



Blackboard
Blackboard Academic Suite™

Administrator Manual

Release 7

Blackboard Learning System™

Blackboard Community System™

Blackboard Learning System - Basic Edition

Blackboard Content System™

Administrator Manual (Doc #170001)

Publication Date: October 13, 2005

WORLDWIDE HEADQUARTERS	INTERNATIONAL HEADQUARTERS
Blackboard Inc.	Blackboard International B.V.
1899 L Street, NW, 5th Floor Washington, DC 20036-3861 USA	Keizersgracht 62/64 1015 CS Amsterdam The Netherlands
800-424-9299 toll free US & Canada	
+1-202-463-4860 telephone	+31 20 5206884 (NL) telephone
+1-202-463-4863 facsimile	+31 20 5206885 (NL) facsimile
www.blackboard.com	global.blackboard.com

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ABOUT THE BLACKBOARD ACADEMIC SUITE ADMINISTRATOR MANUAL

Overview

The *Blackboard Academic Suite* Administrator Manual details the tools and functions accessible through the *Blackboard Academic Suite's* Administrator Panel. Other *Blackboard Academic Suite* manuals detail the education features that Instructors, Students, and a wide variety of other users access through *Blackboard Academic Suite*. The advanced integration and data management features available with the *Blackboard Learning System* are documented in the *Blackboard Learning System Advanced Integration* and the *Blackboard Learning System Data Management Manual*.

Manual Organization

The *Blackboard Academic Suite* Administrator Manual begins by introducing the *Blackboard Academic Suite*. The rest of the manual is dedicated to the features available through the Administrator Panel.

Manual Conventions

To make this manual easier to use a number of conventions have been put in place.

SYMBOL	DESCRIPTION
Bold type	A button or field name.
<i>Courier font</i>	Text that users should type.
Steps	Tasks users should perform.
<i>Italics in a title</i>	Additional information in a title that may not be included on the Web page.
[r]	Required field

Using this manual

This manual should be read as a reference guide. Do not read this manual from cover to cover.

Manual Updates

Please note that this manual is updated periodically. Check the Date of Last Revision at the beginning of the manual to ensure that it is the most recent copy. Updates are listed in the [Appendix](#).

The HTML version is available by clicking Online Admin Manual from the Control Panel and at <http://www.blackboard.com/products/services/support>. This site also includes the manual in PDF format.

To report any comments or suggestions regarding this manual, please contact Blackboard Support.

ADMINISTRATOR PANEL

Overview

The Administrator Panel is an area only available to users with administrative privileges. The Administrator Panel contains all the features and tools for administering the *Blackboard Academic Suite*.



NOTE: The *Blackboard Academic Suite* requires that cookies be enabled within the Web browser.

Different features for different licenses

Not all of the features on the Administrator Panel will be available to all users. For example, users running *Blackboard Learning System* and *Blackboard Learning System—Basic Edition* cannot create custom tabs or modules to extend the portal. Those features are only available with the *Blackboard Community System*.

Also, *Blackboard Learning System—Basic Edition* users cannot change the Integration Password because they are not licensed to use the advanced integration and data management tools. Those features are only available with the *Blackboard Learning System*.

Features that are not licensed may appear as gray text within the application and the links will not work.

Virtual installations

Blackboard Learning System and *Blackboard Community System* can be licensed to support several installations on the same hardware. Each of these installations is considered a “Virtual Installation,” including the first or base installation. For more information on installing and managing Virtual Installations please see the Setup Guide.

The Administrator Panel includes an additional section accessible only by the root_admin user for managing Virtual Installations. This section of the panel is documented in the Setup Guide.

Administrators as Students

One important consideration for those with Administrative access that are also enrolled as Students a separate user account must be used for the Student role. An Administrator acting as a Student will create problems in the system.

ABOUT THE BLACKBOARD ACADEMIC SUITE

Overview

The *Blackboard Academic Suite* is comprised of several different products that work seamlessly together.

