Release Notes for Application Pack 2

Blackboard Learning System (Release 6.2)
Blackboard Portal System (Release 6.2)
Blackboard Learning System – Basic Edition (Release 6.2)

Date Published: July 29, 2004

Blackboard, the Blackboard logo, Blackboard Academic Suite, *Blackboard Learning System*, *Blackboard Learning System* ML, Blackboard Portal System, Blackboard Transaction System, Blackboard 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. Other product and company names mentioned herein may be the trademarks of their respective owners. Patents pending.

© 2004 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.

Worldwide Headquarters
Blackboard Inc.
1899 L Street, NW, 5th Floor
Washington, DC 20036-3861 USA
800-424-9299 toll free US & Canada
+1-202-463-4860 telephone
+1-202-463-4863 facsimile
www.blackboard.com

International Headquarters
Blackboard International B.V.
Keizersgracht 62-64
1015 CS Amsterdam
The Netherlands
+31 20 5206884 (NL) telephone
+31 20 5206885 (NL) facsimile
global.blackboard.com

Table of Contents

Introduction

What is in the Release Notes?

The Release Notes include the following sections:

- New Features in Release 6.2 – Briefly explains the new areas of the *Blackboard Learning System* and the *Blackboard Portal System*.

- Installation and Administrator Issues – Lists those issues that effect installing the software, updating the software, and administering the back-end.

- Known Issues – Lists those issues that are known but unresolved.

- Release 6.2 Resolved Issues – Lists those issues resolved in Release 6.2.

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:

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

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.

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.

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.

New Features in Release 6.2 (Application Pack 2)

Overview

Application Packs introduce new features to the *Blackboard Academic Suite* without drastically changing the architecture of the platform. This allows administrators to confidently implement important new features without risking stability.

Application Pack 2 can only be installed on Release 6.1.5. Release 6.1.5 is the full install of Release 6.1 plus Application Pack 1. After installing Application Pack 2, the *Blackboard Academic Suite* is upgraded to Release 6.2.

Application Pack 2 updates Release 6.1.5 with several new features. The new features are listed below.

Enabling Instructors to Efficiently Manage Courses and Teach Using the Best Content

- **Test Answer Download –** allows instructors to download the results of a test so they can track student performance across sections of a course and across semesters using a variety of 3rd-party statistical analysis tools.

- **Survey Response Download –** allows instructors and organization managers to aggregate data and perform item-level analysis.

- **Quick Tool Linking** – when instructors add material to a content page in the course environment, they can now directly add a discussion board forum, a live chat, or any tool directly in any area of the course with a few clicks.

- **Chalkbox Support –** allows the installation and management of ChalkBox titles, which are next-generation course cartridges that contains both content and interactive, personalized Publisher tools for specific disciplines.

- **SCORM Player –** simplifies the proper handling and display of SCORM 1.2 and NLN compliant content by bundling the player into Blackboard. (Available to Enterprise license clients).

- **IMS Content Player –** supports granular reuse of content developed under IMS standards within specific content areas, facilitating faculty collaboration with peers and use of the best quality content. (Available to Enterprise license clients).

Facilitating Better Branding and Targeting the Right Content to the Right User

- **Unlimited Institution Roles & Multiple Roles per User –** institutions are able to define as many institution roles as they wish, providing the organization with a general user list capability. A user can now have multiple institution roles (formerly called portal roles) assigned to them   These widely requested features provide a highly personalized experience for users through role-driven access to information and services provided on tabs, modules, and content from the Blackboard Content System. (Available to Portal System clients).

  - **Hostname Branding** – multiple institutions, colleges, or departments can each have their own URL as well as their own customized look and feel on the same system. For example, www.myinstitution.edu can provide the look and feel for the undergraduate campus, while www.MBAprogram.edu can provide a completely customized look for the business school. (Available to Portal System clients).

- **Role-Based Branding –** institutions, colleges, or departmental branding can be based on the primary institution role. When a student from the "East Campus" logs on they can see a completely customized and unique look and feel from that of a "West Campus" student. (Available to Portal System clients).

- **Enhanced Branding –** provides additional control over look and feel. The institution's brand can include banners, background, colors, icon themes and hot links.

Bringing the Power of Blackboard's Academic Suite to Customers Worldwide

- **Internationalization –** This release includes a major step in our internationalization process whereby system changes have been made to allow the installation and support of our software in many European languages. Clients will be able to set their system default to one language, enabling all UI elements to be presented in their preferred language and standards. French and Spanish will be the first locales available and will be released later in August. Additional locale packs will be released on a rolling basis. This ongoing internationalization effort will later be extended to support multi-byte character sets.

Activate the new course features

Follow the instructions below to activate each new course feature.

Feature	Activation
SCORM Content	The SCORM Content Player is activated as a Building Block. After making the Building Block Available, make the tool available from the Manage Tools page.
Chalkbox Titles	Chalkbox Titles can be installed after installing Application Pack 2. Control Chalkbox Title from Manage Chalkbox Titles on the Admin Panel.
Tool Linking	Tool Linking is available after installing Application Pack 2.
Test Downloads	Test Downloads is available after installing Application Pack 2.

Installation Issues and Administrator Notes

Overview

The *Blackboard Learning System* and the *Blackboard Portal System* (Release 6.2) installation issues known at the time of release are detailed in this section. This section also includes important information to read before installation.

Installation Issues

Issue: The sendmail path entered in bb-config.properties during *Blackboard Learning System* installation appears incorrectly. This prevents email from functioning properly.	**181-1988**

Background: This issue affects Solaris Operating Systems only. Follow the steps below to replicate this issue:

Step 1	Enter the sendmail path (for example /usr/lib) while installing the Blackboard Learning System.
Step 2	After installation, verify the entry for the sendmail path in the bb-config.properties file.
Step 3	The path is specified twice in the sendmail path.

Resolution: There is no resolution at this time. **Workaround:** Administrators must manually enter the sendmail path after installation.

Issue: The National Character Set for Oracle 9i must be set to UTF8 before the *Blackboard Learning System* is installed.	**181-2064**

Background: This issue only applies to systems using an Oracle database.

Resolution/Workaround: This is a new requirement.

Issue: When adding a Web/application server to a load-balanced configuration, the installer does not populate some fields that must be the same across all Web/application servers. These fields are: • Institution Type • Database Domain Name • Database Instance (Windows only) • All Password Fields	**181-1724**

Background: This issue only applies when adding a Web/application server to a load-balanced configuration.

Resolution/Workaround: This issue is not resolved at this time. It was first reported in Release 6.0.4. These values can be set to match the other Web/app servers by editing the `bbconfig.properties` file.

Issue:	181-1725
When a system is downgraded from *Blackboard Learning System with Portal System*, to *Blackboard Learning System*, a number of modules are disabled. They do not appear in the list of modules on the Manage Modules page. These included the following: • Course Cartridge Support for Administrators • Course Cartridge Support for Students	
Background: This issue applies to clients using Internet Security and Acceleration Server 2000 (ISA) on a Windows 2000 Operating System.	
Resolution/Workaround: Port redirection, provided by ISA, is not supported by the *Blackboard Learning System*. Clients using ISA are unable to redirect from port 80 to another port for *Blackboard Learning System*.	

Uninstall issues

Issue:	181-769
Uninstall will fail if the .bin application file is used.	
Background: This issue only applies to UNIX operating systems.	
Resolution/Workaround: The uninstall.sh. file must be used during the uninstall process.	

Issue:	181-890
The uninstaller does not kill all java processes. The java, httpd and modperl processes may continue to run.	
Background: UNIX Operating Systems only	
Resolution/Workaround: Run `ps –f –U bbuser` (Linux) or `ps –f –User bbuser` (Solaris) and manually kill all the *Blackboard Learning System* processes that are returned.	

Issue:	181-891
The uninstaller does not kill all Oracle processes associated with Small-Scale Oracle.	
Background: UNIX Operating System only *Blackboard Learning System* – Basic Edition only	
Resolution/Workaround: Run `ps –f –U oracle` (Linux) or `ps –f –User oracle` (Solaris) and manually kill the Oracle db processes that are returned.	

Administrator Notes

Issue: Some areas of the *Blackboard Learning System* are vulnerable to cross-site scripting (CSS) attacks.	**181-2065**
Background: These issues were reported as security advisories. To read the advisories, please see: http://secunia.com/advisories/11355/	
Resolution/Workaround: This issue is resolved in Release 6.1.5. Changes have been made to protect the *Blackboard Learning System* from cross-site scripting attacks.	

Issue: The Courses and System Admin Tabs do not function correctly. Error messages appear and the pages are not displayed properly.	**181-1500**
Background: This issue applies to clients using Internet Security and Acceleration Server 2000 (ISA) on a Windows 2000 Operating System.	
Resolution/Workaround: Port redirection, provided by ISA, is not supported by the *Blackboard Learning System*. Clients using ISA are unable to redirect from port 80 to another port for *Blackboard Learning System*.	

Issue: The Assessment table space growth increases the disk space usage in the database. This may prevent institutions with large systems from migrating to Release 6.	**181-1316**
Background: Information about data growth during a migration may be found in the *Blackboard Learning System Migration Manual*.	
Resolution/Workaround: Administrators who encounter this issue may contact Product Support at http://www.blackboard.com/products/services/support.htm.	

Issue: Services may not start correctly when rebooting a Web/application server in a multiple Web/application server environment.	**181-892**
Background: This issue applies to Windows Operating Systems only.	
Resolution/Workaround: Stopping and restarting the *Blackboard Learning System* services, including IIS, will resolve the problem.	

Issue: The installer does not prompt Windows users to provide a domain account that will be used to run services. The account must be setup and configured through the Windows operating system.	**181-2066**
Background: This issue only applies to those users installing the *Blackboard Learning System* on Windows operating systems.	
Resolution/Workaround: This issue, first reported in Release 6.0.10, is not resolved at this time.	

Known Issues

Overview

The *Blackboard Learning System* includes several issues that have been discovered but not yet resolved. They are detailed in this section.

