



## Release Notes for Service Pack 1

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*Blackboard Learning System (Release 6.2)*  
*Blackboard Portal System (Release 6.2)*  
*Blackboard Learning System – Basic Edition (Release 6.2)*  
*Blackboard Content System (Release 2.0)*

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## Introduction

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### What is in the Release Notes?

The Release Notes include the following sections:

- [Blackboard Learning System Resolved Issues](#) – List those issues that are resolved in Service Pack 1.
  - [Blackboard Content System Resolved Issues](#) – List those issues that are resolved in Service Pack 1.
  - [Blackboard Content System Known Issues](#) – Explains an issue in the Search feature.
  - [Locale Packs](#) – Explains the Locale Packs that are included with Service Pack 1 and instructions for installing them.
  - [Locale Pack Known Issues](#) – Lists known issues in the Locale Packs.
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### What is a known issue? What is a resolved issue?

A known issue is a software problem with the *Blackboard Learning System* or the *Blackboard Portal System*. When a known issue is fixed, it is listed as a resolved issue.

Each issue includes the following information:

<b>Issue:</b> A description of the problem.	<b>181-XXXX</b> (Knowledge Base ID)
<b>Background:</b> Information on specific conditions, settings, or events that trigger the problem, or related information that helps explain the problem.	
<b>Resolution/Workaround:</b> Information on a fix (if available) and any possible workarounds for users experiencing the problem.	

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### How does Blackboard determine which issues to publish?

An Issue must meet the following requirements to be included in the Release Notes:

**An issue is included if it is a problem with the software.** Questions about how a feature works and requests for new features are not included. Many times, questions that are excluded from the Release Notes are included in the Blackboard Knowledge Base.

**An issue is included once it has been verified through testing.** Issues that are only repeatable on the submitter's system are not included in the release notes. Blackboard Product Support works with the customer to resolve these issues, but because these issues only affect one customer, these issues are not published.

Issues that are reported by customers and meet the above criteria are included in the Release Notes. These are the issues reported in the field, and Blackboard is dedicated to reporting and resolving these issues.

Frequently, an issue submitted by a customer first appears in the Resolved Issues because the issue is reported, verified, fixed, and tested in time for the next maintenance release.

If you submitted an issue and do not see it in the Release Notes, it is likely because:

- The issue only appears on your system. Blackboard Product Support is working with you to resolve the problem.
- The issue has not yet been verified by Blackboard through testing.
- The Release Notes that include your issue have not yet been published.

Issues that are identified by our internal QA or beta testing processes are also included in the Release Notes if the effect on the software prevents a feature from working correctly or hinders system performance and maintenance. With the new release of a product, all of the known issues listed were discovered in QA or during beta testing.

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### How to use the Release Notes

The Release Notes are a comprehensive list of issues that exist in the current release. The Release Notes also track the issues that are resolved from release to release. Within the section for Known Issues and the sections for Resolved Issues, the items are listed by subsystem.

At the beginning of each section is a listing of subsystems. If you are viewing the Release Notes as a PDF file, simply click on the subsystem link to view all the issues in the section that relate to that subsystem.

In addition, a number in the format 181-xxxx uniquely identifies each item. This is the Knowledge Base ID number for the issue. Each issue listed in the Release Notes is also published in the Knowledge Base. The Knowledge Base is a Support tool to quickly access information about a particular problem or question.

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### How to use the Knowledge Base

Each of the issues listed in the Release Notes is also published in the Blackboard Knowledge Base, available through Behind the Blackboard (<http://behind.blackboard.com>). Issues listed in this document include the Knowledge Base ID number (Knowledge Base ID numbers appear as 181-xxxx) so that users can quickly check the Knowledge Base for updated information about a specific issue.

The Knowledge Base is designed as a Support tool to answer questions about a specific problem.

**Note:** If you are looking for comprehensive information about all the issues known and resolved in a release, these Release Notes should be your source, as issues in the Knowledge Base are not grouped by release.

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## Blackboard Learning System Resolved Issues

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### Overview

*Blackboard Learning System* (Release 6.2 Service Pack 1) includes a number of fixes to issues discovered in earlier releases. The resolved issues reported here have been fixed since the release of *Blackboard Learning System* (Release 6.2). These issues are detailed in this section.

