

Known-issues-web.xlsx

Nr	Type	Target group	Blackboard function	Description	Solution / Workaround	When will UT upgrade to the release in which the issue is solved?	Date of creation or last modification	Status	Archive
129	Known Issue	Instructor	Sign-up list	When you have copied a signup list with signed up students to another course, the signup date and time has been changed into the date of the copy in the source course.		unknown	08-08-16	Active	no
128	Known Issue	Instructor	Achievements	When editing an Achievement: if you change something on the pages Achievement information or Define triggers and click the button Save and exit, nothing happens	First click Save and exit and then the blue button (Define triggers or Select reward).	unknown	08-08-16	Active	no
127	Known Issue	Instructor	Achievements	When editing an Achievement: above the white part of the page you see the 'tabs' About, Define triggers and Select reward. The tabs don't work	Solved in a next release	unknown	08-08-16	Active	no
126	Known Issue	Instructor	Achievements	When you forget to specify the location of an Achievement while creating the achievement, the following error message is shown: Unable to generate id. The provided key value is invalid (datatype: "blackboard.data.content.Content",value:" ")	Solved in a next release	unknown	08-08-16	Active	no
125	Known Issue	Instructor	Grade Center	When downloading test results in Chrome or Internet explorer: a file is downloaded with name 'download' and no extension. The file can't be openend when you click on it.	Workaround: add the extension .xls yourself, then the file can be opened in Excel.	unknown	08-08-16	Active	no
130	Known Issue	Instructor/Student	YouTube mashup	When clicking on the full-screen button in the Youtube mashup player it does not switch to full-screen mode for the video. Instead a popup saying "full screen mode is unavailable" is shown. When clicking on the 'Learn More' link of the error, users are directed to a Youtube Help page.	Workaround: 1. Click the Share arrow in the upper-right corner of the player 2. Click the Youtube link to open the page in YouTube in a separate window 3. Click on the full screen button in the separate window	unknown	08-06-16	Active	no
121	No bug, but potential problem users may experience	Instructor	Test	If you download test results to an Excelfile, there can be html code in the students' answers	To remove the html code in Excel: 1. use Ctrl-H 2. In the 'Find what' field: type <*> 3. Leave the Replace by field empty 4. Click Replace All	unknown	03-05-16	Active	no
120	Known Issue	Instructor	Needs marking / Grade center	1. Error when you click on Needs marking 2. If you select View attempt in the Grade center, the page with the submitted attempt does not appear. Instead, the Grade center loads again. This is caused by orphaned group attempts (group attempts from groups that have been deleted).	Contact your Blackboard support to have the orphaned attempts removed. In the meantime, It is still possible to download the attempts as a zipfile (assignment file download function)	unknown	19-01-16	Active	no
119	Known Issue	Instructor	Sign-up list	When students are automatically enrolled in groups after signing up to a sign up list, it can take a long time (up to 1,5 hour) before the effect is visible for the instructor: Note: the changes are processed immediately, but may not be visible right away in the Group tool interface for instructors. Students on the other hand see the changes immediately under My Groups.		not applicable	26-11-15	Active	no
61	Known Issue	Student/ Instructor	Send E-mail / Announcement mail	Single spaced lines created by pressing <Enter> are shown as double spaced lines in the mail received by users.	Solved in a next release. (note: this has been solved for announcements mails in november 2015). Workaround: don't use the Enter key to go to a next line in your text, but Shift Enter instead. And if you want to add a blank line between 2 lines, press Shift Enter twice.	unknown	26-11-15	Active	no