Admin Panel

Issue: There is an error in the workflow of the Template Options page. After the Administrator selects **Yes** in the **Use this course as a Course Template** field and clicks **OK**, the Course Options page appears instead of the Properties page.	**181-2070**

Background: This issue appears under all conditions. Follow the steps below to replicate this issue:	

Step 1	Select **List/Modify Course** from the System Admin Panel.
Step 2	Search for a course and select the Properties button. The Properties page will appear.
Step 3	Select Course Template Options. The Template Options page will appear.
Step 4	Select **Yes** in the **Use this course as a Course Template** field and click **Submit**. The Course Options page appears.

Resolution/Workaround:
This issue, reported in Release 6.1.5, is not resolved at this time.
Workaround: Use the navigation path to open the Properties page.

Issue: The System Info Report displays an inaccurate number for the size of Linux hard drives.	**181-725**

Background:
This issue applies to Linux Operating Systems only.

Resolution/Workaround:
There is no workaround at this time.

Assessments

Issue: The Submit button is not active when viewing and modifying grades in an Assessment.	**181-2203**

Background:
This issue occurs sporadically. When it occurs, it prevents Instructors from modifying the grade of a Student Assessment attempt.

Resolution/Workaround:
This issue, first reported in Release 6.1.5, is not resolved at this time.

Issue: When the Instructor selects the option to add question **From a Question Pool or Assessment** on the Test Canvas, a Search page appears. If **Cancel** is selected on the Search page, the user receives a "Warning: Page has expired" message. The Instructor is not returned to the Test Canvas. This issue also appears if the user executes a search from the Search page, then selects the **Cancel** button.	**181-2071**
Background: This issue only appears for users with an Internet Explorer Web browser. Users with Netscape will not experience this issue.	
Resolution/Workaround: This issue is not resolved at this time. **Workaround:** Use the navigation path to go to the Test Manager page. Select **Modify** next to the Test to open the Test Canvas page.	

Issue: Assessment questions are not scored correctly following a migration. This occurs with questions that fit all of the following criteria: • Fill in the Blank question with multiple answers • One or more of the answers contains an Ampersand (&), greater-than (>) or less-than (<) symbol	**181-1598**
Background: This issue applies under any conditions.	
Resolution/Workaround: There is no resolution to this issue.	

Issue: The Results/Feedback Display for completed Surveys may assign default point values to questions and display some feedback in a Correct Answer text box.	**181-1726**
Background: 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.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: Student responses to questions that use the WebEQ Equation Editor do not appear correctly when the Student or the Instructor reviews the Assessment. The responses appear as: `<@@[0|"equation_0_1"|1]@@>`	**181-1727**
Background: This issue only applies when using the WebEQ Equation Editor.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: When working with several pages of questions editing a question will return the user to the first page in the list of questions instead of the page the user was on.	**181-1728**
Background: After editing a question, users should be returned to the same page, not the first page in the series.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is not resolved at this time.	

Issue: When an audio or video media file is added to a question in an Assessment it does not display correctly. This problem only occurs when the Instructor chooses the **Display inline image within page** option. The Instructor is able to submit it successfully, but the file does not display within the question, just an empty box with an X appears. All media types work if the **Create a link to this file** option is selected.		**181-1446**
Background: This issue applies under any conditions. Follow the steps below to replicate this issue:		
	Step 5	Select **Test Manager** on the Course Control Panel
	Step 6	Select **Add Test**
	Step 7	Turn on **Add images, files, and URLs** under the Creation Settings options and select Submit.
	Step 8	Select a question type under **Add a Question**.
	Step 9	Complete the question page. Browse and add a media (audio or video) file to the question. Choose **Display inline image within page**. Click **Submit**.
Resolution/Workaround: This issue is not resolved at this time. Only images, not other types of media files, may appear within the page.		

Assignments

There are currently no reported known issues in this subsystem.

Authentication

Issue: After logging out it is possible to view a Student's grades by clicking the back button.		**181-2204**
Background: Follow these steps to replicate this issue:		
	Step 1	Login as a Student.
	Step 2	Click **View Grades** and check the grades for a course.
	Step 3	Click **Logout**.
	Step 4	Click the browser's **Back** button. The View Grades page appears again.
Resolution/Workaround: This issue, first reported in Release 6.1.5, is not resolved at this time. *Workaround:* All users should close the Web browser after logging out. This will prevent other users on the same computer from being able to access their account.		

Issue: 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.	**181-2306**
Background: This issue only applies to servers running a Windows Operating System.	
Resolution/Workaround: This issue, first reported in Release 6.2, is not resolved at this time.	

Issue: Failed authentication requests against an LDAP server do not always close their sockets or release their threads. This leads to performance problems.	**181-2072**
Background: This issue occurred more often with Java 2 SDK 1.3.x, but the update to Java 2 SDK 1.4.2 has not completely solved the problem.	
Resolution/Workaround: This issue, first reported in Release 6.10, is not resolved at this time. **Workaround:** To help alleviate the performance hit, Blackboard has included an open-source LDAP service provider with the Blackboard Learning System as an alternative. This seems to help those system experiencing this problem. To use the open-source LDAP service provider, JLDAP from the OpenLDAP group (http://www.openldap.org) update the `authentication.properties` file as shown: Change this variable: `auth.type.ldap.impl=blackboard.platform.security.authentication.LDAPAuthModule` to: `auth.type.ldap.impl=blackboard.platform.security.authentication.OpenLDAPAuthModule` The JLDAP LDAP service provider also required the addition of another value to the `authentication.properties` file. Add the following line if it does not already exist: `auth.type.ldap.ldap_version.1=3` by default this value will be 3.	

Batch Processes

Issue: Login is not successful when the password contains a single quote (').	**181-2073**
Background: This issue only appears when the user information has been added to the system through a batch creation process.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is not resolved at this time.	

Building Blocks

Issue: .NET APIs have not been updated to handle the Institution Role changes in Application Pack 2 for `User`, `PortalRole`, and `UserRole`.	**181-2205**
Background: This issue only applies to the .NET APIs.	
Resolution/Workaround: This issue, reported in Release 6.2, is not resolved at this time.	

Issue:	181-2074
Some disabled Building Blocks tools appear grayed-out to Instructors.	
Background:	
Disabled Building Blocks should not appear to any users except those with appropriate System Administrator privileges.	
Resolution/Workaround:	
This issue, reported in Release 6.0.10, is not resolved at this time.	

Collaboration Tools

Issue:	181-2075
When a user attempts to open a Breakout Session in a Virtual Classroom, a new window opens, but the controls do not appear the breakout session cannot be used.	
Background:	
This issue only appears if SSL is turned on for the *Blackboard Learning System*. If SSL is turned off, Breakout Sessions function correctly.	
Resolution/Workaround:	
This issue, reported in Release 6.1.5, is not resolved at this time.	

Issue:	181-1731
Removing a user from a course or organization also removes that user's interactions in archived sessions.	
Background:	
User interactions saved in an archived session should not be deleted when the user is removed from the course.	
Resolution/Workaround:	
This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue:	181-2076
Web sites that employ pop-up ads will open a new Collaboration Session window to display the Web site. Users are unable to view the Web site in this new window.	
Background:	
This issue has been verified when accessing Web sites that include pop-up ads. Similar behavior has been reported when accessing documents via the Course Map tool as well.	
Resolution/Workaround:	
This issue, first reported in Release 6.0.10, is not resolved at this time.	

Content

Issue:	181-2206
Some users with Screen Readers are having trouble accessing files, such as Microsoft Word or Powerpoint files, that are displayed within the content frame.	
Background:	
This issue has been reported with the Window Eyes 4.11 Screen Reader.	
Resolution/Workaround:	
This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: When a QuickTime file is added through the Text Box Editor, a "page Not Found" error message appears. This issue only occurs if options, such as width and height, are modified on the Insert QuickTime File page. If the default values are not changed, the file is added successfully.	**181-2077**
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is not resolved at this time. **Workaround:** When adding a QuickTime file, do not modify the values on the Insert QuickTime file page.	

Issue: WebEQ does not function correctly when accessed from both the Text Box Editor and the default text box. A new window for WebEQ appears, but the controls are not displayed.	**181-2078**
Background: This issue appears on Linux operating systems when SSL is enabled.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is not resolved at this time.	

Issue: When an image is added through the **Add Image** button in the Text Box Editor, the receipt image is broken and the image does not appear.	**181-2079**
Background: This issue only applies to Windows 2003 operating systems. This issue is caused by the default settings in IIS.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is not resolved at this time. **Workaround:** The Administrator may resolve this issue for Windows 2003 by following the steps below:	

Step 1	Open the Internet Information Services Management Console.
Step 2	Open **Application Pools**.
Step 3	Select **Default Application Pool**.
Step 4	Select **Properties**.
Step 5	On the Identity Tab, select **Predefined**.
Step 6	Select **Local System** and **Apply**.
Step 7	Select **Yes** in the dialog box that appears.
Step 8	Restart IIS.

Issue: When using the WebEQ interface to create an equation no characters display after the symbol <.	**181-1732**
Background: This issue is caused by WebEQ identifying the symbol < as the start of a tag.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is not resolved at this time.	

Issue: Shockwave files set to display in a content item cannot be played by Students. The controls for playing the file do not appear.	**181-2305**
Background: This issue appears when Shockwave files are added through the Text Box Editor and when Shockwave files are uploaded with the **Display Media in Page** option.	
Resolution/Workaround: This issue, first reported in Release 6.2, is not resolved at this time. **Workaround:** Set the Shockwave file to play automatically or edit the HTML to turn the menu options on.	

Issue: Equations entered on the Add Assignment page do not display correctly when submitted. Instead, they appear as `<@@[0|"equation_0_1"|1]@@>`.	**181-1733**
Background: This issue occurs sporadically. Sometimes, a longer error message appears.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is not resolved at this time.	

Course Cartridges

Issue: When a Student takes an Assessment the check for cartridge content only occurs at the top-level, that is, the Assessment. Even if all of the questions from the Course Cartridge are removed, users must still have a cartridge key to take the Assessment. The check should not check the Assessment but check the questions in the Assessment to see if any are protected. If so, the Student must have a cartridge key to take the Assessment.	**181-1734**
Background: This will allow Instructors to use questions from a cartridge in their own Assessments without violating the copy protection.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

Course Catalog

There are currently no reported known issues in this subsystem.

Course Control Panel

There are currently no reported known issues in this subsystem.

Course Copy

Issue: Some large Glossary files are not successfully copied during a course copy. When the file is opened in the copied course, an error message appears.	181-2080
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is not resolved at this time.	