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### Admin Panel

<b>Issue:</b> The Manage Institution Roles link appears under the Users section of the Administrator Panel for clients with <i>Blackboard Learning System – Basic</i> and <i>Blackboard Learning System</i> .	<b>181-2351</b>
<b>Background:</b> This link should only appear for clients who have installed <i>Blackboard Portal System</i> .	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

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### Authentication

<b>Issue:</b> Enabling a Chalkbox Title causes authentication problems in other Virtual Installations. Other Virtual Installations become inaccessible to all users after a Chalkbox Title is implemented and a Student accepts the privacy statement.	<b>181-2306</b>
<b>Background:</b> This issue only applies to servers running a Windows Operating System.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

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### Batch Processes

<b>Issue:</b> When Batch Create User is run, the system adds and enrolls users even if the username already exists on the system.	<b>181-2352</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

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### Content

<b>Issue:</b> Shockwave files set to display in a content item cannot be played by Students. The controls for playing the file do not appear.	<b>181-2305</b>
<b>Background:</b> This issue appears when Shockwave files are added through the Text Box Editor and when Shockwave files are uploaded with the <b>Display Media in Page</b> option.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

**Workaround for clients with Release 6.2:**

Set the Shockwave file to play automatically or edit the HTML to turn the menu options on.

**Course Copy**

<p><b>Issue:</b> All content is not copied during an exact course copy. Content within subfolders of Content Areas and content within Learning Units does not appear in the new course.</p>	<b>181-2353</b>
<p><b>Background:</b> This issue occurs under all conditions.</p>	
<p><b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.</p>	
<p><b>Issue:</b> Course copy does not copy content from Content Areas in which the name has been changed. For example, if the name of the Course Documents area is changed, content in this area is not copied.</p>	<b>181-2354</b>
<p><b>Background:</b> This issue occurs in UNIX operating system only.</p>	
<p><b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.</p>	
<p><b>Issue:</b> Users are unable to copy courses. The course copy fails with a license error and the user receives an error message that the operation failed.</p> <p>This results in the following:</p> <ul style="list-style-type: none"> <li>• All files listed in the copied course have a byte of -1</li> <li>• Images do not appear on the Staff Information page of copied courses</li> <li>• The Course menu order changes after the course copy</li> </ul>	<b>181-2333</b>
<p><b>Background:</b> This issue occurs under all conditions.</p>	
<p><b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.</p>	
<p><b>Issue:</b> When an exact copy of a course is created the order of content in Content Areas is not preserved.</p>	<b>181-2355</b>
<p><b>Background:</b> This issue occurs when the Instructor has reordered content in the original course Content Area.</p>	
<p><b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.</p>	
<p><b>Issue:</b> If an Instructor reorders the Course menu then copies course materials into a new course, the changes to the Course menu are not preserved in the new course.</p>	<b>181-2356</b>
<p><b>Background:</b> This issue occurs when the Instructor has reordered the Course menu in the original course.</p>	
<p><b>Resolution/Workaround:</b></p>	

This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.

## Course Menu

<b>Issue:</b> The Manage Course Menu page does not include all of the possible tools that can be added to the Course Menu.	<b>181-2326</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

## Email

<b>Issue:</b> When an email is sent, an error is displayed to the sender in the text box. This error is displayed as a line of HTML. The email is received by the recipient, but the body of the message is blank.	<b>181-2357</b>
<b>Background:</b> This issue occurs sporadically.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

## Portal

<b>Issue:</b> When a user personalizes their My Courses module to include the Course ID, the Course ID is not displayed.	<b>181-2358</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

<b>Issue:</b> When a brand with the Default hostname and an institution role is created, the brand does not appear.	<b>181-2359</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

<b>Issue:</b> When a new user is created that user cannot see modules that are made available to the user's Secondary Institution Role after the user was created.	<b>181-2307</b>
<b>Background:</b> This issue only applies to new users.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	
<b>Workaround for clients with Release 6.2:</b> The user must edit the modules that they see from the Tab Content page before the Administrator makes new modules available to the user.	

## Tools

<b>Issue:</b>	<b>181-2360</b>
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Announcements load very slowly both in a course and within the My Courses module.	
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, first reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	
<b>Issue:</b> An internal server error appears when a user searches the Address Book.	<b>181-2361</b>
<b>Background:</b> This issue appears under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2, is resolved in Release 6.2 Service Pack 1.	

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## Blackboard Content System Resolved Issues

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### Overview

*Blackboard Content System* (Release 2.0 Service Pack 1) includes a number of fixes to issues in the *Blackboard Content System*. The resolved issues reported here have been fixed since the release of *Blackboard Content System* (Release 2.0).

