 - High	Assignment content items do not copy into another course as part of a course copy unless 'Gradebook Items and Settings' is selected as part of the copy.
13661	Learning System	6.2.3.6SP1	Course/Org Copy	1 - Showstopper	When a course with a Chalk Title is copied to create a second course, all parts of the Chalk Title are not copied to the new course.
14691	Learning System	6.2.3.6HF3	Course/Org Copy	3 - Medium	Course menu order is not preserved when doing course copy into existing course.
7235	Learning System	6.2.1.43	Course/Org Management	4 - Low	Locale pack issue - Page title of the color palette is not shown in the preferred locale.
9185	Learning System	6.2.2.77	Course/Org Management	2 - High	The Manage Course Menu page does not include all of the possible tools that can be added to the Course Menu.
10444	Learning System	6.2.3.6SP1	Course/Org Management	4 - Low	The link for the Gradebook appears in the bottom of the left column in the Assessments area of the Control Panel. It should appear in the top right column.
9570	Learning System	6.2.2.77	Course/Org Map	4 - Low	Locale pack issue - Course Map page title is not shown in the preferred locale.
8780	Learning System	6.2.2.53	Course/Org Menu	3 - Medium	Announcements are not available to Guests even when the tool is enabled for Guests at both the System and Course level.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
10416	Learning System	6.2.3.6SP1	Course/Org Menu	2 - High	Locales - Course Menu and Course Map are not rendering in the course's locale when the course locale is different from the system locale.
9736	Learning System	6.2.3.2SP1	Course/Org Statistics	3 - Medium	Locale pack issue - Capitalization of headings in tables generated from Course Statistics is incorrect.
9783	Learning System	6.2.3.2SP1	Course/Org Statistics	3 - Medium	Locale pack issue - If the locale pack is changed for the user or course, headers on the Course Statistics page are incorrect.
11622	Learning System	6.2.3.6SP1	Course/Org Statistics	3 - Medium	Course Statistics Data is displayed in blocks of two days instead of by single day.
12116	Learning System	6.2.3.6SP1	Course/Org Statistics	3 - Medium	When a Student visits the My Grades pages, it is not recorded in Course Statistics.
9275	Learning System	6.2.2.77	Digital Drop Box/File Exchange	3 - Medium	When an Instructor is unenrolled in a course, the files he or she has added to the Digital Drop Box disappear. These files are available through the Student view of the Digital Drop Box, but are not available to other Instructors.
9757	Learning System	6.2.3.3SP1	Digital Drop Box/File Exchange	2 - High	A confusing error message appears when files are added to a course through the Digital Drop Box if the course has exceeded the system course quota set by the Administrator. This message should explain the reason why the operation has failed.
10793	Learning System	6.2.3.6SP1	Digital Drop Box/File Exchange	2 - High	Windows XP with SP2 End User Configuration only - Uploading documents using Digital Drop Box sometimes produces a Page Cannot Be Displayed error.
9070	Learning System	6.2.2.73	Discussion Board	4 - Low	Discussion Board search does not find subjects or postings that include ISO8859 characters in them
4861	Learning System	6.0.12.53	Email	3 - Medium	The Send Email to All Users function available on the Administrator Panel sends messages to disabled users. Disabled users should not receive email messages.
8888	Learning System	6.2.2.57	Email	2 - High	UTF-8 characters become corrupted or disappear when they are included in the email subject or message body.
9832	Learning System	6.2.3.3SP1	Email	3 - Medium	When an attachment to an email contains foreign characters in the file name, the name of the file is not displayed correctly. These characters are missing.
10305	Learning System	6.2.3.6SP1	Email	3 - Medium	Disabled users are included in emails to course Groups where they are a member. Disabled users should not receive Group emails.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
12071	Learning System	6.2.3.6SP1	Email	3 - Medium	ISO-8859-1 characters do not appear correctly when used in the subject line or body of an email. These characters either appear as question marks or are removed completely.