Course Creation

Issue: If the Course ID entered in the Course Creation Wizard is too long, the system will truncate the ID and no warning will appears for the user. The Course ID has a 50 character limit.	181-2081
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is not resolved at this time.	

Issue: If the Course Name entered in the Course Creation Wizard is too long, the system will truncate the name and no warning will appears for the user. The Course Name field has a 255 character limit.	181-2082
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is not resolved at this time.	

Course Menu

There are currently no reported known issues in this subsystem.

Course Quotas

There are currently no reported known issues in this subsystem.

Course Statistics

Issue: Course statistics does not report the percentage of total hits attributable to each user.	**181-2210**
Background: This information should be displayed.	
Resolution/Workaround: This issue, first reported in Release 6.0.11, is not resolved at this time.	

Course Tools

Issue: Links in Announcements cannot be removed.	**181-1686**
Background: This issue applies under any conditions.	
Resolution/Workaround: There is no resolution at this time. *Workaround*: Users must remove the entire Announcement and re-create it to remove the link.	

Issue: Disabling Tools from the Enable Blackboard Tools page has inconsistent application. Some tools are still available even when disabled and disabled tools still appear in drop-down lists when adding a tool to a Content Area.	**181-1735**
Background: This issue appears inconsistently, it does not seem to affect all tools.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is not resolved at this time. **Workaround:** To ensure that a disabled tool is inaccessible to users, remove it from the Course Menu and any Content Areas.	

Data Integration

Issue: Resetting a password to an MD5 hash of the Username fails when using the Integration APIs and SOAP.	**181-2211**
Background: This issue applies under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.1, is not resolved at this time.	

Issue: The `blackboard.admin.persist.course.EnrollmentPersister.insert` class does not throw a validation exception when an attempt is made to enroll a user in a course that does not exist. Instead, a persistence exception is thrown.	**181-1737**
Background: This issue is confusing because the persistence exception points to a more complicated issue than a course that does not exist.	
Resolution/Workaround: This issue, reported in Release 6.1, is not resolved at this time.	

Issue: Organizations Links do not load when called using the Data Integration APIs.	**181-1740**
Background: This issue only applies when using the Data Integration APIs.	
Resolution/Workaround: This issue, reported in Release 6.1, is not resolved at this time.	

Issue: The Organization class in the Data Integration APIs is missing the `getOrganizationID()` method.	**181-1743**
Background: This issue only applies to the Organization class.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time. **Workaround:** The `OrganizationID` can be accessed via the `getCourseId()` method.	

Digital Drop Box

Issue: If a Student sends back a Drop Box file that was sent to all users by the Instructor, it will display the Student as the sender on the original file.	**181-1745**
Background: Follow these steps to replicate the issue: Step 1 As the Instructor, send a Drop Box file to all users. Step 4 Logout and log back in as a Student in the course. Step 5 View the Drop Box. The file shows that it was sent by the Instructor. Step 6 Logout and log back in as another Student. Step 7 Send the same file back to the Instructor. Step 8 Logout and log back in as the first Student in Step 2. Step 9 View the Drop Box. The file now shows that it was sent by the Student who sent the file back to the Instructor in Step 5. The file should still show that it came from the Instructor.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue: Drop Box files that were in a course in Blackboard 5.5 no longer appear when the course is migrated or archived and restored to Release 6.0.11.	**181-1746**
Background: This issue only appears when moving a course from Blackboard 5 to Release 6.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Discussion Board

Issue: Previewing a Discussion Board message before posting will remove any attachments added to the message.	**181-1747**
Background: This issue applies under all conditions.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: Changing the settings from allowing users to create Discussion Boards on the Community tab to requiring users to Email the Administrator to have a Discussion Board created creates issues with the ordering of Discussion Boards. When one of the Discussion Boards is deleted, the order of the remaining boards is rearranged and locked against changes.	**181-1748**
Background: This issue only appears in Discussion Boards on the Community tab.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: Users that are blocked from using a Discussion Board in a Blackboard 5.5 course are no longer blocked when the course is migrated or archived and restored to Release 6.	**181-1749**
Background: This issue only appears when moving a course from Blackboard 5 to Release 6.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: Discussion Board user settings, such as Admin, User, and Blocked, are not included in Archive, Export, or Copy operations. When the course or organization is Imported or Restored, these settings are not maintained.	**181-1750**
Background: This issue applies when a course is moved in some way. After the process is complete, the settings that were not included can be applied in the new course without issue.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

Email

Issue:	181-2084
When a user adds a file attachment to an email, then cancels the operation, a "This page has expired" error appears. This issue only appears if a file has previously been added to the email, and this is the second file attachment.	
Background:	
This issue only appears for users with an Internet Explorer Web browser.	
Resolution/Workaround:	
This issue, reported in Release 6.1.5, is not resolved at this time.	

Issue:	181-2085
When the user holds the mouse over the paper clip icon to display the attachment name and file size for an email in the inbox, Alt text displays information for all of the file attachments in the list of emails.	
Background:	
This issue only appears if the email inbox includes multiple messages with different file attachment.	
Resolution/Workaround:	
This issue, reported in Release 6.1.5, is not resolved at this time.	

Issue:	181-1751
The Send Email page for Students includes two links for emailing Observers. Although these links are not active they should not appear.	
Background:	
This issue applies under all conditions.	
Resolution/Workaround:	
This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue:	181-1752
The Send Email to All Instructors function includes Teaching Assistants in the list of Instructors.	
Background:	
Teaching Assistants should not be included in messages that are meant for Instructors. There should be a separate option for including Teaching Assistants rather than including them by default.	
Resolution/Workaround:	
This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue:	181-1753
The Send Email to Groups feature does not list all the Groups in the course. The Instructor cannot send an email to those Groups that do not appear.	
Background:	
This issue applies under all conditions.	
Resolution/Workaround:	
This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue:	181-1754
Canceling the browse window when adding an attachment to an email message will erase any text in the Subject and Message fields.	
Background:	
Follow these steps to replicate this issue:	

	Step 1	Create an email message to course users from a Course Control Panel.
	Step 2	Enter a Subject and type the body of the email in the Message field.
	Step 3	Click **Add** in the Add Attachment section.
	Step 4	A browse window will open. Click **Cancel**.

Resolution/Workaround:
This issue, reported in Release 6.0.10, is not resolved at this time.

Issue:	181-695
The titles on the Send Email page do not change if the course role names are changed. For example, if the name for the role Instructor is changed to Teacher, the field **Send Email to all Instructors** will still appear on the Send Email page.	
Background:	
This issue applies under any conditions.	
Resolution/Workaround:	
There is no resolution at this time.	

Issue:	181-1755
The Send Email to All Users functions from the System Control Panel send messages to disabled users.	
Background:	
Disabled users should not receive Email messages.	
Resolution/Workaround:	
This issue, reported in Release 6.0.11, is not resolved at this time.	

Enrollment

There are currently no reported known issues in this subsystem.

File Exchange

There are currently no reported known issues in this subsystem.

Gradebook

Issue:	181-1756
The delimiter when uploading a Gradebook file is a comma. Errors can occur when the .CSV file is created in a spreadsheet program, such as Microsoft Word, that has regional settings configured to use a comma as the decimal symbol.	
Background:	
When the .CSV file with commas as the decimal symbol is uploaded, the decimal symbol is read as the delimiter. This will create several errors in the Gradebook.	
Resolution/Workaround:	
This issue, reported in release 6.0.8, is not resolved at this time.	

Groups

Issue:	181-2086
Issues with the character limit in the **Description** field are found on the Add Group page. A warning message only appears when over 255 characters are entered in the field if the HTML or Preview window is open. HTML tags are included in the character count, causing the description to be over 255 characters in come cases. When the warning message appears, the description text is still submitted and the user is not given an opportunity to correct it.	
Background:	
This issue appears under all conditions.	
Resolution/Workaround:	
This issue, reported in Release 6.1.5, is not resolved at this time.	

Issue:	181-1757
Instructors receive an error message when attempting to add a file to a Group File Exchange.	
Background:	
This issue only occurs when the Instructor is not included as a member of the Group.	
Resolution/Workaround:	
This issue, reported in Release 6.0.4, is not resolved at this time.	
Workaround:	
The error that appears may present the Instructor with an option to Debug. Click No and the file will be uploaded successfully. Please note that if an error occurs and the option to debug does not appear the file will not be uploaded.	

Import/Export/Archive/Restore

Issue:	181-2212
Archiving a course fails when a piece of content include <!--> because this sequence of characters is recognized as an XML tag.	
Background:	
This issue only applies when <!--> is included in a piece of content.	
Resolution/Workaround:	
This issue, first reported in Release 6.1, is not resolved at this time.	

Issue:	181-1758
It is not possible to cancel an Archive operation that is in process.	
Background:	
This issue only occurs when accessing the *Blackboard Learning System* through a Netscape 4.78 Web browser.	
Resolution/Workaround:	
This issue is best addressed by using Netscape 7.1 with the *Blackboard Learning System*.	

Issue:	181-2068
When a course is exported through the System Admin Panel, the checkboxes to select content areas to export are missing.	
Background:	
This issue appears in Windows Operating Systems only.	
Resolution/Workaround:	
This issue, reported in Release 6.1.5, is not resolved at this time.	

Issue: It takes a very long time to archive a course and a significant amount of system resources are used. This may result in the browser window timing out. The file is archived successfully.	**181-1597**
Background: This issue applies under any conditions.	
Resolution/Workaround: There is no resolution at this time.	

Issue: Error messages may appear when a course is exported. An error message stating "Error on page" appears on the bottom of the screen when a course export is canceled. After an export has completed and the user views the detailed log file and selects **OK**, the following error message may appear.
 	
`Error:`
`A runtime error has occurred.`
`Do you wish to Debug?`
`Line: 0`
`Error: Object expected.`
`Yes / No`
	181-1581

Background: This issue applies under any conditions.	
Resolution/Workaround: There is no resolution at this time. These error messages may be ignored, the operations complete successfully.	

Issue: Archiving and then Restoring a course or organization does not include disabled data.	**181-1759**
Background: This issue only applies to disabled data, that is, Users or Enrollments that are disabled using the Snapshot tool or the Data Integration APIs.	
Resolution/Workaround: This issue, reported in Release 6.0.8, is not resolved at this time.	

