

Students Cannot View Attached Files

Identifying the Error

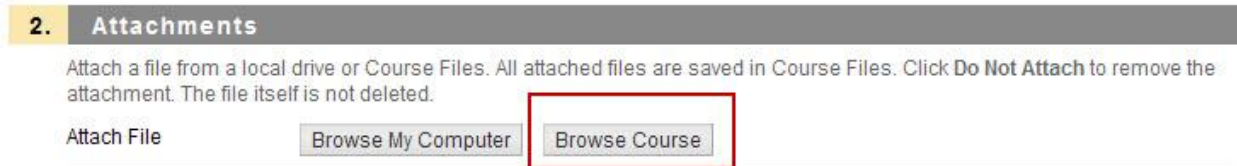
This document refers to problems with students viewing attached files in a course and where the instructor is able to view the file. The issue pertains to copied courses where:

- The new Blackboard 9.1 course files area was used to house files for use in the original course **and**
- The instructor linked to the file from this area in their original course **and**
- The original course was copied to other sections

Due to a bug in Blackboard 9.1, when courses are copied, items linking to files in the course files area are actually linked to the files in the original course. Therefore, students in the copied sections cannot view these files (since they are not enrolled in the originating course), although the instructor can.

Resolving the Error

The original course should be fine. You must, however, re-link each file that resided in the course files area of the original course in each of the copied courses. Use the Course Files button when attaching a file (see below).



If you want to load the files into the course files area, upload them to each of the copied courses. Use the Browse My Computer button in this case (see below).