12431	Learning System	6.2.3.6HF3	Email	2 - High	Email is not sent correctly if the body of the email contains "To:" or "From". The confirmation message states, incorrectly, that the email was sent.
12553	Learning System	6.2.2.77	Email	1 - Showstopper	When sending email to a group of users in a course, one invalid email address prevents and entire list from getting emails, such as when sending to All Users.
12828	Learning System	6.2.2.77	Email	2 - High	If a user selects the View Source option available in Internet Explorer when sending an email through Blackboard, usernames are revealed. This may be a security issue for some
8984	Learning System	6.2.2.73	Entitlements	3 - Medium	Users with Support Role 'R' can edit personal information of users with System Support Role 'H'
10920	Learning System	6.2.2.77	Entitlements	3 - Medium	A confusing error message appears when an Administrator attempts to give a user enrolled in a course the sytem role of Observer. The message states that users enrolled in a course cannot have an Observer role; it should state that users enrolled in a course or organization cannot have this role.
13339	Learning System	6.2.3.6HF3	Entitlements	3 - Medium	Course Administrators can access User Properties, even if this function is not made available to them on the User Privileges page.
14820	Learning System	6.2.3.6HF3	Entitlements	3 - Medium	When course builders attempt to copy content into an existing course they receive an error message.
9622	Learning System	6.2.2.77	Entry Page	4 - Low	Locale pack issue - Login Gateway page is not shown in the locale when it is shipped.
10552	Learning System	6.2.2.77	Entry Page	3 - Medium	Locale pack issue - The Welcome page displays in English even when a different locale has been selected.
6953	Learning System	6.1.5.4	Gradebook	3 - Medium	Locale Pack Issue - Non-English locales using the Last Name filter in the Gradebook may experience a non-alphabetic order.
8192	Learning System	6.2.2.42	Gradebook	4 - Low	Local Pack Issue - The Student Name field label on the Modify Grade page in the Gradebook only appears in English; it is not externalized.
8900	Learning System	6.2.2.57	Gradebook	3 - Medium	Locale Pack Issue - The options in the Filter bar and Column headers of the Gradebook only appear in English; they have not been externalized. References to these lables on subsequent pages are also not externalized.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
8901	Learning System	6.2.2.57	Gradebook	3 - Medium	Locale Pack Issue - On the User Grade List in the Gradebook, the dates are not externalized and the grades are provided in decimal point instead of decimal comma format.
9027	Learning System	6.2.2.73	Gradebook	4 - Low	
9578	Learning System	6.2.2.77	Gradebook	3 - Medium	Locale pack issue - On an updated Learning System (not a new install), some drop-down menu options in the filter bar of the Gradebook are not externalized; they only appear in English.
10053	Learning System	6.2.3.6SP1	Gradebook	3 - Medium	The Gradebook does not accept more than 999 users. If a pre-existing Gradebook contains more than 999 users, the Gradebook Download will present errors.
10559	Learning System	6.2.3.6HF2	Gradebook	3 - Medium	If the Weighted Totals column of the Gradebook is turned on for users to view, turning it off does not remove it from the student view.
10917	Learning System	6.2.3.6SP1	Gradebook	2 - High	The Gradebook Download spreadsheet in tab-delimited format appears to be jumbled when opened in Microsoft Excel. The columns are not aligned correctly.
15217	Learning System	6.1.5.5HF1	Gradebook	1 - Showstopper	Average scores on gradebook items are different in various locations within the gradebook.
8946	Learning System	6.2.2.73	Groups	3 - Medium	The description field in the Add Group page only allows up to 255 characters, it should allow 4000 characters.
9211	Learning System	6.2.2.77	Installation/Uninstallation	4 - Low	Windows Operating System only - When stopping or restarting services on Windows 2003 Server, an error is received that the appserver could not be stopped.