Known-issues-web.xlsx

Nr	Type	Target group	Blackboard function	Description	Solution / Workaround	When will UT upgrade to the release in which the issue is solved?	Date of creation or last modification	Status	Archive
117	Known Issue	Instructor	Ephorus	After selecting 'rework' for a submitted Ephorus assignment, the name of the first submitted assignment changes to 'download document'. If you click on it, you get the message 'You are not authorized'.	Not known if it can be fixed. Workaround: if you want to keep the student work that was submitted in the first attempt, save it to your computer before you select 'rework'.	unknown	23-09-15	Active	no
116	No bug, but potential problem users may experience	Instructor	Content collection upload multiple files	The upload of multiple files at once in the content collection via drag and drop or 'browse computer' is no longer possible in the browsers Chrome and (Microsoft) Edge. Reason: these browsers don't support the required Java plugin anymore.	Use a different browser, for example Firefox	not applicable	27-08-15	Active	no
112	Known Issue	Instructor	Student preview	On the right you see a double scrollbar (regular students don't see that)	Solved in a next release	unknown	20-08-15	Active	no
110	Known Issue	Instructor	Student preview	While doing a test the 'Question completion status' bar sometimes covers buttons and text (regular students don't see that)	Solved in a next release	unknown	20-08-15	Active	no
107	Known Issue	Student/Instructor	Discussion board	In a Discussion board thread only three posts are expanded, the rest is collapsed. If you click the button Expand All, not all posts will expand	Workaround: 1. Click the link <u>All</u> behind the text 'Select' at the top of the page. 2. Choose Collect in the menu Message Actions. All posts are expanded then (and can also be sorted).	unknown	29-07-15	Active	no
105	Known Issue	Instructor	Grade Center	A grade that is submitted on the grade details in the wrong format (comma instead of decimal point in the English languagepack or vice versa in the Dutch language pack) is accepted and shown with a wrong value in the Full Grade Center view. What the value is, depends on the grading schema that is used for the column: - Grading schema 'Score': grade is 10x the entered grade (for example: 5,5 becomes 55.00) - Grading schema 'Grade rounded off' and 'Grade with one decimal': grade is 10	Solved in a next release. Always use commas in grades if you use the English (default) language pack. Always use decimal points in grades if you use the Dutch (default) language pack.	unknown	08-07-15	Active	no
100	Known Issue	Instructor	Scorm package	You can't delete Scorm packages if 'grade SCOS' has been set to yes	Solved in a next release. Workaround: 1. Create a folder (Build Content > Content Folder) called 'deleteme' in the same folder where the SCORM item is located 2. Click the context menu on the SCORM item and choose 'Move' 3. When the move menu loads, choose to move the SCORM item to the 'deleteme' folder 4. Click the context menu on the 'deleteme' folder and choose delete 5. (optional) Go into the Grade Center and manually delete any columns associated with the deleted SCORM package	unknown	31-03-15	Active	no
99	Known Issue	Instructor	Grade Center	The horizontal and vertical scrollbars are missing from the Grade Center when using Mac OS X and Google Chrome or Safari.	Can't be solved in Blackboard. Workaround: change the settings on your Mac to make sure scrollbars are always shown: 1) Go to System preferences > General. 2) For 'Show scrollbars', select the option 'Always'.	not applicable	03-12-14	Active	no

