

# Learning Suite Known Issues

## Learning Suite 10.3.0 (109)

### Analytics (6)

Issue	Tool	Description
94978	Insights Console	The User Session History topic suffers from performance issues when running the report for large datasets, resulting in the report timing out upon opening.
103611	Insights Console	The 3rd party reporting tool does not support using the browser Chrome. As a result, filters created in custom reports can show unexpected behavior.
76785	Insights Reports	Ad-hoc reports are generated with fixed column widths that truncate row data.
92999	Insights Reports	The Quiz Item Analysis report suffers from performance issues and takes a long time to collect data, leading to the report timing out before results return and display.
103206	Insights Reports	Headers in the Data Mining heatmap reports extend beyond the browser window, resulting in difficult navigation of the input controls when attempting to change selected values.
105332	Insights Reports	The role filter for the Student Risk report will not populate for any courses that do not contain a "Final Calculated Grade" object, resulting in some valid courses not being able to run the report.

### ePortfolio (12)

Issue	Tool	Description
49955	ePortfolio	If d2l.Tools.ePortfolio.ExternalInviteExpiry contains a large value, the system throws an error when a user attempts to send an external invite.
54466	ePortfolio	Users without permission to "See ePortfolio" can see the ePortfolio option for "Public in ePortfolio" when editing the course offering information. Users see a zero but cannot edit the field.
67252	ePortfolio	Adding an artifact to a presentation and then switching tabs before the action completes results in an error that blocks the user from accessing the selected tab.
72785	ePortfolio	Turnitin cannot generate reports for dropbox folder submissions from ePortfolio. Workaround: If an ePortfolio item contains a document type supported by Turnitin, submit the document directly to the dropbox folder to generate an originality report.
75530	ePortfolio	The ePortfolio Themes page and presentation Theme tab do not display translations for any of the language packs.
76665	ePortfolio	In ePortfolio presentations, the option to display HTML artifacts in-place is not available in Content Area 2.  Workaround: Add an HTML artifact to Content Area 1 and set its appearance to display in-place from Edit Display Options. Then, move the HTML artifact to Content Area 2.
76747	ePortfolio	If a reflection within a presentation has comments enabled, the comment counter incorrectly indicates the number of comments on the actual reflection artifact rather than the number of comments available within the presentation.
56661	Forms	If you delete a form with a custom field that is linked to a rubric, the association with the rubric is not deleted and you cannot delete the rubric afterward.
50327	ePortfolio	If a user has permission to add Learning Environment (Course Results) artifacts at the

		Organization level, but not at the Course Offering level, they can still see their courses as options to import artifacts from. However, if the user clicks on the link for a course, no items appear in the list of available artifacts.
76501	Presentations/Themes	The feedback counter does not update to include assessments completed on an item from within a presentation.
97133	Presentations/Themes	If an equation in an HTML artifact is the last item in a presentation, it might extend beyond the page border.
107165	Sharing Groups	When you change the sharing visibility for an artifact in the context of a course, the changes do not save. Workaround: Change the sharing visibility at the org level.

#### LE - Assessments (25)

Issue	Tool	Description
52679	Competencies	Adding an existing Competency as a parent of a Learning Objective causes the competency to not be expandable in the Advanced view. Workaround: Create the Competency or Learning Objective using the appropriate Add Parent or Add Child when editing the first item created.
67708	Competencies	After copying Competencies and associated tools from one course to another, you will be unable to Achieve Learning Objective, even though all Activities are met.
46428	Dropbox	Accent characters are stripped from file names when dropbox submissions are downloaded to a local machine.
57532	Dropbox	If users submit the same file to the same dropbox folder one immediately after the other, the result might be inconsistent data, which can cause a system error when you access submissions. Contact support to resolve the inconsistent data.
102016	Dropbox	Opening a dropbox folder changes the status of an ungraded folder to graded.
102201	Dropbox	Submitting an html file to a dropbox folder adds a header to the submitted file.
108654	Dropbox	When a user submits a file to a dropbox folder in a class with sections, and then is unenrolled from their section, attempting to evaluate the user's submission results in a Page Not Found error.
48480	Grades	Entering a grade value that is longer than the field limit causes an error.
61084	Grades	When you import grades for more than 500 users, only the first 500 scores display in the preview, even though the system correctly imports all scores.
66036	Grades	In the mobile web view of grades, bonus items incorrectly display the denominator. This does not affect grade calculations, it is only a display bug.
107078	Grades	Viewing grades using minibar notifications will not display the org unit's default grade scheme.
86861	External Learning Tools	Links to External Tools (LTI) do not work when retrieved from the Learning Repository.
53463	Question Library	If you create a significant figures (x10) question to square ( $\{r\}^2$ ) a number with a very large exponent, it does not calculate the correct answer. Workaround: Change the question to multiply the number by itself ( $\{r\}*\{r\}$ ), which calculates the correct answer.
98227	Question Library	Arithmetic questions in Question Library may inaccurately report their variables' value ranges (using the plus-or-minus symbol) when previewed.
50716	Quizzes	Images in the answer fields for quizzes that are shared from a parent org unit do not display.
52643	Quizzes	If a quiz has no submission view any new views that you add are all treated as a default view.
96797	Quizzes	When viewing questions within Question Library in a new window, buttons display incorrectly.