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### Learning Objects Catalog

<p><b>Issue:</b> Public permissions are not added successfully for items in the Learning Objects Catalog. When <b>Public Catalog</b> is selected on the Add Catalog Entry page, Read permission for Public do not appear on the Manage Permissions page for the item.</p>	<b>181-2362</b>
<p><b>Background:</b> This issue appears under all conditions.</p>	
<p><b>Resolution:</b> This issue, reported in Release 2.0, has been resolved in Release 2.0 Service Pack 1.</p>	

<p><b>Issue:</b> When the Administrator has turned Catalog Management on, but the Catalog is not available, the Learning Objects Catalog option does not appear in the Content System menu in the Shortcut View. Users who are managing the Catalog are unable to access it from the Content System menu with the Shortcut View enabled.</p>	<b>181-2330</b>
<p><b>Background:</b> The issue appears under all conditions.</p>	
<p><b>Resolution:</b> This issue, reported in Release 2.0, has been resolved in Release 2.0 Service Pack 1. <b>Workaround for Release 2.0:</b> Set Learning Objects to available in the Folder View.</p>	

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### System Performance

<p><b>Issue:</b> Users may experience an increased load time for pages in the <i>Blackboard Content System</i>.</p>	<b>181-2363</b>
<p><b>Background:</b> This issue becomes more pronounced if a large number of course or organization folders are created.</p>	
<p><b>Resolution:</b> This issue, reported in Release 2.0, has been resolved in Release 2.0 Service Pack 1.</p>	

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### Virtual Hard Drive

<p><b>Issue:</b> When the Administrator makes Virtual Hard Drives available to all users, Institution roles do not appear on the Manage Default Folder Creation Settings page. Administrators are unable to set a default quota.</p>	<b>181-2364</b>
<p><b>Background:</b> This issue appears if the Administrator selects <b>Everyone</b> on the Virtual Hard Drive page.</p>	
<p><b>Resolution:</b> This issue, reported in Release 2.0, has been resolved in Release 2.0 Service Pack 1.</p>	

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## Blackboard Content System Known Issue

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### Overview

An issue has been found in the *Blackboard Content System* (Release 2.0 Service Pack 1) related to the Search feature. This issue has not yet been resolved.

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### Search

<b>Issue:</b> Full text Search does not function properly when All System Users and Public users are granted Read permission on an item.	<b>181-2388</b>
<b>Background:</b> Follow the steps below to replicate this issue: <ul style="list-style-type: none"> <li><b>Step 1</b> Upload a file with a unique word to the <i>Blackboard Content System</i>.</li> <li><b>Step 2</b> Grant Read permission for All System Users to the file and log out.</li> <li><b>Step 3</b> Log in to the system as a different user (without Administrator privileges) and select Search.</li> <li><b>Step 4</b> Enter the unique word in the <b>Search File Contents</b> field and click <b>Submit</b>.</li> <li><b>Step 5</b> The document is not found in the search.</li> </ul>	
<b>Resolution:</b> This issue, reported in Release 2.0, has not been resolved in Release 2.0 Service Pack 1.	

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## Locale Packs

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### Overview

The *Blackboard Learning System* (Release 6.2 Service Pack 1) and *Blackboard Content System* (Release 2.0 Service Pack 1) includes three locale packs, French, Italian and Spanish, which change the native language of the system.

These locale packs contain a specific language and settings unique to the locale. In line with each locale, the system will:

- Reorder name and address fields according to convention
- Format dates, times and numbers correctly
- And, of course, display pages in the correct language

Please check with a Blackboard Sales Representative for information on a specific locale.

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### Change locale in *Blackboard Learning System*

Locales for the *Blackboard Learning System* are set through the ChangeLocale command line tool. This tool must be run after installing Service Pack 1. Administrators may apply different locales to different virtual installations.

#### UNIX

Run the command as shown below:

```
/blackboard/tools/admin/ChangeLocale.sh <virtual_installation> <locale>
```

#### Windows

Run the command as shown below:

```
x:\blackboard\tools\admin\ChangeLocale.bat <virtual_installation>  
<locale>
```

<virtual\_installation> is the ID of the virtual installation that will change its locale to <locale>. <locale> is expressed as a ISO3166 two letter code. For example, the United States is expressed as US.

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### Change the locale in the *Blackboard Content System*

The locale for the *Blackboard Learning System* must be set before setting the locale in the *Blackboard Content System*. Parameters are not required to set the Content System locale because it uses the current locale of the *Blackboard Learning System*. Since Virtual Installations do not apply to the *Blackboard Content System*, the bb\_bb60 locale is used in these instances.

#### UNIX

Run the command as shown below:

```
/blackboard/apps/bbcms/bin/update-locale.sh
```

#### Windows

Run the command as shown below:

```
x:\blackboard\apps\bccms\update-locale.bat
```

After running one of the above commands, restart services; this is not done automatically.