Issue: When Pools are imported through the Pool Manager, Assessments for the course are also automatically imported.	**181-928**
Background: This issue applies under any conditions.	
Resolution/Workaround: There is no resolution at this time.	

Learning Units

There are currently no reported known issues in this subsystem.

Logs

There are currently no reported known issues in this subsystem.

LRN Content

Issue: LRN packages do not work in restored courses. The package appears in the course, but when the user attempts to open and play the package, a dialogue box to download the file appears instead.	**181-2087**
Background: This issue applies under all conditions.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is not resolved at this time.	

Macintosh

Issue: Changing the Course Template setting does not take effect when using the Safari Web browser.	**181-2213**
Background: Follow these steps to replicate the issue: **Step 1** Using a Macintosh computer, launch the Safari Web browser and login. **Step 2** Click **List/Modify Courses** from the Admin Panel. **Step 3** Search for a course. **Step 4** Click **Properties** for a course. **Step 5** Click **Course Template Options**. **Step 6** Change the setting. **Step 7** Click **Submit**. The change is not made.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is not resolved at this time.	

Issue: An error message appears when Macintosh users attempt to access a Virtual Classroom or Lightweight Chat Session.	**181-2088**
Background: This issue appears when SSL is enabled for the Blackboard Learning System. This issue affects Macintosh users with Internet Explorer or Netscape Web browsers. User with a Safari Web browser will not experience this issue.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is not resolved at this time.	

Math and Science Notation

Issue: WebEQ does not correctly display strings that use '<' and '>' characters. If an equation using these characters is entered, items after the character are missing. This issue will also occur with other special characters, such as '&'.	**181-1458**
Background: This issue applies under all conditions.	
Resolution/Workaround: There is no resolution at this time. *Workaround:* Do not use the < sign in the Equation Editor. Instead, split the equation into two equations and place the '<' between them in the text box using the keyboard.	

Migration Tool

Information on the Blackboard Migration Tool can be found in the Knowledge Base at http://www..blackboard.com/products/services/support.htm.

Other

Issue: Context passing fails to expand the URL variable templates after invoking the launch_external.jsp. This error causes some context passing use cases to fail.	**181-2089**
Background: This issue applies when using context passing.	
Resolution/Workaround: This issue, first reported in Release 6.1, is not resolved at this time.	

Issue: Most text boxes in the *Blackboard Learning System* will accept keyboard combinations using ALT+0nnn to enter characters that are not present on the keyboard. Some of these characters do not appear correctly.	**181-1459**
Background: This applies under all conditions.	
Resolution/Workaround: There is no resolution at this time. *Workaround*: Use named entities where keyboard combinations using ALT+0nnn do not appear correctly. The following Web site includes information on named entities, http://www.htmlhelp.org/reference/html40/entities/	

Observers

Issue:	181-1763
Observers cannot view Course Cartridge content in a course.	
Background:	
If an Observer is observing a user that is enrolled in a course with Course Cartridge content, the Observer should be able to view that content unless the Instructor disallows it.	
Resolution/Workaround:	
This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue:	181-1764
Observers cannot view the grades of a Student through the Observer Tools. Instead of the grades appearing, an page with an HTTP error appears.	
Background:	
This issue only applies when attempting to view grades through the Observer Tools.	
Resolution/Workaround:	
This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue:	181-1766
The My Courses module does not list the courses of the Student that the Observer is tracking.	
Background:	
When an Observer views the My Courses module the list of courses should include those of the Student the Observer is tracking.	
Resolution/Workaround:	
This issue, reported in Release 6.1, is not resolved at this time.	

Issue:	181-1767
Observers cannot view the Tasks of a Student the Observer is tracking through the MyTasks module.	
Background:	
This issue only applies to the MyTasks module. Observers can view Tasks for Students through the Observer Tools in a course and through the Tool Panel.	
Resolution/Workaround:	
This issue, reported in Release 6.0.10, is not resolved at this time.	

Organizations

Many issues that effect courses will also effect organizations. Please check the issues relating to Courses for additional information.

Portal

Issue:	181-2067
When an image that is too large is added to the Manage Sponsorship Content page for the Services tab an error message will appear on the tab. When the link is removed, the error message still appears.	

Background:
This issue appears under all conditions. The steps below replicate this issue:

Step 1	Select **Manage Tabs** in the System Admin Panel.
Step 2	Select **Modify** next to the Services tab. The Modify Tab page will appear.
Step 3	Select **Services** and add a Folder and an External Link within the folder. Return to the Modify Tab page.
Step 4	Select **Manage Sponsorship Content**. The Manage Sponsorship Content page will appear.
Step 5	Under Designate Primary Sponsorship Content, select **Local image and Link**. Upload a local image that is too large and link it to the Blackboard Web site.
Step 6	View the Folder link on the Services tab; an error message will appear.
Step 7	Open the Manage Sponsorship Content page and remove the image.
Step 8	An error message still appears on the Services tab.

Resolution/Workaround:
This issue, reported in Release 6.1.5, is not resolved at this time.

Issue:	181-2069
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.	

Background:
This issue applies under all conditions. Follow the steps below to replicate this issue:

Step 1	Select **Manage Tabs** on the System Admin Panel.
Step 2	Select **Modify** next to the My Institution Tab. The Modify Tab page appears.
Step 3	Select **Manage Links Content**. The Manage Links Content page will appear.
Step 4	Select **Add External Link**.
Step 5	Complete the page and add an image through the Text Box Editor. Click **Submit**.

Resolution/Workaround:
This issue, reported in Release 6.1.5, is not resolved at this time.

Issue:	181-2307
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.	

Background:
This issue only applies to new users.

Resolution/Workaround:
This issue, first reported in Release 6.2, is not resolved at this time.
Workaround:
The user must edit the modules that they see from the Tab Content page before the Administrator makes new modules available to the user.

Issue: The Export Module tool will change the name of a module if the name contains one of the following characters: <,> &,/,"	181-1770
Background: These characters cause a problem with the XML formatting of the export module package and should be escaped when they appear in the name of a module.	
Resolution/Workaround: This issue, reported in Release 6.1, is not resolved at this time.	

Issue: Customizations to modules are not preserved when the module is updated.	181-2090
Background: For example, if a module exists as part of a System Extension, updating to a later version of the System Extension will remove any customizations in the module.	
Resolution/Workaround: This issue is not resolved at this time.	

Issue: Exporting a module will fail if the module has special characters (such as &, <,>,",\,/)or HTML code in the title.	181-2092
Background: This issue applies under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.1, is not resolved at this time.	

Issue: The My Grades feature will show users grades from courses which are unavailable to the user. Also, users can use the Send Email feature from the Tool Panel to email users in unavailable courses.	181-1771
Background: This issue only allows access to the grades and send email features of unavailable courses through the Tool Panel.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is not resolved at this time.	

Roles and User Privileges

Issue: Course Builders cannot copy content from one course to another course.	181-2214
Background: This issue occurs when a user attempts to copy a piece of content. The user may not copy content to a course unless they have the role of Instructor or Teaching Assistant in the destination course. Users should be able to copy content into courses if their role in the destination course is Course Builder.	
Resolution/Workaround: This issue, first reported in Release 6.1, is not resolved at this time.	

Issue: The Institution Role "Other" is assigned by default to users created through Batch Create Users. The Institution Role "Student" should be assigned by default.	181-2215
Background: This issue only occurs when creating users through a Batch process.	
Resolution/Workaround: This issue, first reported in Release 6.1, is not resolved at this time.	

Issue: If a Student's role in a course is changed to Course Builder, any Observers for that Student may still view their grades in the Report Card Module. These grades should not be available to Observers.	181-2093
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is not resolved at this time.	

Issue: Users with an Admin User Role of Support can modify the passwords of other users.	181-1772
Background: Users with an Admin User Role of Support should not be able to change passwords.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: A user with an Admin User Role of System Support cannot modify the properties of a user from the List/Modify Users in Course page if the System Support user is enrolled in the same course.	181-1774
Background: A user with an Admin User Role of System Support can still modify the properties for users that appear in the same courses through other interfaces. There should not be any restriction on the user accounts that can be modified.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: A user with an Admin User Role of Course Administrator or User Administrator can email all Instructors on the system through the System Control Panel.	181-1775
Background: Only those with an Admin User Role of System Administrator or System Support should be able to use the Email All . . . features on the System Control Panel.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: A user with an Admin User Role of Course Administrator can batch create users.	181-1776
Background: Users with an Admin User Role of Course Administrator should not be able to batch create users.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: A user with an Admin User Role of System Administrator can remove their user account. This may create a problematic situation where there is no user with a role of System Administrator.	**181-1777**
Background: Accounts with an Admin User Role of System Administrator should not be removed without first warning and prompting the user to create another System Administrator account.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time. **Workaround:** Login as the Root Administrator account and create another System Administrator account.	

Issue: The Modify User Privileges page allows administrative privileges for the Admin User Role of Guest to be toggled on and off even though these roles cannot have access to these privileges. Even if set to Yes, the system will not allow access.	**181-1778**
Background: The interface should not allow prohibited privileges to be toggled on and off.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue: Users with an Admin User Role of System Support can access the Archive Course and Restore Course features.	**181-1779**
Background: Users with an Admin User Role of System Support should not be allowed to archive or restore a course.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue: Course Builders can use the Digital Dropbox to send files to Students but not to other course users.	**181-1781**
Background: Course Builders should be able to use the Digital Dropbox to send files to any user participating in the course (including Instructors and Teaching Assistants).	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue: Course Builders have access to the Archive Course feature from the Course Control Panel.	**181-1782**
Background: Course Builders should not be able to archive the course.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue: Teaching Assistants and Course Builders (as well as Organization Builders) can change user passwords, properties, and course availability from the List/Modify Users in Course page.	**181-1783**
Background: These Course roles should not be able to modify users.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

Issue: Users with an Admin User Role of Portal Administrator can manage Gateway Options from the System Control Panel.	**181-1784**
Background: Users with an Admin User Role of Portal Administrator should not be able to change the Gateway Options.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: Users with an Admin User Role of Portal Administrator can access the List/Modify Users page from the System Control Panel.	**181-1785**
Background: Users with an Admin User Role of Portal Administrator should not be able to access the List/Modify Users page.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: Users with an Admin User Role of Portal Administrator or System Support cannot access the following areas of the System Control Panel when modifying a portal tab: • Manage Links Content • Manage Off Campus Content	**181-1786**
Background: Users with an Admin User Role of Portal Administrator and System Support should be able to access these features.	
Resolution/Workaround: This issue, reported in Release 6.0.9, has not been resolved at this time.	