Known-issues-web.xlsx

Nr	Type	Target group	Blackboard function	Description	Solution / Workaround	When will UT upgrade to the release in which the issue is solved?	Date of creation or last modification	Status	Archive
97	Known Issue	All	My Courses	If you are enrolled for more than 200 courses, My Courses only shows courses that are from the first 200 in the list (alphabetical order), regardless of your settings. For example: if you have selected in the settings of My Courses to see course 1, 50, 150, 210, My Courses will only show course 1, 50 and 150.	Solved in a next release.	unknown	27-10-14	Active	no
96	Known Issue	Instructor	Grade Center	After you have clicked the button 'Ignore' to ignore a particular attempt of a student, the attempt is not ignored properly. For example, it is still listed in Needs marking.	Solved in a next release	unknown	27-10-14	Active	no
95	Known Issue	Instructor	Grade Center	It is not possible to type grades in the Grade center cell directly if a student has more than one attempt for an assignment.	Solved in a next release	unknown	27-10-14	Active	no
94	Known Issue	All	Printing	Printing off screen text no longer works. As Frameless-frame-emulation is now used and the new layout is set up so only the visible part of the screen can be printed.	Not yet known if this is going to be solved.	unknown	16-10-14	Active	no
91	Known Issue	Student/ Instructor	Announcements	In the announcements title bar there are unreadable text links in the top right corner (unreadable because the text is blue on a dark grey background). The instructor only sees this if Edit mode is OFF. This also happens in a Discussion board forum.	Solved in a next release. Workaround: hover over the text with mouse cursor to see the popup text.	unknown	02-08-14	Active	no
90	No bug, but potential problem users may experience	Instructor	Grade Center	In the previous release an instructor could see which group member submitted the group assignment on the grade assignment page. Now this information is shown only in the Grade history.	See issue 89.	unknown	02-08-14	Active	no
89	No bug, but potential problem users may experience	Student	My grades	In the previous release a student could see much more information for a submitted group assignment (on the review submission page). Namely: - that the assignment was a group assignment - on behalf of what group the assignment was submitted - which group member submitted the assignment - who the group members are Now the review submission page for a group assignment is missing all this information.	This is not a bug. Blackboard says that it is a consequence of the redesign of the 'review submission page' because of new functionality in the Grade center. The currently missing details were not considered important in that time. We however consider this as a loss of functionality and have submitted an enhancement request to Blackboard to change it back.	unknown	02-08-14	Active	no
88	Known Issue	Instructor	Needs attention module	This only applies to an assignment that has delegated grading: if an instructor/teaching assistant/marker is added as a delegated grader and the assignment is already submitted by one or more students, he doesn't see 'assignment need grading' in the Needs attention module on the notification dashboard (only applies to the assignments that were submitted before he was added as a grader).	Solved in a next release. Workaround: if you use delegated grading in a course, it is best to use the Needs marking tool to check if there are attempts that need grading.	unknown	02-08-14	Active	no

Known-issues-web.xlsx

Nr	Type	Target group	Blackboard function	Description	Solution / Workaround	When will UT upgrade to the release in which the issue is solved?	Date of creation or last modification	Status	Archive
87	Known Issue	Instructor	Needs attention module	This only applies to an assignment that has delegated grading: if an instructor/teaching assistant/marker is removed as a delegated grader and the assignment is already submitted by one or more students, he still sees 'assignment need grading' in the Needs attention module on the notification dashboard.	Solved in a next release. Workaround: 1) you can remove the false notifications in the Needs attention module by dismissing them; 2) if you use delegated grading in a course, it is best to use the Needs marking tool to see if there are attempts that need grading.	unknown	02-08-14	Active	no
83	Known Issue	Instructor	Grade Center	In the following situation the Grade Center does not work as it should: 1. Go to the full Grade Center and select the attempt of a user. 2. Grade / change the attempt of a user. 3. Click Submit After submit you see the attempt of the next user, while you should go back to the Full grade center view.	Solved in a next release. Request submitted to Blackboard to reintroduce the buttons 'Save and Next', and 'Save and Exit' (as in the previous version) in order to let the user choose for himself what page should be shown after submitting.	unknown	02-08-14	Active	no
82	Known Issue	Student	My Grades	If the instructor has attached a file with feedback for an assignment, you should see a link to that file if you click on the speech balloon icon in My grades. For Ephorus assignments (assignment with plagiarism detection), the link is not visible if you click on the speech balloon icon.	Workaround: if you click on the assignment <i>name in My grades</i> , you will see the attached feedback file.	unknown	02-08-14	Active	no
81	No bug, but potential problem users may experience	Instructor	Ephorus	If you have filled in feedback for an Ephorus assignment without entering or changing the grade, you get the message 'grading was not updated' after submitting. However, the feedback was saved so this message is a bit confusing.	Not yet known if this is a bug or functioning as designed	unknown	02-08-14	Active	no
79	No bug, but potential problem users may experience	Instructor	Ephorus assignment	In exceptional situations you may see one or more unavailable Ephorus assignments named 'Ephorus/1', 'Ephorus/2' etc. in your course that you didn't create yourself. This is not a bug but a fix for situations in which there were two Ephorus columns in the Grade center with the same name (probably caused in the past by removal of and old assignment without removing the grade center column as well). To prevent errors, the obsolete columns are renamed into 'Ephorus/1', 'Ephorus/2' etc. It is not necessary to keep these columns and the dummy assignments, you can safely remove them.	not applicable	not applicable	02-08-14	Active	no
69	Known Issue	Instructor	Users	Sorting users in an Organization or Course by role only sorts users on the first page when there are multiple pages listing the users.	Solved in a next release. Workaround: click on the button Edit paging and fill in the total number of users in the text box. Click the button Go. After that you see all users on one page and then you can sort all users by role.	unknown	28-07-14	Active	no