106931	Quizzes	When editing a quiz, instructors will be experiencing a time out when significantly changing the number of questions to select from a random section.
105749	Rubrics	When using Copy Course Components to copy items to an org unit, any items that have release conditions associated with rubrics do not have the release conditions copied over.
97426	Surveys	When previewing, marking, or filling out surveys, the Feedback box can get cut off if the user scrolls up or down the page.
50094	User Progress	If users have permission to see user progress for all courses, then they can view their progress in courses that they are enrolled in but haven't started yet.
101811	User Progress	When a student clicks on a learning objective that is shared from the org level in the Objectives area of User Progress, they cannot see any children of the learning objective.
107124	User Progress	User progress information is no longer available for users who withdraw (unenroll) from a course.
108071	User Progress	We disabled the ability to modify the User Progress permission "See User Progress For All Users" at the org level in the 10.1 release; however, some org level tools still check for this permission (including the User Management tool).
108484	User Progress	When there is a large number of users in a course, all with the ability to see other users' User Progress, accessing the User Progress tool can cause it to time out.

### LE - Collaboration (3)

Issue	Tool	Description
93068	Chat	In Chat, if a user has set a sound to play when another user enters the chat, that sound only plays the first time any given user enters the chat. If a user leaves and re-enters the chat, no sound plays.
108934	Email	When sending email from Desire2Learn to a non-Desire2Learn email address, certain spam filters give the message a higher rating than one would normally expect.
52311	Intelligent Agents	If an Agent is scheduled to run daily/weekly/monthly/yearly at the value set in d2l.Tools.IntelligentAgents.PreferredRunHour and an exception is caught and thrown for whatever reason, the nextRunDate is never set and the service continues to send emails for the next hour.

### LE - Learning Core (11)

Issue	Tool	Description
105760	Checklist	If you create a checklist item with a due date and then edit the event in Calendar, you can no longer edit or delete the checklist item in Checklist.
106181	Content	The expandable Table of Contents map sometimes opens behind video players when viewing media in Content.
106217	Content	Replace strings in content topics do not update correctly when copied using Copy Course Components.
107551	Content	Image files with a title or destination path that includes a # or % character do not display correctly in Content.
108609	Content	When following a quicklink to another topic in Content using Firefox, clicking the back button will not take you back to the topic you were originally in.
108735	Content	Users cannot access protected Common Cartridge content when the ExpirationDate in the COMMONCARTRIDGE_AUTH_CACHE table is set to NULL.
30016	Import/Copy Course	When you export course components, and select individual Content topics to export, all course