Issue: Users with an Admin User Role of Course Administrator can access and change the properties and passwords of users through the List/Modify Users in Course page.	**181-1787**
Background: Course Administrators should only be allowed to change the Course Role and the availability of the course.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: Users with a Course Role of Grader can view all course users from the List/Modify Users page.	**181-1789**
Background: Users with a Course Role of Grader should only see Students on this page.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: Users with an Admin User Role of Support cannot change User Properties from the List/Modify Users in Course page.	**181-1790**
Background: Users with an Admin User Role of Support should be allowed to change User Properties from the List/Modify Users in Course page.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is not resolved at this time.	

SSL Choice

Issue: UNIX operating systems: The `PushConfigUpates` tool changes the location of the SSL certificate and key in the `/usr/local/blackboard/apps/httpd/conf/ssl.conf` file. This change prevents Apache from starting because it cannot locate the SSL certificate and key.	**181-1791**

Background: This issue only appears in those systems running on a UNIX-based operating system. After running PushConfigUpdates, the paths to the certificate and key are changed to:
 	
`SSLCertificateFile /usr/local/blackboard/apps/httpd/conf/ssl.crt/server.crt`
`SSLCertificateKeyFile /usr/local/blackboard/apps/httpd/conf/ssl.key/server.key`
 	
The correct paths are:
 	
`SSLCertificateFile /usr/local/blackboard/apps/httpd/conf/certs/server.crt`
`SSLCertificateKeyFile /usr/local/blackboard/apps/httpd/conf/certs/server.key`	

Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time. **Workaround:** Backup the `/usr/local/blackboard/apps/httpd/conf/ssl.conf` file before running `PushConfigUpdates` and replace the new version with the backup after running the tool. Or, simply change the paths to the SSL certificate and the SSL key after running `PushConfigUpdates`.	

System Reporting

Issue: After Event Tracking has been disabled a few, specific events continue to be logged in the ACTIVITY_ACCUMULATOR table.	**181-1792**
Background: Only those events with an EVENT_TYPE of SESSION_INT are logged after Event Tracking has been disabled.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Tools

Issue: System Extensions that are set to Unavailable still appear in the Tool Panel on portal tabs.	**181-1793**
Background: This issue only applies when the System Extensions are available from the Tool Panel before the System Extension is set to Unavailable.	
Resolution/Workaround: This issue, reported in Release 6.1, is not resolved at this time.	

User Creation

Issue: Usernames that include a hyphen, for example, d-berkowitz, cannot join breakout chat sessions. A blank window appears instead of loading the breakout session.	**181-2216**
Background: This issue only applies to breakout chat sessions.	
Resolution/Workaround: This issue, first reported in Release 6.0.11, is not resolved at this time.	

Issue: The Create Account feature is not accessible from the Gateway page if Guest Access is disabled for the system.	**181-1794**
Background: Guest Access settings should not affect the Create Account feature.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is not resolved at this time.	

User Interface

There are currently no reported known issues in this subsystem.

Virtual Installations

Issue: Dropping a virtual installation does not complete remove the virtual installation from the system.	181-1795
Background: Although the virtual installation is not removed completely, the virtual installation does no longer works after being dropped.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Issue: The ChangeToRemoteVirtualInstallation command, when run, completes with errors. These errors prevent processes from being able to restart and makes the Virtual Installation unavailable to users.	181-1796
Background: This tool is sometimes run by users who have not licensed additional Virtual Installations to move the *Blackboard Learning System* to new hardware. Be aware that this issue can make the system unavailable if it is used to move the only Virtual Installation on a system.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is not resolved at this time.	

Release 6.2 Resolved Issues

Overview

Application Pack 2 (Release 6.2) 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 6.1.5). These issues are detailed in this section.

Admin Panel

Issue: Creating a default Course Menu item with a name longer than 50 characters returns a database error when trying to create a course. An error flag should appear when trying to create the default Course Menu item.	**181-2217**
Background: This issue applies under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2. It is no longer possible to create a default Course Menu item that is longer than 50 characters.	

Issue: Setting a new URL for the Lost Password page and then removing that URL does not reset the location to the default page. Instead, users receive an error message when trying to retrieve a password.	**181-2218**
Background: Follow these steps to replicate this issue:	

Step 1	Click **Gateway Options** from the Admin Panel.
Step 2	Enter a URL in the **URL for Forgotten Password** field.
Step 3	Click **Submit**.
Step 4	Return to the same page and delete the URL from the field.
Step 5	Click **Submit**.
Step 6	Logout and click **Forgot your Password?** An error will appear instead of the default Lost Password page.

Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2.	

Issue: A database error is received when clicking **Add Announcement** on the system Announcements page off the Admin Panel.	**181-2219**
Background: Follow the steps below to replicate this issue:	
Step 1 Select **Announcements** in the Admin Panel.	
Step 2 Click **Add Announcement**. An error message appears.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue: Courses cannot be removed from the system.	**181-2220**
Background: This issue only appears sporadically in systems running on Windows 2003 Server.	
Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Issue: Filtering Course Tools to display all tools displays all tools but does not show the **Enabled** and **Allow Guest** check boxes.	**181-2221**
Background: This issue applies when managing course tools from the Admin Panel.	
Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Assessments

Issue: After completing an Assessment with an essay question users receive the message, "No feedback available until question is graded," when viewing the results.	**181-2222**
Background: Essay questions do not include an option for feedback. Users should not receive this message.	
Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Issue: Tests open in the current window, even if the "Open Test in New Window" option is enabled.	**181-2223**
Background: This issues applies to Internet Explorer 6 and Netscape 7.1 on both Linux and Solaris systems. Follow the steps below to replicate the issue: **Step 1** In a Course Control Panel, select **Assignments**. **Step 2** Click **Modify** for one of the tests. **Step 3** On the Modify Test page, select **Modify the Test Options.** **Step 4** Set **Open Test in New Window** to Yes. **Step 5** Click **Submit** and logout. **Step 6** Login as a student enrolled in the course and click on the link to the test.	
Resolution/Workaround: This issue, reported in Release 6.1., is resolved in Release 6.2.	

Issue: In the Modify Test options page, when the **Display Until** checkbox is unchecked and the form is submitted, the edit is not saved. Rather, the check will remain and the date changed to the current date and time.	**181-2224**
Background: This issue appears on all systems.	
Resolution/Workaround: This issue, reported in Release 6.1., is resolved in Release 6.2.	

Issue: When a student attempts to submit an assessment twice by double-clicking on the Submit button, an error message is received and the assessment is not saved.	**181-2225**
Background: This issue appears on Windows systems.	
Resolution/Workaround: This issue, reported in Release 6.1., is resolved in Release 6.2.	

Issue: An error is displayed when modifying a Test in the Test Manager.	181-2226
Background: This issue only appears when the user's session has timed out due to inactivity.	
Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2. If the session times out, the user will be returned to the Test Manager.	

Issue: When taking a timed test with Force Completion enabled, the student can save the test midway through the assessment, return to the assessment and take the test for a time period that exceeds the time limit. When Force Completion is enabled, the student must complete the test the first time it is launched, and students should not be allowed to exceed the time specified for the Set Time Limit.	181-2227
Background: This issue applies to all systems.	
Resolution/Workaround: This issue, reported in Release 6.0, is resolved in Release 6.2.	

Issue: If a value other than a number is entered into the Point Value field when creating a Test question, a cryptic error message is displayed.	181-2228
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.0.14, is resolved in Release 6.2.	

Issue: If multiple choice or multiple answer test questions contain the same equation more than once and a choice is deleted that uses that equation, the remaining choices do not properly display the equation.	181-2229
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.0.10, is resolved in Release 6.2.	

Assignments

Issue: Entering an invalid value for Points Possible for an Assignment will cause an error without first warning the user.	181-1729
Background: When Submit is clicked, a warning should appear and the user given an opportunity to fix the Points Possible.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue:	181-2230
An assignment can be created with a Display After date that is later than the Display Until date. The end date (Display Until) should always follow the start date (Display After).	

Background:
Follow the steps below to replicate this issue:

Step 1	Login as a course administrator.
Step 2	In the Course Control panel, select **Assignments**.
Step 3	Click the **Modify** button for one of the assignments.
Step 4	Check the **Display After** and **Display Until** checkboxes.
Step 5	Change the **Display After** date to be a date that follows the **Display Until** value.
Step 6	Click **Submit**.

Resolution/Workaround:
This issue, reported in Release 6.1, is resolved in Release 6.2.

Issue:	181-2231
If a student does not click **OK** on the receipt for a submitted assignment and the student clicks the Back button on their browser, they can edit the submitted assignment. These edits are saved to the assignment.	

Background:
This issue applies to Netscape on Linux systems only. Follow the steps below to replicate the issue:

Step 1	Login as a student and select the **View/Complete Assignment** link for one of the assignments in a course.
Step 2	Enter some text for the assignment and click **Submit**.
Step 3	From the receipt page, click the browser's **Back** button.
Step 4	Edit the assignment text and click **Submit**.
Step 5	Click **OK** on the receipt page.
Step 6	Login as the course instructor and view the completed assignment. The edits will appear in the assignment.

Resolution/Workaround:
This issue, reported in Release 6.1, is resolved in Release 6.2.

Issue:	181-2232
Attached file links do not display correctly in Assignments. The link displays HTML code instead of the proper link.	

Background:
This issue applies when an Assignment is created with the Instructions field set to Plain Text.

Resolution/Workaround:
This issue, first reported in Release 6.0.13, is resolved in Release 6.2.

Authentication

No known issues with this subsystem have been resolved in this release.

Batch Processes

Issue: The BatchCourseCopy.sh script is not available.	181-2083
Background: This issue appears in Solaris Operating Systems only.	
Resolution/Workaround: This issue, reported in Release 6.1.5, is resolved in Release 6.2.	