Known-issues-web.xlsx

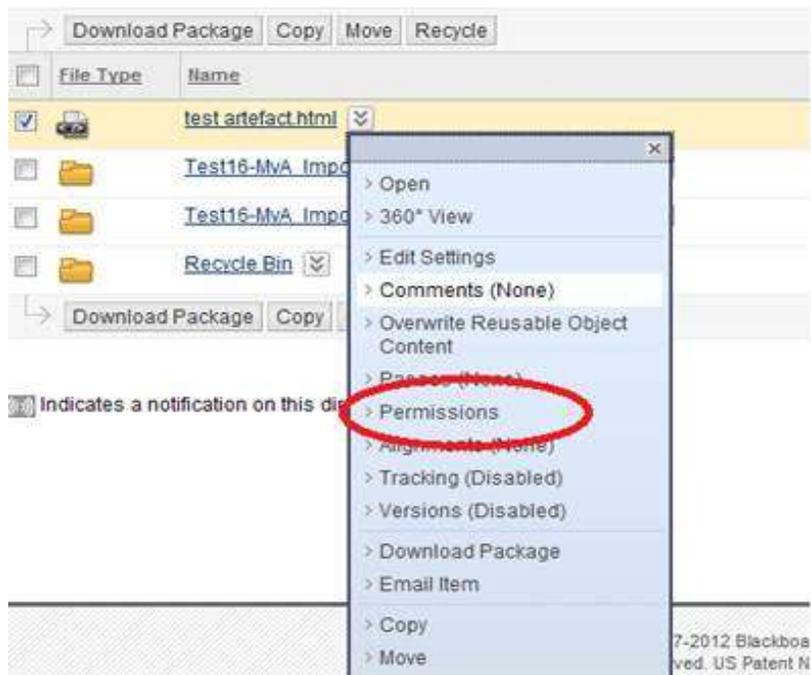
Nr	Type	Target group	Blackboard function	Description	Solution / Workaround	When will UT upgrade to the release in which the issue is solved?	Date of creation or last modification	Status	Archive
45	Known Issue	Student/ Instructor	My Announcements	In the My Blackboard tab, in the My Announcements module the order of the announcements is incorrect. The most recent announcement should be on top, but the announcements with a date restriction are always shown on top, with below them the announcements without a date restriction, regardless of the moment of creation.	Blackboard will not be able to fix this issue because: <ul style="list-style-type: none"> • The software defect is of low priority across the install base of clients and has not been included in more than two Generally Available past releases after it was identified, or • The software defect has been reported against features that have been discontinued or that have been rewritten in a more current release, or • The software defect is beyond the ability of Blackboard to resolve with reasonable effort and in a timely manner. 	not applicable	14-07-14	Active	no
73	Known Issue	Student/ Instructor	Content editor	If you paste text from a Microsoft Word document in Firefox there is extra whitespace added after each paragraph.	Not considered as a bug by Blackboard. However, we submitted an enhancement request to solve this.	unknown	21-05-14	Active	no
68	No bug, but potential problem users may experience	Instructor	Grade Center	It is possible that a course contains 2 grading schemas called 'Grade rounded off', that are exactly the same. This happens if you copied the content of another course including the Grade center settings.	Blackboard considers this as 'functioning as designed'. It is not a real problem; both grading schemas are the same so it doesn't matter which one you use. If you want, you can delete one of them.	not applicable	22-01-14	Active	no
65	Known Issue	Instructor	Announcements	It is not possible to remove a course link in an existing announcement	Acknowledged as a bug, but unknown when this will be solved. Workaround: create a new announcement and copy the text from the previous announcement; then delete the previous announcement.	not applicable	08-01-14	Active	no
64	No bug, but potential problem users may experience	Student/ Instructor	Group Wiki	Unlike the other group tools, a group wiki is by default visible (not editable) for all course members. If this is not desired, the instructor should change the visibility to 'only group members'.	To change the visibility of a group wiki: Go to Control Panel, Course tools. Choose Wikis. Click on the dropdown icon of the group wiki and select Edit properties. Under '3. Wiki participation' select 'Group Members only' for Viewers.	not applicable	27-11-13	Active	no
60	Known Issue	Student	Ephorus	An Ephorus assignment with a due date is not shown under What's due in the module 'To do'.	Impossible to solve, according to vendor of Ephorus.	not applicable	29-10-13	Active	no
59	Known Issue	Student	Ephorus	With a submitted Ephorus group assignment: a group member that didn't submit the assignment herself/himself, can only see that the assignment is submitted (in My Grades) when the assignment is graded by the instructor.	Acknowledged as a bug, but unknown when this will be solved.	not applicable	29-10-13	Active	no
48	Known Issue	Instructor	Document Package	When using the Document Package, an error occurs when there is a special character in the name of a folder or in the name of a file. For example: characters such as ö, ë, Æ.	Workaround: don't use special characters in the folder or file names. Unclear when/if this will be solved (this is free external software, no official part of Blackboard)	not applicable	10-07-13	Active	no