		files are exported regardless of what topics you selected.
55297	Import/Copy Course	If you import a question to the question library that has the UTF code &#156; in the Question Text, the character is not converted. The character displays as expected when you edit the question, but it displays the code when you preview the question or when users taking the quiz see the question.
108706	Import/Copy Course	When importing a course package from Blackboard 9.1 that has sub-modules, descriptions that should accompany the sub-modules are missing.
107287	News	Deleted News items continue to display in the activity feed in the minibar.
<b>Learning Repository (8)</b>		
<b>Issue</b>	<b>Tool</b>	<b>Description</b>
68048	Learning Repository	Partial term searches do not return results for the full term. For example, searching for "ents" will not find an item with the title "Parents".
73351	Learning Repository	In order to overwrite a learning object with a new version, the structure of the learning object must remain the same.  The structure includes the hierarchy and number of modules, units, and topics. The number, size, etc. of files in the learning object can change, but not the structure. The structure is documented in the imsmanifest.xml file in a SCORM object.  While there is a warning during the Publishing process to indicate this mismatch, no such warning occurs when the user selects the option to Publish in the Background. The publish action fails silently.
83921	Learning Repository	Deleting learning objects can take a long time. The learning object appears in search results for several seconds or minutes after a user deletes it.
85956	Learning Repository	After deleting an object, the count of learning objects in a repository or in the search results can take a long time to update. This can cause prolonged mismatches between the front page (Repositories list) and search results.
92813	Learning Repository	There are no fixed limits for file and metadata sizes during publishing, causing large files (such as 350MB files) and packages that include very large amounts of metadata (thousands of entries) to time out during publishing, with little visible user feedback for the cause.
98833	Learning Repository	Usability on the Manage Trusts page is negatively affected when there are numerous roles to set Trust Permissions for.
99366	Learning Repository	Switching between Search and Advanced Search resets the user's search results.
100108	Learning Repository	During Publish and Download operations, several temporary files are created, negatively impacting temporary file storage for self-hosted clients.
<b>LiveRoom (1)</b>		
<b>Issue</b>	<b>Tool</b>	<b>Description</b>
22477	LiveRoom	Students who create personal rooms might receive the message, "You do not have permission to select files" when they attempt to add a File resource to the room. <b>Workaround</b>: Enable permission to see/upload course files in their user role.
<b>LP - Foundation (8)</b>		
<b>Issue</b>	<b>Tool</b>	<b>Description</b>
44286	Course Management	The association between homepage and widget component becomes broken after they are

		copied to another course. The result is that any changes you make in the Widget Management tool are not reflected on the copied homepage.
99913	Document Viewer	Hyperlinks in documents such as MS Word or PDF do not work when viewed in the document viewer.
104457	Document Viewer	PDF documents that contain a negative sign in math equations may lose that symbol when viewing the document in Content or Dropbox.
52378	Groups and Sections	When you set a user to Inactive, they are removed from the Classlist, but they still appear on the Groups and Sections pages.
54542	Reporting	If your Desire2Learn instance has two or more organizations on it, and two or more organizations create a report category with the same name, the category only appears in the Category drop-down in the first organization to create the category.
56615	Reporting	When you run a report to check login data, users are duplicated many times in the report.
49048	User Management	With Internet Explorer 7, if you use the role switch widget in a course that hasn't started yet, the permissions for the role you are switching to are not properly enforced and some views display according to your own role's permissions.
55115	User Management	If you view a content topic in a new window while using the Role Switch functionality, your role reverts back to your original role.
<b>LP - User Experience Platform (14)</b>		
<b>Issue</b>	<b>Tool</b>	<b>Description</b>
39329	Homepages	Thumbnail images for shared custom widgets that use animated gif's only display at the organization level.
44285	Homepages	When a user opts to copy a homepage (without copying its widgets) from one course to another, the widgets from the original course homepage are still linked to the copied homepage. This means that if the widget is modified in the original course or deleted, it will affect the copied course homepage as well. Workaround Edit the homepage by removing and re-adding the widget.
88484	Homepages	Theme gradients do not appear in Internet Explorer.
89061	Homepages	Tables added to custom widgets do not properly display their assigned cell padding when users view them on the homepage.
71340	HTML Editor	Creating tables in a news item using the HTML Editor does not display the table's grid lines when viewing the news item on the homepage. The cell padding also does not take affect when viewing the news item on the homepage.
100195	HTML Editor	Tables that contain text do not align properly with other text or images in the HTML Editor, even if the alignment looks correct when previewing the content.
104721	HTML Editor	Replace strings used within an iFrame's source attribute are not resolved correctly in the HTML Editor.
101552	HTML Editor	Attempting to preview YouTube videos through Insert Stuff only works in Firefox.
44882	Web Framework	When users Quicklink to a .MOV course file in the question text field of a question and set it to open in a new window, the new window opens using Internet Explorer, and the window displays random code.  Workaround: Link directly to the file instead of using Quicklink.

65483	Web Framework	When viewing a modal dialog, users of assistive technology can still navigate the page content that should be blocked by the dialog.
82703	Web Framework	Social sharing buttons on public presentations extend outside the standard page width, forcing users to scroll horizontally.
99701	Web Framework	Copying page controls from any page in Learning Environment (e.g. a drop-down list) and pasting them into an editable field (e.g. any HTML Editor field) causes page display problems.
105178	Web Framework	The ability to disable gradient color for Titlebar Background fills was previously removed. The configuration for this options was not removed; if disabled, gradient colors will still be selectable.
105371	Web Framework	Copying page controls from any page in Learning Environment (e.g. a drop-down list) and pasting them into an editable field (e.g. any HTML Editor field) causes page display problems.