Building Blocks

Issue: Students are not able to view attempts from the View Grades page if the attempt is associated with a Building Blocks content type.	181-2233
Background: Students should be able to view attempts associated with a Building Block. Please note that this issue does not affect Instructors.	
Resolution/Workaround: This issue, first reported in Release 6.0.11, is resolved in Release 6.2.	

Issue: The `blackboard.admin.data.course.CourseSite` class reports a database exception when the database code throws a `ConstraintViolationException`.	181-1736
Background: This issue leads the developer to believe that the problem is in the database code when in fact, it is a relatively simple issue for the developer to fix themselves.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue: Building Blocks that specify module-group ids can generate errors if the Institution Role labels have changed.	181-2234
Background: This issue can occur on systems where the administrator has changed the Institution Role labels.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2. Building Blocks must use the Institution Role ID and not the Institution Role Label in the module-groups section of the manifest file.	

Issue: Course Control Panel Tools that are part of inactive Building Blocks still appear on the Course Control Panel.	181-2235
Background: Course Control Panel Tools that are part of inactive Building Blocks should not appear on the Course Control Panel.	
Resolution/Workaround: This issue, first reported in Release 6.0.10, is resolved in Release 6.2.	

Collaboration Tools

Issue:	**181-2236**
When attempting to open a breakout session with another user in a virtual classroom session, the new window opens but fails to load the applet. This only occurs when SSL is enabled.	
Background:	
This issue applies to Internet Explorer 6 on Windows systems with SSL enabled.	
Resolution/Workaround:	
This issue, reported in Release 6.1., is resolved in Release 6.2.	

Issue:	**181-2237**
An error message appears when making changes to a chat archive.	
Background:	
This issue appears on Solaris 8 systems. Follow the steps below to replicate the issue:	

Step 1 Select **Collaboration** in the Control Panel of a course that contains a chat archives.
Step 2 Click the **Manage** button for a course with archives.
Step 3 Change the Title.
Step 4 Click **Submit.**

Resolution/Workaround:
This issue, reported in Release 6.0, is resolved in Release 6.2.

Content

Issue:	**181-2238**
Instructors receive an access denied message when clicking OK on a page that displays media content added through the Text Box Editor.	
Background:	
This issue only applies to content added through the Text Box Editor. The Instructor is logged out. Logging back in will fix the problem for that session.	
Resolution/Workaround:	
This issue, first reported in Release 6.1.5, is resolved in Release 6.2. It is important to note that this problem will still appear with content added prior to upgrading to Release 6.2.	

Issue:	**181-1762**
Installing and implementing the IIS lockdown tool causes a problem when viewing PowerPoint files. PowerPoint presentations will not open in the Web browser.	
Background:	
This issue only applies when the IIS lockdown tool has been applied.	
Resolution/Workaround:	
This issue, reported in Release 6.0.10, is resolved in Release 6.2. A workaround is available in Knowledge Base article 181-1123.	

Issue:	**181-2239**
When inserting a media file with a .mov or .qt extension in the WYSIWYG editor, an error message is displayed in a pop-up window and the QuickTime player does not load. Additionally, any links or buttons clicked following this error will result in an Access Denied error.	
Background:	
This issue applies to Internet Explorer on Windows systems.	
Resolution/Workaround:	
This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue: When moving a Course Link, if **Remove Item After Copy** is set to Yes, an internal server error appears.	**181-2240**
Background: This issue applies to Windows systems.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue: When inserting a QuickTime object with the WYSIWYG editor, the item is created as a 1x1 pixel item by default if the user does not specify a width and height. The object is not visible at this default size.	**181-2241**
Background: This issue applies to all systems. Follow the steps below to replicate this issue: **Step 1** Select **Add Item** in a Course Content Area. **Step 2** Select the **Add QuickTime Content** button. **Step 3** Select a QuickTime file. **Step 4** Click **Submit** without specifying the width and height of the file. **Step 5** It will appear that the QuickTime object has not been inserted.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2. The default size of QuickTime movies inserted in the WYSIWYG editor is now 100x100.	

Issue: When inserting a Flash/Shockwave file with the WYSIWYG editor, the movie does not loop, even if the Loop setting is set to Yes.	**181-2242**
Background: This issue applies to Netscape and Internet Explorer 6 on Solaris. Follow the steps below to replicate the issue: **Step 1** Select **Add Item** in a Course Content Area. **Step 2** Select the **Add Flash/Shockwave Content** button. **Step 3** Select a Flash file and set **Loop** to Yes. **Step 4** Click **Submit**.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue: In multiple areas of the application, when entering a URL in a text field, an extra slash is added to the domain and machine name in the URL every time the form is submitted. For example, http://www.blackboard.com/files/index.html becomes http://www.blackboard.com//files/index.html.	**181-2243**
Background: This issue applies to systems running RedHat Linux 7.2.	
Resolution/Workaround: This issue, reported in Release 6.1., is resolved in Release 6.2.	

Issue: PowerPoint files that are saved as HTML packages and uploaded to display as a content item break due to incompatibilities with frame sets.	**181-2244**
Background: This issue only applies when the package includes multiple frames.	
Resolution/Workaround: This issue, first reported in Release 6.0.10, is resolved in Release 6.2. A new option to open the package in a new window is now available to prevent this error.	

Issue: The MIME types for Powerpoint and WMV files are not recognized.	181-2245
Background: This issue applies to Netscape on all systems.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Issue: When adding a content item to a course, an Oracle error appears if the description is larger than 32K.	181-2246
Background: This issue applies to Linux systems with Content System installed.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Course Cartridges

No known issues with this subsystem have been resolved in this release.

Course Catalog

Issue: The Add Category page in a Course Catalog does not use proper form validation.	181-2247
Background: This issue applies to Windows systems only.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue: In the course catalog, courses in a category do not appear to be listed in any logical order. They should be listed by Course ID or Course Name.	181-2248
Background: This issue applies to all systems. Follow the steps below to replicate this issue: **Step 1** Select **Browse Course Catalog** on the Courses tab. **Step 2** Select any course category.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Issue: Course Categories do not display in alphabetical order on the Create Course page.	181-2249
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.0.9, is resolved in Release 6.2. The paging functionality for this page has been fixed.	

Course Control Panel

No known issues with this subsystem have been resolved in this release.

Course Copy

Issue:	181-2250
Dates for Discussion Board posts are reset during a course copy or an organization copy. The new date is the date of the copy.	
Background:	
Discussion Board posts should keep the date posted when copied.	
Resolution/Workaround:	
This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Issue:	181-2251
Discussion Boards that are copied as part of a selected group of course materials include all posts.	
Background:	
The full contents of the Discussion Board should only be included when making an exact copy of a course. Only the first post in each thread should appear when copying selected course materials. Also, the identity of the author should be changed to anonymous so that the selected course materials may be used in another course.	
Resolution/Workaround:	
This issue, first reported in Release 6.0.11, is resolved in Release 6.2.	

Issue:	181-2252
When a Course Copy is performed on a Course containing Staff Information, an error is displayed.	
Background:	
This issue appears under all conditions.	
Resolution/Workaround:	
This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Issue:	181-2253
When using the Exact Course Copy with Users, links to assignment attachments are broken in the duplicated course. Clicking on the link produces an error message.	
Background:	
This issue applies to Linux systems. Follow the steps below to replicate the issue:	

Step 1	In a course in which there is an assignment with an attachment, click on **Copy Course with Users (Exact Copy)** in the Course Control Panel.
Step 2	View an assignment with an attachment in the destination course.
Step 3	Click on the attachment link.

Resolution/Workaround:	
This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue:	181-2254
When there is a service interruption while a course is being copied, the course will not completely copy and will appear to be stuck in the System Tasks queue.	
Background:	
This issue only applies to Windows systems.	
Resolution/Workaround:	
This issue, reported in Release 6.0.11, is resolved in Release 6.2. Copy operations are resumed following a service interruption.	

Course Menu

Issue: Links to a Discussion Board forum that appear on the Course Menu still work after disabling the Discussion Board tool.	**181-2255**
Background: This issue only applies to links that appear in the Course Menu.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2.	

Course Quotas

No known issues with this subsystem have been resolved in this release.

Course Statistics

Issue: The File System Size always reports a size of 0.00 MB when viewed through the Admin Panel.	**181-2256**
Background: The File System Size displays correctly when viewed through the Control Panel of the course.	
Resolution/Workaround: This issue, first reported in Release 6.0.9, is resolved in Release 6.2.	

Issue: Assessment Attempt information is including Instructor previews/attempts in its statistics.	**181-2257**
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.0.14, is resolved in Release 6.2. Only Student attempts are used to calculate statistics.	

Course Tools

Issue: Users may access unavailable tools in a course by directly entering the URL for the course and the tool.	**181-2258**
Background: This issue applies under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Data Integration

Issue: The getStatus() method will return a null value if the status of a Course Category is set to 0. The getStatus() method should return the correct value. This same issue applies when returning the value of a CourseLink.	**181-1742**
Background: This issue applies when using the Data Integration APIs.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue:
Several persisters in the Data Integration APIs do not throw the ConstraintViolationException when an entity with a duplicate key is passed. The exception that is thrown points to a persistence problem related to the database. Instead of a simple fix, developers are led to believe that the problem cannot be resolved easily. The following persisters throw the wrong exception when a duplicate key is detected:
 	
`blackboard.admin.persist.course.EnrollmentPersister.insert`
`blackboard.admin.persist.course.OrganizationPersister.insert`
`blackboard.admin.persist.course.CoursePersister.insert`
`blackboard.admin.persist.course.StaffAssignmentPersister.insert`
`blackboard.admin.persist.person.PersonPersister.insert`
`blackboard.admin.persist.course.OrganizationMembershipPersister.insert`
`blackboard.admin.persist.category.CourseCategoryPersister.insert`
`blackboard.admin.persist.category.OrganizationCategoryPersister.insert`
`blackboard.admin.persist.category.CourseCategoryMembershipPersister.insert`
`blackboard.admin.persist.category.OrganizationCategoryMembershipPersister.insert`
`com.blackboard.event.entity.CourseCategory`
`com.blackboard.event.entity.OrganizationCategory`
`com.blackboard.event.entity.CourseLink`
`com.blackboard.event.entity.OrganizationLink`
`com.blackboard.event.entity.OrganizationMembership`
	181-1739

Background: This issue applies whenever a duplicate key is detected.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue: When inserting a user through `com.blackboard.event.entity.Person.insert(Person)` for the second time the exception that is thrown is a persistence exception. This is confusing because, in the case of a duplicate insert, the developer expects to see the `com.blackboard.exceptions.DuplicateKeyException`.	**181-1738**
Background: This issue may make it seem to the developer that the problem is in the database and one that cannot be addressed when in fact it is a simple duplicate error.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Issue:	181-1741
The Membership persisters for both courses and organizations do not load staff assignments. These persisters will throw an exception if the Course Role is any other than Student.	
Background:	
This issue only applies when inserting users through the Data Integration APIs.	
Resolution/Workaround:	
This issue, reported in Release 6.1, is resolved in Release 6.2.	