Known-issues-web.xlsx

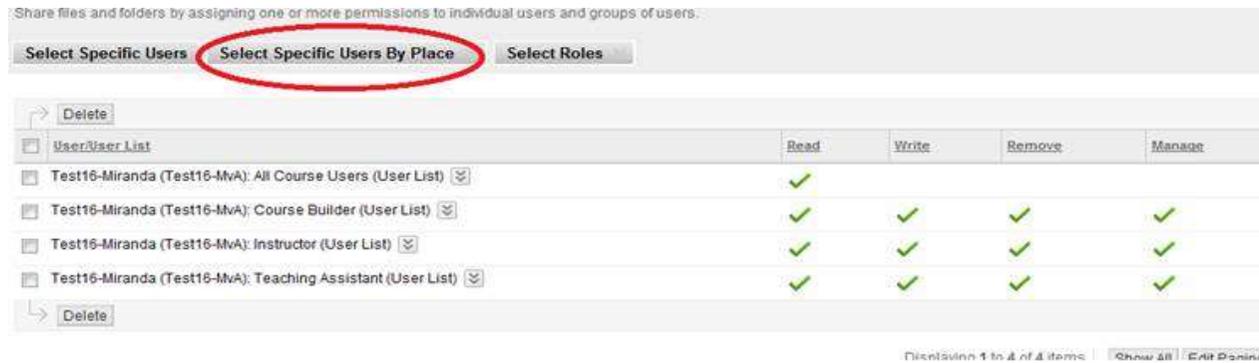
Nr	Type	Target group	Blackboard function	Description	Solution / Workaround	When will UT upgrade to the release in which the issue is solved?	Date of creation or last modification	Status	Archive
10	No bug, but potential problem users may experience	Instructor	Contacts	When a non-square photo is uploaded to Contacts, the picture becomes 'stretched'.	A request has been submitted to Blackboard improve this. Workaround: make sure your picture is square before you upload it. This can be done quite easily in an image editing programme, e.g. Paint: In the View menu, turn on the Rulers. Then, a square can be selected quite easily. Then use the Crop function and the picture becomes square.	not applicable	29-04-13	Active	no
40	Known Issue	Student	Course catalog	If you search the course catalog with a search string that contains the '&' character, it does not search for '&', but for '&'. Therefore, the search produces no results.	Blackboard acknowledges this as a bug, but it is not planned to be fixed.	not applicable	11-04-13	Active	no
39	No bug, but potential problem users may experience	Instructor	Attachments	Since the implementation of Blackboard version 9.1 attachment lists in an item are not sorted alfabetically anymore.	This is not really a bug, but the consequence of a new manner of referring to files (file ID instead of file name). We submitted an enhancement request to Blackboard that an instructor should be able to determine the order in which attachments are listed. We can't say if or when this functionality will be realized.	not applicable	11-04-13	Active	no
27	Known Issue	Instructor	Ephorus group assignment	We have found out that something does not work for the Ephorus group assignment that does work for the Ephorus individual assignment. What does not work: if a grade is added to a Ephorus group assignment by typing the grade in the table of the Grade Center (the 'front'), the grade: a) is not awarded to the other group members, and b) is not added to the page with submitted assignments under Course tools > Ephorus assignments. The other ways of adding grades do work.	In the Bb manual for instructors, it is advised to use the page under Course tools > Ephorus assignments. When this advise is followed, no problems occur. It is impossible to further fix the issue.	not applicable	12-03-13	Active	no
23	Known Issue	Instructor	Assignment file download	Grade Center > Assignment file download: in the zipfile, a txt-file is added per student. In this file, the text entered in the 'Submission' or 'Comments' field in the submission form is saved. If the student has used text layout in the Submission field, this is displayed as html-code in the txt-file. Blackboard should therefore save the file as an html-file, and not as a txt-file.	Change the extension yourself from 'txt' to 'htm'. The layout is then normal when the file is opened.	not applicable	12-03-13	Active	no
21	Known Issue	Instructor	Duplicate menu items after copy	If you copy menu-items from one course to another course, the contents of each menu item in the source course should be copied to the corresponding menu item in the target course (for example: Course materials to Course materials). Incidentally, this is not working as it should and the menu-item <i>itself</i> from the source course is also added to the course menu. So the result is for example that you have two menu items called 'Course materials'. The menu-item at the end of the course menu is the copied item.	Workaround: remove the empty menu item and move the copied menu-item to the desired location in the course menu. No permanent solution available.	not applicable	01-01-13	Active	no
11	No bug, but potential problem users may experience	Instructor	Java plugin Content Collection	Content collection: when the Java-plugin is not installed on the local PC: install the plugin via Zenworks or download it from http://java.com/nl/download/index.jsp		not applicable	01-01-13	Active	no
9	No bug, but potential problem users may experience	Instructor	External links	Instructors are advised to set external links to open in a new browser window. Otherwise, the browser can block the link (because the browser has to open a non-encrypted page within an encrypted page (https)).		not applicable	01-01-13	Active	no