#### Other Products (19)

Issue	Tool	Description
49484	Crosslistings	If you create at least two courses, crosslist both courses, and then add groups to the courses, attempting to delete the crosslisting for any of the courses causes an error.
49486	Crosslistings	If you attempt to uncrosslist a course with a course section, an error results if the name of the course section is longer than four characters. The error indicates that the 50 character limit for the template's Org Unit Code has been exceeded. The template code consists of the course section name, fixed string (10 characters), and unique identifier (36 characters). The fixed string and unique identifier leave only 4 characters for the section name before the 50 character limit is reached.  Workaround: Rename the affected course section using the OrgUnit Editor in the DOME to four characters or less. Then, remove the crosslisting through the CMI as per normal procedure.
50472	Crosslistings	When crosslisted sections are removed from a course containing multiple sections, the crosslisted section still appears in the list of sections. Users are unenrolled, but the appearance of the section org unit can confuse users.
45908	Holding Tank	While importing courses, if a course template shares the same org unit code as a semester, the course is added to the template and not the semester.  Workaround: Move the course offerings to the semester.
46186	Holding Tank	When you map a course that has an apostrophe in the department name, you are taken to a page that only has a broken Return button.  Workaround: Do not include apostrophes in department names.
52370	Holding Tank	If you run Holding Tank processes and mistype the database name, you receive an error. When you attempt to run the process again, you cannot. Workaround: Double-check that the variables are correct before running the process.
55480	Holding Tank	Organizations that move course information from the Holding Tank to the Learning Environment (for example, when running SIS Integration) experience an error if the course information contains cohort codes that are the same as the course codes.  Workaround: Remove the cohort codes.
58503	Holding Tank	The Holding Tank does not permit non-ASCII characters for user information (e.g. given name, family name, etc.).  This is not a change from previous Holding Tank versions, but it no longer aligns with changes

		made to the Users tool in Learning Environment, which now allows Unicode for user information.
102699	Holding Tank	The Holding Tank XML 2 parser is not unenrolling users from courses even though the user enrollments are not included in the source batch files.
106734	Google Apps	If your web servers switch while you are bulk importing account linkages through a .csv file into Google Apps, you will receive a 500 error when the program attempts to move to the next page in the import process.
106735	Google Apps	If your web servers switch while you are bulk importing account linkages through a .csv file into Google Apps, you will receive a 500 error when the program attempts to move to the next page in the import process.
59054	Integration (Respondus)	When a user retrieves an arithmetic question that has no step value specified in the Learning Environment with Respondus, the integration generates an error that says "Input string was not in a correct format" and the retrieval is not successful.
61061	Integration (Respondus)	Respondus currently does not allow users to download a Quiz or Question Collection that uses sections from the Learning Environment. Workaround: Move the questions out of the section to the root of the Quiz or Collection.
61776	Integration (Respondus)	In some cases, a user who is enrolled in many courses is unable to interact with the Learning Environment using the Respondus Desktop application. Respondus generates an error saying "No editable courses were found for the specified user", and no courses are available in the dropdown list.
93486	Online Rooms (Blackboard Collaborate)	Rooms created by users who have permissions to create and manage rooms are still accessible to these users after they no longer have these permissions.
97172	Online Rooms (Blackboard Collaborate)	Role permissions at the organization level for Online Rooms override role permissions at the course level.
97350	Online Rooms (Framework)	There is no way of differentiating attendees with the same name when adding attendees to an online room.
63396	Banner Adapter	If Language Caching is unavailable when a Section is created, it is created with a "Group Type" of {term not found: Standard.OrgUnitTypes.txtSection}. This is displayed to end users in the filter drop-down list within email.
76216	Banner Adapter	Each time a section is received from Banner with the same OrgUnitCode as an orphaned section in the LMS, it creates a new Offering and Section. This causes duplicate sections and offerings with no enrollments. This situation typically occurs when a section has been crosslisted, and the offering is subsequently deleted.
<b>Self Registration (2)</b>		
<b>Issue</b>	<b>Tool</b>	<b>Description</b>
44645	Self Registration	If a user fills out a registration form that has custom fields, and you then remove any of the custom fields and generate a report, the text that was inputted by the user is gone and replaced by a numerical value.
47260	Self Registration	Creating a user in Self Registration is inconsistent with the process of creating a user in User Management.