Digital Dropbox

Issue:	181-1744
If a user attempts to add a file to the Drop Box with a title that is longer than 255 characters the action fails and a generic database error message is displayed.	
Background:	
Users should receive a message explaining the problem and be given a chance to fix the title.	
Resolution/Workaround:	
This issue, reported in Release 6.0.9, is resolved in Release 6.2.	

Issue:	181-2259
If a student copies the URL of a document in their Digital Drop Box, they can give that URL to non-registered users, who can access the file by pasting the URL in a browser's address bar.	
Background:	
This issue appears in all systems. Follow the steps below to replicate the issue:	

Step 1	Select **Digital Drop Box** in a Course Control Panel.
Step 2	Click the **Send File** button. The Digital Drop Box page appears.
Step 3	Select a user and file and click **Submit.**
Step 4	Login as the student to whom the document was sent.
Step 5	Select **Tools** in the course.
Step 6	Select **Digital Drop Box** on the Tools page.
Step 7	Right click on the link to the received document.
Step 8	Select **Copy Shortcut** in the cursor menu.
Step 9	Logout of the application.
Step 10	Paste the copied shortcut in the browser's address bar.

Resolution/Workaround:
This issue, reported in Release 6.0, is resolved in Release 6.2.

Discussion Board

Issue:	181-2260
Removing an attachment from a Discussion Board post results in an error.	
Background:	
This issue will only appear to some users because it was resolved in a hotfix for 6.0.11 but not included in the updater to 6.1. After upgrading to Application Pack 2, all users will receive the fix.	
Resolution/Workaround:	
This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue:	181-2261
A course discussion board is still accessible to users after the Discussion Board Tool has been disabled.	
Background:	
Follow the steps below to replicate this issue:	

Step 1	Select **Manage Course Menu** in a course Control Panel.
Step 2	Select **Modify** next to the Discussion Board tool.
Step 3	Uncheck the checkbox for **Available for Student/Participant Users**.
Step 4	Click **Submit.**
Step 5	Return to course and view the course menu. The **Discussion Board** link still appears.

Resolution/Workaround:
This issue, reported in Release 6.1, is resolved in Release 6.2.

Issue:	181-2262
Attachment links in course Discussion Boards are broken when the attachment is viewed on the Modify message page.	
Background:	
This issue appears on all systems.	
Resolution/Workaround:	
This issue, reported in Release 6.1.5, is resolved in Release 6.2.	

Issue:	181-2263
Discussion board posts viewed using the collect option do not properly render hyperlinks to attachments.	
Background:	
The behavior is different depending on the role of the user. Students in the course view attachments as blue text but they are not hyperlinked. Instructors in the course will see attachments as hyperlinks, but an error will display if the hyperlink is followed.	
Resolution/Workaround:	
This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Issue:	181-2264
Discussion Board attachments that contain foreign characters in the file name cannot be viewed. An error message is displayed when the user attempts to open the document.	
Background:	
This issue appears under all conditions.	
Resolution/Workaround:	
This issue, first reported in Release 6.0.11, is resolved in Release 6.2. Foreign characters in filenames will be replaced with underscores.	

Email

Issue:	181-745
Instructors are unable to send an email using the **All Groups** option.	
Background:	
When this option is selected the Group Name appears once for each member of the Group. For example, if 'Group 1' is selected and has three members, 'Group1' appears in the To: field three times.	
Resolution/Workaround:	
This issue is resolved in Release 6.2. *Workaround:* Use the **Single / Select Group** option to send email to Groups from the Send Email page.	

Enrollment

No known issues with this subsystem have been resolved in this release.

File Exchange

No reported issues were resolved for this subsystem.

Gradebook

Issue:	181-2265
In some instances, a letter grade is reported differently in the Student view. For example, if a Student grade is calculated as a B- it may appear as a C+.	
Background:	
This issue only applies when running a UNIX operating system and when the grade range is defined out of sequence (setting the value for an A, then the value for an F, followed by the values for B, C, and D).	
Resolution/Workaround:	
This issue, first reported in Release 6.0.11, is resolved in Release 6.2.	

Issue:	181-1730
Custom Gradebook Items do not work in the Student interface. When adding a System Extension that creates custom Gradebook Items, the custom Gradebook Items work correctly in the Spreadsheet View of the Gradebook available to Instructors. However, the My Grades feature does not link correctly from the Gradebook Item to the attempt.	
Background:	
This issue only applies to custom Gradebook Items introduced through a System Extension.	
Resolution/Workaround:	
This issue, reported in Release 6.0.10, is resolved in Release 6.2.	

Issue: When a teaching assistant or course builder takes a course survey (to test the survey format, for example), their results are included in the survey's final results in the gradebook. This does not occur when an instructor completes a survey.	**181-2266**
Background: This issue only applies to Windows systems. Only student responses should be included in the Gradebook to ensure accurate statistics.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Issue: If a gradebook item has a value equal to the minimum or maximum value for a letter grade, the letter grade appears correctly to the instructor but as one grade lower to the student. For example, if a 90 equals an A, the Instructor will see the grade as an A but the Student will see the grade as a B+.	**181-2267**
Background: This issue applies to all systems.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Issue: Gradebook weights that add up to 100% may still produce error messages due to rounding errors.	**181-2268**
Background: This issue appears with weights that are not round numbers (e.g. 15.38). Rounding errors cause the error message even though the numbers add up to 100%.	
Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Issue: Instructors receive an error message when attempting to view a Assessment Gradebook item.	**181-2269**
Background: This issue applies when viewing an Assessment Gradebook item for an incomplete attempt in a course that has been restored.	
Resolution/Workaround: This issue, first reported in Release 6.0.11, is resolved in Release 6.2.	

Groups

Issue:	181-2270
On the Manage Group Properties page of a course, the Group Description text box is accepting a greater number of characters than the maximum length for that field.	

Background:
This issue applies to Windows systems only. Follow the steps below to replicate the issue:

Step 1	In a Course Control panel, select **Manage Groups.**
Step 2	Click on the **Modify** button for one of the groups. The Manage Group page will appear.
Step 3	Select **Group Properties**. The Group Properties page will appear.
Step 4	Enter text with greater than 256 characters in the **Description** WYSIWYG editor.
Step 5	Click **Submit**.

Resolution/Workaround:
This issue, reported in Release 6.1, is resolved in Release 6.2.

Import/Export/Archive/Restore

Issue:	181-2271
When restoring an organization, the Discussion Board loses all original posting dates.	

Background:
This issue applies to Windows and Linux systems. Repeat the following steps to replicate the issue:

Step 1	Select **Restore Organization** in the System Admin Panel.
Step 2	Select an organization package and Destination Organization ID.
Step 3	Click **Submit.** A receipt page will appear.
Step 4	Click **OK**.
Step 5	Navigate to the restored organization.
Step 6	Select **Discussion Board**.

Resolution/Workaround:
This issue, reported in Release 6.1., is resolved in Release 6.2.

Issue:	181-2272
The option to Import/Export Collaboration Sessions is not available in Import Package or Export Course.	
Background:	
This issue appears under all conditions.	
Resolution/Workaround:	
This issue, first reported in Release 6.0.14, is resolved in Release 6.2.	

Issue:	181-2273
The option to copy Tasks is not available in Course Copy or Export/Import Course.	
Background:	
This issue appears under all conditions.	
Resolution/Workaround:	
This issue, first reported in Release 6.0.14, is resolved in Release 6.2.	

Issue: Importing an Organization from an Export package adds default Content Areas from Courses to the Organization.	181-1768
Background: This issue occurs when importing an Organization.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Installation and Updates

Issue: The `LicenseReplace` command line tool will delete the license file if the destination path and the source path are the same.	181-2274
Background: This problem occurs when the license file attempts to overwrite itself.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2.	

Issue: The `LicenseReplace` tool stops all Services when an invalid path to the license file is passed as an argument.	181-2275
Background: The `LicenseReplace` tool should check to see if the file path is valid before shutting down any Services.	
Resolution/Workaround: This issue, first reported in Release 6.0.2, is resolved in Release 6.2.	

Learning Units

Issue: Course Links to Learning Units open the Learning Unit as a folder with nested content instead of as a sequential series of Content Items.	181-1760
Background: This issue applies whenever creating a link to a Learning Unit.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is resolved in Release 6.2.	

Logs

Issue: The `PurgeAccumulator` tool fails if services are started as the Root user.	181-2276
Background: This issue only affects Linux and Solaris operating systems. When services are started as Root an important log file is modified so that the owner is Root and not bbuser. This causes the `PurgeAccumulator` tool to fail.	
Resolution/Workaround: This issue, first reported in Release 6.0.8, is resolved in Release 6.2.	

LRN Content

No reported issues were resolved for this subsystem.

Macintosh

Issue: Gradebooks downloaded as comma-delimited files (CSV) cannot be opened in AppleWorks.	**181-2277**
Background: This issue only applies to Macintosh users.	
Resolution/Workaround: This issue, first reported in Release 6.0.10, is Resolved in Release 6.2. An option now appears to download the Gradebook file as a tab-delimited file that can be read by AppleWorks.	

Math and Science Notation

Issue: When using the WebEq Equation Editor while adding course content, the tool that adds a line above a character does not work.	**181-2278**
Background: This issue applies to all systems. Follow the steps below to replicate the issue: **Step 1** Select **Course Documents** in a Course Control Panel. **Step 2** Click the **Add Item** button. **Step 3** In the WYSIWYG editor, access WebEQ. **Step 4** In the editor, click the 2nd button from the left. **Step 5** In the sub-menu that appears, select the button in the upper left corner. **Step 6** Type a letter and click **Add.**	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2. *Workaround:* Use the Adjust Height tool in the WebEq Equation Editor to set the height of the equation to 140%, or add a line break after the equation.	