2. Klik op het dropdownicoontje naast het item.
3. Klik Permissions



4. Klik tab Select Specific Users By Place, Course



- 5. Klik Course waarin het item getoond wordt
- 6. Klik All Course Users
- 7. Klik Read (is meestal default aangeklikt)
- 8. Submit



Additional Courses

Browse...

2. Select Roles

★ Roles

- All Course Users
- Student
- Instructor
- Teaching Assistant
- Course Builder
- Marker
- Guest

3. Set Permissions

Permissions

- Read
- Write
- Remove
- Manage

Bijlage 2

Bijlage 2: Problemen die veroorzaakt worden door html-code die Blackboard niet kan verwerken

Te herkennen aan:

Foutmelding in rode balk: Invalid HTML: Drag and drop in this folder may not work. Content still displays as normal when Edit mode is off.

Niet kunnen verplaatsen van items op de pagina

Teksten in items hebben een opmaak die ze niet behoren te hebben (bijvoorbeeld alles onderstreept). Daarbij geldt vaak: het item dat de foute html-code bevat wordt zelf vaak wel goed weergegeven, maar de items DAARONDER niet. Als je dit wilt repareren moet je dus het item repareren WAARONDER items met verkeerde opmaak worden weergegeven.

Hoe los je het op?

In het algemeen geldt:

1. Kopieer de inhoud van het description veld van het item en plak dit in Word.
2. Verwijder de inhoud van het item in Bb.
3. Kopieer de tekst in in Word en plak het weer terug in het Bb-item.

In de meeste gevallen is er dan wat opgeschoond en wordt de foutmelding niet meer getoond.

Herhaal deze procedure als de foutmelding nog steeds getoond wordt.

Als bovenstaande niet werkt: vervang eventuele vreemde tekens in het item door normale tekens.

Vreemde tekens die voor problemen kunnen zorgen, zijn (o.a.): @ # % \$ < > & { } ≥ ≤

Als dat nog steeds niet het gewenste effect heeft, dan kun je het beste alle opmaak verwijderen door de tekst vanuit Bb in Notepad te plakken, en dan weer kopiëren in Notepad en dan terugplakken in Bb en de eventuele opmaak van het item toepassen met de Bb-editor.