9530	Learning System	6.2.2.77	Installation/Uninstallation	2 - High	Services fail to start after installing Small-Scale Oracle and Blackboard Learning System with Application Pack 2. This issue is caused by a missing directory required to run Small-Scale Oracle 9i with the Western European character set. If this issue arises the following error message will appear: 'ORA-12705 is "Invalid or unknown NLS parameter value specified."
8681	Learning System	6.2.2.57	Learning Objects Catalog	3 - Medium	Locale pack issue - Accented characters in Category names are displayed incorrectly in the Organization Catalog.
9037	Learning System	6.2.2.73	Logs	3 - Medium	Locale pack issue - Text on the Details page accessed from the System Tasks Status page does not appear in the preferred locale. Part of the text appears in English.
9148	Learning System	6.2.2.77	Logs	3 - Medium	
9203	Learning System	6.2.2.77	Logs	3 - Medium	

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
15466	Learning System	6.2.3.19SP2	Logs	3 - Medium	The access logs for modperl no longer include the User ID of the logged in user for Perl access. Instead, an empty string ("") is displayed in its place. Due to this, customers are no longer able to track down user actions in the modperl logs.
10050	Learning System	6.2.3.6SP1	Messages	3 - Medium	If a message is sent to a user and others are copied, the Reply to All feature only includes the recipient's name.
10409	Learning System	6.2.3.6SP1	Messages	2 - High	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.
8204	Learning System	6.2.2.42	Navigation/Breadcrumb/Panel	3 - Medium	Locale Pack Issue - Linux Operating Systems only - - Breadcrumbs appear with improper capitalization.
10902	Learning System	6.2.2.77	Observer Management	2 - High	Observers cannot view the Calendar or Announcements from the Tool Panel.
10269	Learning System	6.2.2.77	Other	2 - High	Clients running Application Pack 2 with Oracle 9.2.0.4 RAC Mode (which requires Type-2 OCI drivers) experience Tomcat failures when a guest user tries to access the Blackboard Community System.
10126	Learning System	6.2.2.77	Personal Information Tool	3 - Medium	Observers cannot access the Personal Information tools from the Tool Panel on the My Institution page; the link is disabled. This prevents Observers from changing their password.
8986	Learning System	6.2.2.73	Scorm Player	3 - Medium	When multiple SCORM content items are added to a content page, all are set to position 1.
9461	Learning System	6.2.2.77	Scorm Player	2 - High	When adding SCORM content to a content page using a browser other than Microsoft Internet Explorer, the receipt page displays an error message.
9980	Learning System	6.2.3.2SP1	Scorm Player	4 - Low	Locale Pack Issue -- When adding SCORM content to a content page, if the name or package is not provided, an alert appears. This alert always appears in English regardless of the selected locale.
9981	Learning System	6.2.3.2SP1	Scorm Player	4 - Low	Locale pack issue - The Add SCORM Content page does not appear in the preferred locale. Elements on this page always appear in English.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
9792	Learning System	6.2.3.2SP1	Search	3 - Medium	In the Search on the List/Modify Users page when modifying an Organization, more than one tab has the name Search. Steps to reproduce this: 1. As Administrator, select List / Modify Organizations. 2. In the List / Modify Organizations page, search for an Organization and click the Properties Button next to it. 3. On the Properties page, click List/Modify Users In This Organization. 4. On the List / Modify Users in Organization page, click the A-Z, 0-Z tab. All of the other tabs have Search as the name.
12829 10973	Learning System Learning System	6.2.3.6SP1 6.1.5.5	Session Snapshot	3 - Medium 2 - High	Snapshots using SOAP reject Institution Role. When running a snapshot tool from the snapshot controller to the Blackboard Academic Suite via SOAP, the Institution Role fails and generates an error even though the snapshot file is correct. If the same file is sent via JDBC there are no errors.
15765	Learning System	6.2.3.23SP3	Snapshot	1 - Showstopper	Snapshot does not work properly when used with IMS XML; an institution role error appears. Note that the institution role tag <x_bb_institution_role> is not closed and that removing the <x_bb_institution_role></x_bb_institution_role> node results in a successful operation.