Blackboard Learning System – Basic features

A quick look at the Administrator Panel shows the major features available with *Blackboard Learning System – Basic Edition*. Those features that are available appear as live links and those that are not are grayed out.

Some of the live features are limited in their functions. For example, there is limited control over portal tabs and modules. *Blackboard Learning System – Basic* users can manage the content in existing tabs and modules but may not create new ones. However, it is only possible to create new tabs and modules with a fully licensed *Blackboard Community System*.

Blackboard Learning System

A quick look at the Administrator Panel shows the major features available with *Blackboard Learning System*. Those features that are available appear as live links and those that are not are grayed out.

Some of the live features are limited in their functions. For example, there is limited control over portal tabs and modules. *Blackboard Learning System* users can manage the content in existing tabs and modules but may not create new ones. However, it is only possible to create new tabs and modules with a fully licensed *Blackboard Community System*.

Blackboard Community System

Those features that are associated with the Portal appear in the Organizations and Portal Areas of the Administrator Panel.

Blackboard Content System

The *Blackboard Content System* is a content management system designed for education. It works seamlessly with the other systems that comprise the *Blackboard Academic Suite*.

PART 1 - COURSES

Overview

The Courses features include the tools and functions available to Administrators for creating and overseeing individual courses as well as setting parameters for all courses.

In this part

Part 1—Courses includes the following chapters.

CHAPTER	DESCRIPTION
Updating Course Properties	This chapter reviews the options for administering a course.
Creating Courses and Enrolling Users	This chapter reviews the tools for creating courses and enrolling users.
Course Utilities	This chapter reviews the tools for reusing courses and making incremental backups.
Course Configuration Options	This chapter reviews the settings that can be applied to all courses.
Course Catalog	This chapter reviews management of the Course Catalog.
Organizations	This chapter reviews the differences between managing courses and managing organizations.

CHAPTER 1 - UPDATING COURSE PROPERTIES

Overview

Administrators can change the settings, enrollments, and availability of an individual course. All of the features available to an Administrator to manage an individual course are described in this chapter.

In this chapter

Chapter 1—Updating Course Properties includes the following topics.

TOPIC	DESCRIPTION
List/Modify Courses	This topic covers the List/Modify Courses page. Select a course from this page to modify the course properties.
Search for a course	This topic describes the search function.
Add Users to Course	This topic covers the Add Users to Course page. Administrators can enroll users in the course or assign staff to the course from this page.
List/Modify Users in Course	This topic covers the List/Modify Users in Course page. This page lists all the users participating in the course. From this page an Administrator can make changes to the user account including the user's role in the course.
Modify User Properties in Course	This topic covers the Modify User Properties in Course page. The Administrator can make changes to a user account from this page.
Change Password	This topic covers the Change Password page. From this page an Administrator can change a user's password.
Remove Users from Course	This topic covers the Remove Users from Course page. Use this page to unenroll users from a course.
Course Properties	This topic covers the Course Properties page. From this page an Administrator can change the name and description of a course.
Course Availability	This topic covers the Course Availability page. An Administrator can set whether or not a course is available to users from this page.

TOPIC	DESCRIPTION
Guest Access	This topic covers the Guest Access page. An Administrator can set whether or not users with an Administrative User Role of Guest can access this course.
Course Duration	This topic covers the Course Duration page. An Administrator can define the when the course is available.
Enrollment Options	This topic covers the Enrollment Options page. From this page an Administrator can set how users are enrolled in the course.
Enrollment Fees	This topic covers the Enrollment Fees page. Administrators can display the cost of a course but cannot use this page to collect money or verify payment.
Categorize Courses	This topic covers the Categorize Courses page. Administrators assign courses to categories in the catalog.
Course Access Statistics	This Topic covers the Course Access Statistics page. Administrators can view how the course is being used.
Course Recycler	This topic covers the Course Recycler page. