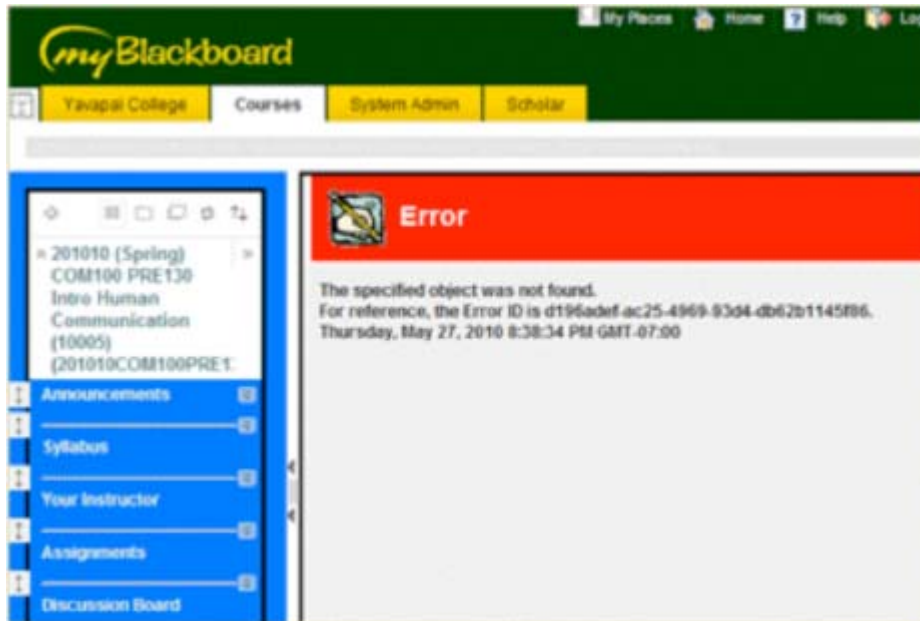


# Known Issues in Blackboard 9.1

## 1. Error Message "Specified object was not found"

This error message appears randomly throughout courses with no consistency. In most cases, if you click to another part of the course and go back, the error message will disappear. This message will appear intermittently throughout a course. A large red band across the content area of the page announces the error.



**Solution:** *no workaround is available at this time.*

## 2. Exporting tests from Internet Explorer does not work

Tests exported using Internet Explorer 7 or 8 do not import into the Test area using IE or Firefox. However, if you export the test using Firefox, it will import into a test area with either IE or Firefox.

**Solution:** Use Firefox 3.x to export tests.

## 3. Emailing from Announcements does not work

When modifying an announcement, there is no place to send the email to students. When you create a new announcement, there is a button available to send an email, however, this does not work properly.

**Solution:** Go into your email program and copy and paste your announcement to send to students.

#### **4. Font formatting behaving erratically**

The formatting in some courses does not adhere to any font, size or formatting; inconsistent results.

**Solution:** *no workaround is available at this time.*

#### **5. Virtual Office and Virtual Classroom are NOW WORKING**

#### **6. Attached files appear horizontally rather than vertically**

If you have more than one attached file in a content item, the files are attached horizontally rather than vertically in Internet Explorer.

**Solution:** *Use Firefox 3.x as your browser.*

#### **7. Attachments not opening with Internet Explorer**

There is a known issue between Blackboard 9.1, Internet Explorer 8 and Microsoft Office files (.doc, .docx, etc.) that results in users not being able to click to open attachments in Blackboard. This impacts file attachments to content areas, files attached to the Grade Center, files attached to the discussion board, etc for both students and instructors.

When clicking on an attached file in Blackboard 9, you will see an Information Bar appear at the top of the page. ,

**Solution 1:** To access the attached file, the user will need to click on “Allow” and then “Download File...” or simply “Download File”, depending on the browser settings, on the Information Bar. This will result in the file download window appearing, at which point the user can proceed to Open or Save the file.