7494	Learning System	6.2.1.43	SSL	3 - Medium	SSL Choice encrypts areas not selected for encryption. Steps to reproduce this issue: 1. Administrator Panel > SSL Choice 2. Choose Select Areas of the System in the Enable SSL System-Wide section. 3. Select a tool that is part of the list of modules displayed when the My Institution tab is accessed. Select Submit. 4. Log out, and log in again. When users move the mouse over a tool that was not selected in the SSL Choice page, it should have indicate HTTP in the hyperlink. All modules are showing HTTPS, even those not marked for

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
8744	Learning System	6.2.2.53	Staff Information	3 - Medium	Default Folder names are missing on the Add Folder page for Staff Information. Steps to replicate: 1. Log in as a Course Builder and enter the Control Panel of a course. 2. Add a folder to any content area. 3. In the Add Folder page, The Name dropdown list does not have the default values. Only 'Add Text Below' is displayed. The following four values should display by default: Staff Information, Teaching Assistants, Guest Lecturers and Add Text Below. This problem occurs on Linux and Solaris servers only.
11224	Learning System	6.2.3.6SP1	Staff Information	3 - Medium	When adding a Profile in Staff Information from the Control Panel there is no indication that the First Name, Last Name, and Email fields are required on the page.
9747	Learning System	6.2.3.2SP1	System Reporting	3 - Medium	French Locale pack issue - Table headings are not defined in a System Report for Course Statistics. Error text appear in the headers for some of the columns.
9748	Learning System	6.2.3.2SP1	System Reporting	3 - Medium	Locale pack issue - The field Enable Event Tracking, on the Auto Reporting Options page, is not translated. It appears in
15629	Learning System	6.2.3.23SP3	System Reporting	2 - High	The daily_system_tracking procedure is incorrect. Each day all Page_Access events in the activity accumulator are counted, instead of just day before. This may affect system statistics and course statistics.
8890	Learning System	6.2.2.57	Tasks	3 - Medium	Locale pack issue - If the Modify Task page is submitted without a Task Name, an incorrect message appears. The full text of the message is not externalized (part of the text appears in English) and the incorrect field is referred to. The error message refers to the Event Title instead of the Task Name.
9826	Learning System	6.2.3.3SP1	Tasks	4 - Low	Tasks are not sorted according to the selected criteria when accessed from the My Institution page. For example, if Priority is selected, tasks are not sorted by priority. This same is true for Due Dates.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
9314	Learning System	6.2.2.77	Tools	3 - Medium	When the the Discussion Board content type is disabled in a course it generates different behavior than when other content types for tools as disabled. For example: 1. Remove a Discussion forum that is linked to from elsewhere in the course. In the Control Panel, the link reads "Broken Course Link: the target link is missing."2. Remove a chat session that is linked to from elsewhere in the course. The link will not change and upon clicking it an error message appears stating "The specified object was not found."Expected outcome - the links to unavailable Content Type tools should be consistent.
4492	Learning System	6.0.11.65HF1	User Management	3 - Medium	Including foreign characters, uppercase characters, and spaces in the username or password creates issues when using the Create User and Batch Create User features. Users may not be able to log into the system or the username may be created incorrectly.
8877	Learning System	6.2.2.57	User Management	2 - High	A user with the role of System Support is able to modify a user's course role through List/Modify User in the Administrator Panel. The System Support user should not be able to change course role on this page.
8978	Learning System	6.2.2.73	User Management	3 - Medium	The Create User page includes a different set of illegal characters for the username field than in the Create Instructor page (accessed when creating a course). The set of illegal characters should be: &#+<>%= (including a space)
9023	Learning System	6.2.2.73	User Management	3 - Medium	
9592	Learning System	6.2.2.77	User Management	3 - Medium	Macintosh Operating System using Internet Explorer version 5.2 - An error message appears when an Administrator attempts to open the Properties page for a user.
