

ATTACHMENTS – UNABLE TO OPEN (FOR INSTRUCTOR)

ISSUES

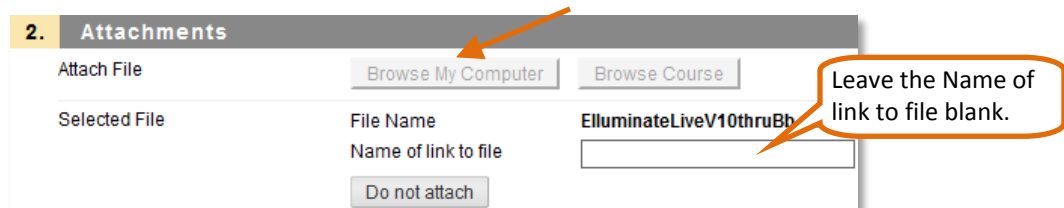
There are issues for both instructors and students when attaching files to interactive tools (e.g. discussion boards, journals, and blogs) in Blackboard 9.1. In certain cases, instructors may see an error message and be unable to view attachments that have been posted to interactive tools by student users. In certain cases, students may see a strange (encoded) file name and be unable to view attachments that have been posted to interactive tools by the instructor.



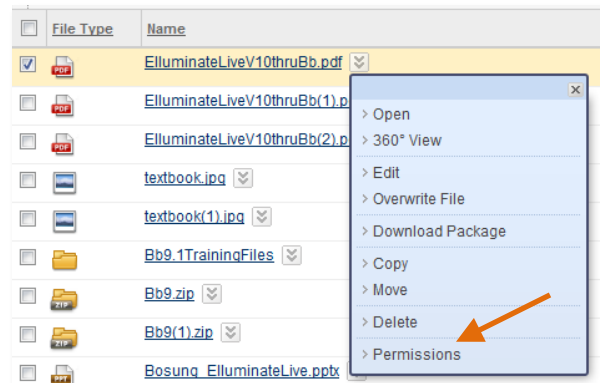
WORKAROUND FOR INSTRUCTOR

The issue is that permissions are not being updated for the student user when the instructor attaches the file. The problem will be fixed when the Read Permissions for All course Users are applied to the file. Once this permission is set up for the file, students will be able to open the file regardless the encoded file name error.

1. When attaching a file to interactive tools, use the **Browse My Computer** feature located underneath the Text Editor and **leave the Name of link to file blank** > click **Submit**.



2. In the Control Panel, click **Files**, and then the **Course Name**.
3. Locate the file that you have just attached.
4. Click on the Double Chevrons next to the File name to display additional options, and then the **Permissions**.



5. On the Manage Permissions page, you will see that the Read Permission for All Course Users is missing for the file.

Manage Permissions: ElluminateLiveV10thruBb.pdf
Share files and folders by assigning one or more permissions to individual users and groups of users.

Add Course User List **Select Roles** ▾

User/User List	Read	Write	Remove	Manage
DEVL-Bosung-01 (DEVL-Bosung-01): All Course Users (User List)	✓			
DEVL-Bosung-01 (DEVL-Bosung-01): Course Builder (User List)	✓	✓	✓	✓
DEVL-Bosung-01 (DEVL-Bosung-01): Instructor (User List)	✓	✓	✓	✓
DEVL-Bosung-01 (DEVL-Bosung-01): Teaching Assistant (User List)	✓	✓	✓	✓

When this Read Permission is back to All Course users, students will be able to view the file regardless the encoded file name error.

6. To apply the Read Permissions for All Course users to the file, click on the **Add Course User List** button.
 - a. Checkmark **All Course users** for Roles.
 - b. Checkmark **Read** for Permissions.
7. Click **Submit**.