

ATTACHMENTS – UNABLE TO OPEN (FOR STUDENTS)

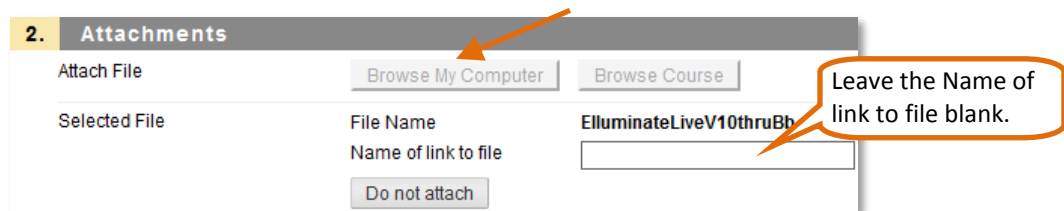
ISSUES

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 STUDENTS

The issue is that the Text Editor in the interactive tools areas is not working properly for attaching files. If students attach files using the **Browse My Computer** feature located underneath the Text Editor and **leave the Name of link to file blank**, instructors will be able to view attachments.



IMPORTANT! Do not use Text Editor to add attachments!