13203	Learning System	6.2.3.6HF3	User Management	3 - Medium	When users are added through the Administrator Panel, an email address is required, when users are added through snapshot, the email address is not required. Email address should be an optional field.
8506	Learning System	6.2.2.42	Virtual Installations	2 - High	Locale pack issue - If the locale of a Virtual Installation is changed, the dates on the System Performance Settings page have an incorrect format.
9031	Learning System	6.2.2.73	Virtual Installations	2 - High	

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
10191	Learning System	6.2.2.77	Virtual Installations	2 - High	Adding a Calendar Event from the Control Panel sporadically generates a database error when using multiple virtual installations.
5334	Learning System	6.0.14.25 HF1	WYSIWYG	4 - Low	When a user moves the mouse over the <html> and Preview buttons in the Visual Text Box Editor, or over any button in the Spell Checker pop-up, title text popups are not displayed.
5838	Learning System	6.0.15.50	WYSIWYG	3 - Medium	Selecting the Help icon in Row 2 of the Visual Text Box Editor results in a Page Not Found error.
5853	Learning System	6.0.15.50	WYSIWYG	3 - Medium	When a content item is created with a link to a locally stored Quicktime movie via Row 3 in the Visual Text Box Editor, the resulting content displays a still picture of the movie with no controls to play the movie.
9006	Learning System	6.2.2.73	WYSIWYG	3 - Medium	
11442	Learning System	6.2.3.6SP1	WYSIWYG	3 - Medium	When Flash files are attached to a Content Area, those with a white background incorrectly appear with a black background.
13307	Learning System	6.2.3.6HF3	WYSIWYG	2 - High	When Javascript is entered in the Visual Text Box Editor when adding an item to a Content Area, the Javascript is altered by the system when the page is submitted.
9209	Content System	CS 1.2.2.10	<<None>>	3 - Medium	Administrators are unable to update the Temporary Storage Location. Locations that are removed continue to appear on the Temporary Storage Settings page. Follow the steps below to replicate this issue: 1. Open the Administrator Panel and select Technical Settings > Document Stores > Manage (next to a Document Store) > Temporary Storage Settings 2. Enter a Temporary Storage Location and click Submit. 3. Return to the Temporary Storage Settings page; the location still appears in the field.
8953	Content System	CS 1.2.1.57	Admin	3 - Medium	
9844	Content System	CS 2.0.1.1	Admin	3 - Medium	Locale pack issue - An error message does not appear when a folder with no name is added to the Content System.
9852	Content System	CS 2.0.1.1	Admin	2 - High	When Modify is selected on the Bookmark page, the Modify Item page appears instead of the Modify Bookmark page.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
8692	Content System	CS 1.2.1.41	Content	3 - Medium	When snapshot is used to copy a course, the permissions for Content System items linked to in a course are not automatically updated to include All Course Users for the new course. Permissions should automatically be updated if copy settings are set to update. When the Permissions pages for the Content System items are viewed after the copy, new rows for All Course Users do not appear.
9215	Content System	CS 1.2.2.10	Content	3 - Medium	Locale pack issue - A folder may be added to the user directory of the Content System without information; no error message appears.
9700	Content System	CS 2.0.2.1	Content	3 - Medium	In the Content System, when the Find Folder page is submitted in Courses with no course selected, an error message does not appear.
10161	Content System	CS 2.0.2.3	Content	3 - Medium	No Bookmarks are displayed in the Content Collection: Bookmarks module if one Bookmark is invalid (for example, if an item is deleted).
14962	Content System	CS 2.0.1.1	Content	2 - High	Word documents that open from a content area that contain links to other files in Blackboard cannot link and open the other
14963	Content System	CS 2.0.2.9	Content	2 - High	When multiple passes are sent in one email, the email is not sent correctly and recipients do not receive it. Additionally, no passes may be sent after this operation, all email passes fail. Workaround: Only send one pass with each email.
