

Blackboard

Learning Module Image not Copied During Course Copy

Date Published: Feb 22,2019 **Category:** Planned_First_Fix_Release:Will_Not_Fix; Product:Content_Management_Learn,Course_Tools_Learn; Version:SaaS **Article No.:** 000066235

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: Learning Module image not copied during Course copy.

Steps to Replicate:

1. Log in as System Admin
2. Go to System Admin > Courses > Create New Course
3. Create Course with defaults
4. Import Course Package
5. Go to Course > Learning Modules
6. Click on a file attachment in the module

Observed Behavior:

File attachment opens in new window with

1. Go back to Course > Control Panel > Package & Utilities > Course Copy
2. Copy Course using defaults (or Copy links and copies of the content (include entire Course home folder))
3. Wait for Course copy to complete. Repeat steps 5 & 6

Observed Behavior:

Error

The specified resource was not found, or you do not have permission to access it

Expected Behavior:

File to open and be located at xythos path

Symptoms: Course copy logs contain several errors:

- PopulateLinkedContentManager failure

- blackboard.platform.filesystem.FailedToFindException: Could not find: xxxxx_1
at blackboard.cms.xythos.XythosFileSystemUtil.findFileSystemEntryByXythosId(XythosFileSystemUtil.java:409)
at blackboard.cms.xythos.XythosFileSystemUtil.findFileSystemEntryByConstructedURL(XythosFileSystemUtil.java:200)
at blackboard.cms.xythos.XythosFileSystemUtil.findFileSystemEntryByRequest(XythosFileSystemUtil.java:159)
at blackboard.cms.platform.contentsystem.manager.impl.ResourceLinkManagerImpl.addLinkedProperty(ResourceLinkManagerImpl.java:159)
at blackboard.cms.platform.contentsystem.manager.impl.ResourceLinkManagerImpl.saveResourceLink(ResourceLinkManagerImpl.java:159)
at blackboard.cms.platform.contentsystem.manager.impl.ResourceLinkManagerImpl.registerResourceLink(ResourceLinkManagerImpl.java:159)
at blackboard.cms.cxutil.CSFileCopyHandlerImpl.updateCSLinks(CSFileCopyHandlerImpl.java:139)
at blackboard.cms.cxutil.CSFileCopyHandlerImpl.updateCSLinks(CSFileCopyHandlerImpl.java:104)
at blackboard.plugin.assessment.cx.AssessmentCloneOperator.doEmbeddedDatabaseIdTranslation(AssessmentCloneOperator.java:166)
at blackboard.admin.persist.course.impl.clone.AdminCourseCloneOperator.doEmbeddedDatabaseIdTranslation(AdminCourseCloneOperator.java:299)
at blackboard.admin.persist.course.impl.clone.AdminCourseCloneOperator.clone(AdminCourseCloneOperator.java:299)
at blackboard.admin.persist.course.impl.CourseSiteDbPersister\$1.run(CourseSiteDbPersister.java:561)
at java.security.AccessController.doPrivileged(Native Method)
at blackboard.admin.persist.course.impl.CourseSiteDbPersister.clone(CourseSiteDbPersister.java:550)
at blackboard.admin.persist.course.impl.clone.QueuedCloneOperation.doClone(QueuedCloneOperation.java:172)

Resolution/Workaround: There is a workaround but it is tedious:

Go into each learning module, then the sub folder, then select the exercise, edit it, mark the existing file for removal, and then re-add the file from the Content Collection, then submit the changes, then verify it works.

Target Release: Will Not Fix

Patch Available: No