Other

No known issues with this subsystem have been resolved in this release.

Observers

Issue: Observers cannot view the Course Calendar Events of a Student the Observer is tracking.	**181-1765**
Background: This issue applies to the Observer Tools in a course as well as the Calendar tools available through the Portal (MyCalendar module and Tool Panel).	
Resolution/Workaround: This issue, reported in Release 6.0.10, is resolved in Release 6.2.	

Issue: An Observer can view the grades for all courses, even those with observer access disabled.	**181-2279**
Background: This issue applies to Windows systems with SSL enabled. Follow the steps below to replicate the issue:	

Step 1	Create a student user, enroll the student in multiple courses, and assign some grades to this user.
Step 2	In all of the courses in which the above student is enrolled, select **Settings** in the course control panel, select the **Observer Access** option, and set **Allow Observers** to No.
Step 3	Create an observer for the student.
Step 4	Login as the observer.
Step 5	On the My Institution tab, select **View Grades** from the Tool Panel.
Step 6	Click on any of the courses in which the observed student is enrolled.

Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.

Issue: Announcements are not displayed to Observers in the My Announcements module on the My Institution tab.	**181-2280**
Background: This is a feature designed to reduce the impact of Observers on the system. Observers may view Announcements through courses.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Organizations

Issue: Organization Managers cannot manage System Extension Tools from the Enable Extension Tools.	**181-1769**
Background: Managers should be able to access this page and manage System Extensions within the Organization.	
Resolution/Workaround: This issue, reported in Release 6.0.10, is resolved in Release 6.2.	

Issue: When using the Copy Organization with Users feature, the availability settings for Content Tools are not preserved if the availability is modified prior to copying the organization.	**181-2281**
Background: This issue applies to all systems. Follow the steps below to replicate this issue:	

Step 1	Select **Manage Tools** in an organization Control Panel.
Step 2	Select **Enable Content Tools**. The Enable Content Tools page appears.
Step 3	Deselect one of the available content types and submit the form.
Step 4	Select **Copy Organization with Users (Exact Copy)** in the same organization Control Panel.
Step 5	Complete the page and click **Submit**.
Step 6	Return to Enable Content Tools page.
Step 7	The deselected content type is now Available.

Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.

Issue: When a user self-enrolls in an organization and is redirected to the Organization, the active tab changes to the My Institution tab and the top frame is minimized so that the user cannot see the tabs without scrolling. This only occurs when the "Use large frame for all tabs except course" option is selected.	**181-2282**
Background: This issue only applies to Windows systems.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Issue: Unavailable Building Blocks still appear on the Organization Menu.	**181-2283**
Background: Building Blocks that have been made Unavailable should not appear in the Organization Menu.	
Resolution/Workaround: This issue, first reported in Release 6.0.11, is resolved in Release 6.2.	

Issue: The ability to enable Building Block Tools from an Organization is unavailable.	**181-2284**
Background: The ability to enable Building Blocks Tools from an Organization should be available.	
Resolution/Workaround: This issue, first reported in Release 6.0.10, is resolved in Release 6.2.	

Issue: When an Organization is made Unavailable the My Organizations module on the My Institution page does not display the organization as unavailable to the Organization Leader. The organization should be displayed and marked as unavailable.	**181-2285**
Background: This issue appears on RedHat Linux systems.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Portal

Issue: Clicking on a folder on the Services tab returns an internal server error.	**181-2286**
Background: This issue applies under all conditions. The folders can be viewed correctly from the Admin Panel. To test the issue, access a folder from the Services tab.	
Resolution/Workaround: This issue, first reported in Release 6.0.14, is resolved in Release 6.2.	

Issue: When viewing the system through Portal Direct Entry, the Tool Panel displays active links before the user logs in. The following tools, which should be available to authenticated users only, are active: Tasks, View Grades, Send E-mail, User Directory, Address Book, and Personal Information.	**181-2287**
Background: This issue applies to Internet Explorer 5 on Solaris systems.	
Resolution/Workaround: This issue, reported in Release 6.1, is resolved in Release 6.2.	

Issue: Exporting and importing a Channel module does not include information about the RSS feed.	**181-2091**
Background: When a Channel module is exported, the information needed to recreate the RSS feed should be included as part of the module package.	
Resolution/Workaround: This issue is fixed in Release 6.2.	

Issue: An error is displayed when viewing the Module Administration page for over 20 modules.	**181-2288**
Background: This issue only with users that have delegated administration for over 20 modules.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2. The paging function for this page has been fixed.	

Issue: Images in multi-section Modules can not be centered or right aligned.	**181-2289**

Background:
Follow these steps to replicate the issue:
 	
    Step 1   Create a Multi-Select Module
    Step 8   Add sections to the Module
    Step 9   In any of the sections, add an image link
    Step 10 The image will be left-aligned regardless of the Image Alignment setting	

Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2.	

Roles and User Privileges

Issue: Users with an Admin User Role of System Support can change the User Privileges settings.	**181-1788**
Background: Users with an Admin User Role of System Support should not be allowed to change the User Privileges settings.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is resolved in Release 6.2.	

Issue: Users with a Course Role of Grader cannot access the Collaboration Tool, individual Collaboration Sessions, and Collaboration Session Archives.	**181-1780**
Background: Users with a Course Role of Grader should be able to access all functions associated with the Collaboration Tool. Graders may be asked to review Student participation.	
Resolution/Workaround: This issue, reported in Release 6.0.9, is resolved in Release 6.2.	

Issue: A user with an Admin User Role of System Support cannot install System Extensions from the System Control Panel.	**181-1773**
Background: Users with an Admin User Role of System Support should be able to install System Extensions.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2.	

Issue: Users with Administrative User Role of System Support do not have access to Courses.	**181-2290**
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2.	

Issue: Course Administrators cannot change a user's role in a course.	**181-2291**
Background: This issue appears under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2.	

SSL Choice

No known issues with this subsystem have been resolved in this release.

System Reporting

No reported issues were resolved for this subsystem.

System Performance

Issue: Blackboard services are not completely stopped when the Administrator stops the server.	**181-2292**
Background: This issue only applies to UNIX operating systems.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2. When the application server is started, it will check to see if it is already running. When the application server is stopped, it will force the shutdown of the server if it was not successful.	

Issue: The command line tools to start and stop services cause problems when the Collaboration Tool is run on a separate server. In this case, the Collaboration Tool service should not be started or stopped by running the start or stop services command on a server that does not run the Collaboration Tool.	**181-2293**
Background: This issue only applies to load-balanced configurations. The Collaboration Tool is set to run on only one server to maintain synchronization among all users in a Collaboration Session.	
Resolution/Workaround: This issue, first reported in Release 6.1, is resolved in Release 6.2. A new property in the `bb-config.properties` file, `bbconfig.collabserver.run.on.localhost`, controls whether or not the Collaboration Tool will be started and stopped with the rest of the services. Set this property to false if the Collaboration Tool is not run on the server.	

Issue: System errors occur after a database disconnect and reconnect.	**181-2294**
Background: This issue only applies to Oracle databases.	
Resolution/Workaround: This issue, first reported in Release 6.0.10, is resolved in Release 6.2. Each existing thread will error out once before detecting the reconnect.	

Issue: Script failed to send data errors appear sporadically throughout the system.	**181-2295**
Background: This issue only affects the Windows 2003 operating system.	
Resolution/Workaround: This issue, first reported in Release 6.1, is fixed by running IIS 6.0 in IIS 5 Compatibility Mode.	

Issue: Assessments experience slowdown as load increases.	**181-2296**
Background: This issue applies under all conditions.	
Resolution/Workaround: This issue, first reported in Release 6.0.12, is resolved in Release 6.2. Testing has shown performance improvements of 200 percent when running Assessments under load.	

Tools

Issue:	181-2297
Users cannot view Events by course or by organization when accessing the Calendar from the tool panel on a tab. Instead of seeing a list of Events for a course or organization, a blank window is returned.	
Background:	
This issue only applies when the *Blackboard Academic Suite* is run on a Linux or Solaris operating system.	
Resolution/Workaround:	
This issue, first reported in Release 6.1.5, is resolved in Release 6.2.	

Issue:	181-2298
When uploading a supplemental word list for the Spell Check tool, the words in the uploaded list are still flagged as misspelled when running the Spell Checker.	
Background:	
This issue applies to all systems.	
Resolution/Workaround:	
This issue, reported in Release 6.1, is resolved in Release 6.2.	

User Creation

Issue:	181-2299
Special characters in a Username generate errors with the account. Specifically, Personal Information is not stored correctly and the User cannot be deleted.	
Background:	
The following special characters should not be used in a Username: & \ " / # + = <> % Also, blank spaces may not be used in Usernames.	
Resolution/Workaround:	
This issue, first reported in Release 6.0.9, is resolved in Release 6.2. An account will not be created if the Username includes invalid characters.	

Issue:	181-2300
The default value for the Gender field on the Create User page is invalid.	
Background:	
This issue applies to all systems and browsers.	
Resolution/Workaround:	
This issue, reported in Release 6.2, is resolved in Release 6.2.	

Issue:	181-2301
A User cannot be created with parentheses in the Username from the Admin Panel.	
Background:	
This issue appears under all conditions.	
Resolution/Workaround:	
This issue, first reported in Release 6.0.14, is resolved in Release 6.2.	

User Interface

Issue: The color palette used to select the color of text or backgrounds is not accessible through assistive technologies. The color selections do not have associated alt tags.	**181-2302**
Background: This issue only applies to the color palette.	
Resolution/Workaround: This issue, first reported in Release 6.1.5, is resolved in Release 6.2.	

Issue: When tabbing through, the order of interface elements in the filter bar on the Collaboration Sessions page is incorrect.	**181-2303**
Background: This issue applies to all systems.	
Resolution/Workaround: This issue, reported in Release 6.0.11, is resolved in Release 6.2. Tabbing through the interface elements now follows the correct path.	

Virtual Installations

No known issues with this subsystem have been resolved in this release.