12139	Content System	CS 2.0.1.1	Installation/Uninstallation	2 - High	The Blackboard Content System updater fails on Step 6: step 6 - Installing File System Databases.
9393	Content System	CS 1.2.2.14	Learning Objects Catalog	3 - Medium	An Everyone option is available on the Catalog Management Options page; an Administrator would not select all users on the system to be Learning Objects Catalog Managers so this option should not appear.
9399	Content System	CS 1.2.2.14	Learning Objects Catalog	3 - Medium	The Institution role for System Administrators must be selected on the Catalog Management Options page for Administrators to manage the Learning Objects Catalog. Administrators should be managers by default.
9610	Content System	CS 2.0.1.1	Learning Objects Catalog	2 - High	Locale pack issue - On the View Catalog page in the Content System, the field Browse by category - uncategorized is not externalized.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
9842	Content System	CS 2.0.1.1	Learning Objects Catalog	2 - High	The Remove option on the Manage Catalog Categories page does not work; nothing happens when it is selected. The same is true for options, such as Approve, on the Manage Catalog Entries page.
6230	Content System	CS 1.0.6.0	Portfolio	1 - Showstopper	If a Portfolio is shared to an External User via Email, the recipient is unable to view the Portfolio.
9422	Content System	CS 1.2.2.14	Portfolio	3 - Medium	When a user views the contents of a Portfolio, a confusing error message appears in place of any items that have been linked to in the Portfolio and moved. An error message stating that the item has been moved should appear. Other content items, that have not been moved, appear successfully.
9600	Content System	CS 2.0.1.1	Portfolio	2 - High	Locale Pack Issue - The Manage Portfolios page (Administrator Panel > Portfolios) provides a Browse button to search for users. The Browse button always appears in English regardless of the selected locale.
9841	Content System	CS 2.0.1.1	Portfolio	3 - Medium	
9846	Content System	CS 2.0.1.1	Portfolio	3 - Medium	Locale Pack Issue - When changing the style of a Portfolio to buttons or text, nothing changes and an error appears in the status bar of the browser. This only occurs in non-English locales.
9849	Content System	CS 2.0.1.1	Portfolio	2 - High	Locale Pack Issue - When adding a Link page to a Portfolio, if the name or URL is blank, no alert is provided to the user. This only occurs in non-English locales.
10014	Content System	CS 2.0.1.1	Portfolio	3 - Medium	Locale pack issue - The drop-down lists for Buttons on the Portfolio Design page in the Portfolio Creation Wizard do not appear in the preferred locale. Instead, these values always appear in English.
11994	Content System	CS 2.0.1.1	Portfolio	2 - High	The Maximum Responses to a Search field in Performance Settings is often ignored. Although the default is 50, the Search Content tool occasionally returns more than 50 items if there are more than 50 items in a single document store.
6327	Content System	CS 1.0.6.0	Search	3 - Medium	

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
9458	Content System	CS 1.2.2.21	Search	4 - Low	Users are unable to search on metadata when using Advanced Search in the Content System. Steps to reproduce this problem: 1. Select the Content Collection and add a file. Add metadata to the file. 2. Select Search in the Content System Menu. 3. Select Advanced Search and enter text in the metadata section. Select Submit. A message box appears asking the user to enter search criteria.
9698	Content System	CS 2.0.2.1	Search	4 - Low	No error message appears when running the full-text-index command line tool with invalid parameters; an appropriate error message should appear explaining the problem..
10251	Content System	CS 2.0.2.3	Search	2 - High	Full Text Search does not function properly when All System Users and Public users are granted Read permission on an item. Follow the steps below to replicate this issue: 1. Upload a file with a unique word to the Blackboard Content System. 2. Grant Read permission for All System Users to the file and log out. 3. Log in to the system as a different user (without Administrator privileges) and select Search. 4 . Enter the unique word in the Search File Contents field and click Submit.
