

Blackboard

Disk Usage Files Break Down Does Not Appear to be Correct

Date Published: Nov 03,2021 **Category:** Planned_First_Fix_Release:Will_Not_Fix; Product:Reporting_Learn; Version:X9_1,SaaS **Article No.:** 000075601

Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): 9.1, SaaS

Description: The audio, image, video, archive, and document files break down does not appear to be correct in the disk usage system report.

Steps to Replicate:

1. Log into **Blackboard Learn** as an Administrator
2. Create a Test Course as "TestCourse_ID"
3. Open the created Course
4. Manually **Import** audio, video, image files, archive file and pdfs to Content Collection with a certain size like 150 MB.
5. Manually **Create** ImportedContent folder and copy the files in Content Collection
6. Wait until the next day for the disk usage task to execute
7. Go to **System Admin > System Reporting > Disk Usage**
8. Search by Course Information and Course ID

Observed Behavior:

The total audio, image, video, archive, document, and other files add up to less than the total size

Expected Behavior:

The total audio, image, video, archive, document, and other files add up to the total size

Target Release: Cannot Reproduce

Patch Available: No

