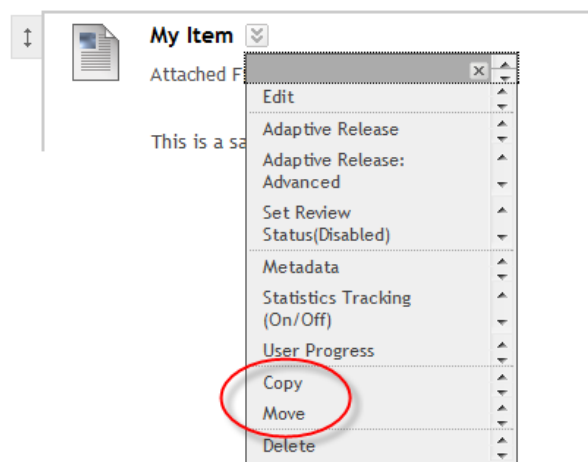


Blackboard Copy Item Error

Description of Problem

When content items that include file attachments are copied or moved from one course to another using the copy item tool the files are not accessible to students. The copied files continue to work for the instructor.

For example, if course X has an item with a file attached and it is copied or moved to course Y by choosing Copy or Move from its context menu the attached files will not be able to be viewed or downloaded by students in course Y.



How to fix the problem

The solution is to replace the attached file with a new file. The steps to replace an attached file are:

- 1) Log in to Blackboard and navigate to the item that is not working correctly
- 2) Open the contextual menu button (it looks like 2 arrows pointing down) and choose Edit
- 3) In the Attachments area find the listing for the file that is not working and click on Mark for Removal
- 4) In the Attachments area, click on the Browse My Computer button and choose the file that you are replacing
- 5) Click on Submit

After replacing the file students in the course will be able to view or download it as intended.