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## Locale Pack Known Issues

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### Overview

The *Blackboard Learning System* (Release 6.2 Service Pack 1) and *Blackboard Content System* (Release 2.0 Service Pack 1) includes several issues related to locale packs that have been discovered but not yet resolved. They are detailed in this section.

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### Admin Panel

<b>Issue:</b> The link to the Web Cryptix Web site on the Manage Content Encryption Key page does not work.	<b>181-2365</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

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### Assessments

<b>Issue:</b> When a number with a decimal point is entered as the default value for a question on the Creation Settings page, the decimal point disappears the next time the Creation Settings page is opened.	<b>181-2366</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> The first section heading on Add Question Type pages, for example the Add Multiple Choice Question page, is not translated correctly. This issue occurs for all question types.	<b>181-2367</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> If an Instructor modifies a question and removes all of the text, the system does not prompt the user with a warning and the question may be submitted.	<b>181-2368</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

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### Building Blocks

<b>Issue:</b> An error message appears when Install Building Block is selected on the Manage Building Blocks page.	<b>181-2369</b>
<b>Background:</b> This issue occurs when Building Blocks are installed on Virtual Installations.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Content System

<b>Issue:</b> The Web Folder page has not been externalized.	<b>181-2370</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Course Cartridges

<b>Issue:</b> When a Student opens an external resource via a Chalk Title, he or she is presented with a privacy notice. A javascript error appears on the page that displays the terms and conditions.	<b>181-2371</b>
<b>Background:</b> This issue does not cause any loss of functionality with most browsers. However, if Internet Explorer 6.0 with a script debugger is installed, the user cannot navigate last the javascript error.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Email

<b>Issue:</b> Extended characters in the subject of an email are corrupted when the email is sent.	<b>181-2373</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> When a user attempts to email a request for a course creation, the Subject field and the email Address field are blank. These fields should be auto-populated with the subject of the request and the email address of the user who handles these requests.	<b>181-2372</b>
<b>Background:</b> This issue occurs on Macintosh systems only. This issue only occurs if users are allowed to submit requests for the creation of courses.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Gradebook

<b>Issue:</b> The Assessment Attempt Details and Download Results are not externalized on the Item Options page.	<b>181-2374</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> The Add Category link on the Manage Categories pages is not externalized.	<b>181-2375</b>
<b>Background:</b>	

This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> The titles for Total and Weighted Total on the View Grades page are not externalized.	<b>181-2376</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> Many items in the Action Bar of the Gradebook appear in English. This includes options in the <b>Sort Items by</b> drop-down menu, the <b>Filter Items by Category</b> drop-down menu, and the <b>Filter Users by Last name</b> drop-down menu. The headings of columns in the Gradebook are also not translated.	<b>181-2377</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Groups

<b>Issue:</b> Extended characters in an email disappear when the email is sent. This includes extended characters in the subject, message and any names of file attachments.	<b>181-2378</b>
<b>Background:</b> This issue occurs when an email is sent from the Group pages of a course.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Import/Export/Archive/Restore

<b>Issue:</b> Extended characters are corrupted on receipt pages for Import Course, Export Course, and Archive Course. A question mark (?) appears in place of accented characters.	<b>181-2379</b>
<b>Background:</b> This issue occurs when an email is sent from the Group pages of a course.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Organizations

<b>Issue:</b> Items cannot be sent from the Digital Drop Box in an Organization. An error appears when <b>Send File</b> is selected on the Digital Drop page.	<b>181-2380</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> The system allows the user to enter an End Date that occurs before the Start Date on the Enrollment Options page. An error message should appear blocking the incorrect dates.	<b>181-2381</b>
<b>Background:</b> This issue appears on the Enrollment Options page for Organizations.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## System Reporting

<b>Issue:</b> Advanced System Reporting pages are not externalized.	<b>181-2382</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Tools

<b>Issue:</b> A warning message does not appear when the date for a Calendar event is modified and set to an earlier day than the current date.	<b>181-2383</b>
<b>Background:</b> This issue occurs on UNIX operating system only.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> An error message appears when the options on the Manage Tools page are selected, such as <b>Tool Availability</b> and <b>Building Block Tool Availability</b> .	<b>181-2384</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

<b>Issue:</b> Extended characters in the Glossary are corrupted.	<b>181-2385</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	

## Workflow Activities (*Blackboard Content System*)

<b>Issue:</b> Extended characters are not displayed properly in pop-up windows. This appears within Workflows Activities when the <b>Remove</b> option or <b>Bookmark Items</b> option is clicked before an item is selected.	<b>181-2386</b>
<b>Background:</b> This issue occurs under all conditions.	
<b>Resolution/Workaround:</b> This issue, reported in Release 6.2 Service Pack 1, has not been resolved.	