

Blackboard®

Best Practices and Support Policies for Customized Language Packs

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Product: Blackboard Learn

Description: Blackboard Support for Customized Language Packs

Symptoms: Clients which created custom **Language Packs** may find that problems occur if the Packs are not updated to keep pace with changes to the Application.

Language Packs are known as **Locales** for the Ultra Experience.

Cause: Due to application changes over time: language string keys may be added, removed or changed. This can cause problems. For example: application code could experience errors, display place-holder text or fail to load user-interface components if it tries to 'look up' a language key string that is not present in an older version of the pack.

Resolution/Workaround: All custom Packs and Ultra Locales should be tested in Stage, or Test prior to the Production upgrades. If problems are found, re-build the custom Pack based on the stock Packs included with the new release.

For example: if a institution speaks U.S. English and builds a custom Pack based on the Learn Q4 2020 CU1 (3800.0.0 GA) "en_US" one included with Learn, it is prudent to rebuild and test this custom Pack based the "en_US" pack included with Learn Q4 2020 CU 1 (3800.0.1.)

For more information on maintenance, refer to the Blackboard Help page "[Maintaining Language Packs](#)"

Information: One of the options offered by Blackboard Learn is the possibility to install language packs. This is an important tool that allows institutions to manage the Learn platform in different languages or according to how they handle and transmit information to their users.

Blackboard, Inc. recommends that these customizations are always made based on the *latest official update of the base Language Pack* offered by Learn, as each Blackboard Learn update includes new options and features.

For customers who have customized their Language Pack in older versions of Learn and wish to use these in a newer version, Blackboard Support recommends comparing the contents of the customized language pack with the updated version offered by Learn to ensure everything works as intended.

Blackboard Enterprise Client Support does not offer support for the customization, maintenance or modification to Language Packs or Ultra Locales. These must be done by each institution according to their specific needs; problems caused by outdated or incorrect Packs cannot usually be accepted as Support Incidents. Clients requiring detailed Pack or Locale support or customized development can engage Blackboard Consulting for a charge.

However: should there be an issue with submitting a corrected custom Pack, a ticket should be opened for case review.