10483	Content System	CS 2.0.2.3	Webdav	4 - Low	Metadata is not copied when copying a file using Web Folders. To replicate this issue: 1. Add a file to the Content Collection, and then a separate subfolder. 2. Add some metadata to the file. 3. Select Web Folder and copy the file to the subfolder. 4. View the metadata of the file in destination subfolder. The the metadata did not copy along with the file when using Web Folders.
9838	Content System	CS 2.0.1.1	Workflow	3 - Medium	Locale pack issue - Some error messages that appear in the Content Collection render extended characters incorrectly. These characters are corrupted in the error message.
9744	Community System	6.2.3.2SP1	Portal Brands	3 - Medium	Locale pack issue - Some buttons are unreadable because the text is longer than the button. This appears in the Clear an Attempt button in the Gradebook and Select buttons next to the color palette throughout the application.
9627	Community System	6.2.2.77	Portal Channels: RSS	2 - High	The Add Channel page does not validate the length of the Title, Link, and Description fields. If the length exceeds the maximum an error appears when a user attempts to access the channel.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
5058	Community System	6.0.13.23HF1	Portal Modules	3 - Medium	The My Courses module does not list the courses of the Student that the Observer is tracking. When an Observer views the My Courses module the list of courses should include those of the Student the Observer is tracking.
9039	Community System	6.2.2.73	Portal Modules	2 - High	Users receive an error message when clicking on an empty folder in the Services tab.
9046	Community System	6.2.2.73	Portal Modules	3 - Medium	Required and default modules that are unavailable for users to select from the module list will disappear from the tab after the user accesses the Contents page for the tab.
9242	Community System	6.2.2.77	Portal Modules	3 - Medium	The My Courses, My Calendar, and My Announcements modules throw an error when displaying a course that was copied without checking the Settings option.
9512	Community System	6.2.2.77	Portal Modules	3 - Medium	The New York Times modules cannot be viewed on updated systems. This is not an issue with new installations.
9955	Community System	6.2.3.4SP1	Portal Modules	3 - Medium	Blackboard Learning System - Basic Edition - The installations are missing the Allow users to select module from list option on the Module Properties page.
10320	Community System	6.2.3.6SP1	Portal Modules	3 - Medium	An error appears to users when the Horoscopes module is added to a tab.
11558	Community System	6.2.3.6SP1	Portal Modules	3 - Medium	The HTML source code for detached modules is incorrect and cannot be rendered correctly.
11753	Community System	6.2.3.6SP1	Portal Modules	2 - High	The My Courses module cannot be personalized by users with the Teacher's Assistant, Course Builder, and Grader roles.
11759	Community System	6.2.2.77	Portal Modules	3 - Medium	When a Module Admin (user with delegated administration of a module) modifies a module's Properties, the Available for users to select from module list property is changed to No.
15105	Community System	6.2.3.19SP2	Portal Modules	3 - Medium	Administrators cannot remove a multi-section module if the title contains an apostrophe. An error message appears.
9387	Community System	6.2.2.77	Portal Settings	3 - Medium	When a system tool is disabled on the Manage Tools page, the tool still appears in the tool select menus on the Manage Hot Links, Add Tool Tab, and Add Tool [Tool Panel] pages.
6235	Community System	6.2.0.2	Portal Tabs	3 - Medium	When an image is added to a Portal Tab through the Text Box Editor on the Manage Content Link page, the operation appears to be successful but the image does not appear on the Portal Tab.
8013	Community System	6.2.2.25	Portal Tabs	3 - Medium	The Portal Administrator cannot manage the Services in the Services tab.

Id	Product	Reported in Build	Subsystem	Severity	Issue Description
10903	Community System	6.2.2.73	Portal Tabs	3 - Medium	When an Administrator changes a tab from personalizable to non-personalizable, the default module themes and modules for that tab do not override customizations the user has made.
11770	Community System	6.2.3.6SP1	Portal Tabs	3 - Medium	When an Administrator sets a tab to not personalizable but allows users to detach a module, an error appears when the user attempts to detach the module.