**Solution 2:** If you have administrator rights to your computer you can adjust the browser settings on the computer from which Blackboard is being accessed, the problem can be resolved through changing the following browser settings. Follow these steps:

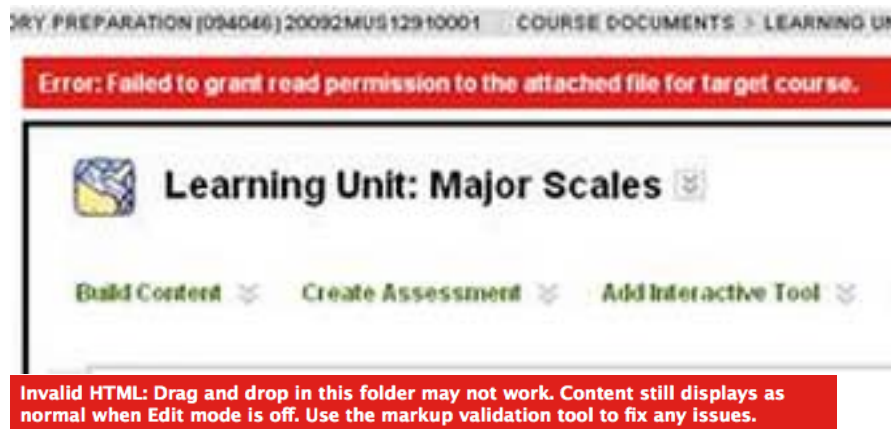
- Open Internet Explorer
- Click on ‘Tools’
- Click on ‘Internet Options’
- Click on the ‘Security tab’
- Click on ‘Custom Level...Scroll down and locate ‘Downloads’ and select Enable for ‘Automatic prompting for file downloads’
- Click ‘Ok’
- Select ‘Yes’ on the Warning window that appears
- Click ‘Apply’ and then ‘Ok’

**Solution 3:** use Firefox 3.x

## 8. Copying an item from another course

Issue: When attempting to copy an item (that has an attached file) to another course, or different part of the course, you get the following message:

**Error: Failed to grant read permission to the attached file for target course.**



**Solution:** You will need to save the attached file to your computer and re-create the item in the course.

## 9. Invalid HTML Error

Everything still works and views fine when Edit Mode is off. **Ignore the instructions to "use the markup validation tool.."** If this item contains embedded content, embedding in a new item may eliminate the error.

There are several things that can cause this and I have also seen this error display for no reason. It tends to show up on content copied from other builds. Content copied from word will have embedded tags that can set this message off.

## 10. Attached files in the Discussion Board may not be able to be opened.

**Solution:** *no workaround is available at this time.*

## 11. Discussion Board Save Draft option leads to an error and loss of text

Clicking the Save Draft button in a Discussion Board thread will result in an error.



Any text placed in the message box will disappear and be permanently lost.

*This only occurs in forums that are graded.* Since it may not always be clear which forums are graded, it is best to **avoid clicking the Save Draft button.** It is a good idea to compose the

thread in a text editor outside of Blackboard, where it can be modified and saved. When done composing the thread, paste the text into the thread's message box and then click the Submit button.

## **CHANGES TO BE AWARE OF in Blackboard 9.1**

- 1. We are [recommending using Firefox 3.x](#) instead of Internet Explorer.**
- 2. Homepages are no longer available.** Try using the Wiki or Journal items.
- 3. No Digital Dropbox.** You should use the Assignment Feature.
- 4. Attached ZIP files no longer have the unpackaging option.**
- 5. Assignment Feature no longer displays “View/Complete Assignment link”.** Students will now need to click on the title of the assignment to submit.

### **6. Naming Conventions**

When placing files into Blackboard as a Discussion Board attachment, Email attachment, Course Materials link, Assignment attachment or as an attachment in the Digital Dropbox, it is important to name the files properly before attaching them. Below are a few file-naming conventions that should be followed. File names should not be longer than 32 characters including the file extension (.doc).

#### **CORRECT**

- Dog.doc
- theDogRan.doc
- thedogran.doc
- Dog1.doc
- Dog\_1.doc

#### **INCORRECT**

- dog ran.doc
- dog-ran.doc
- dog&ran.doc
- Dog#1.doc
- dog/ran.doc
- dog.ran.doc
- the dog ran over the fence across the field.doc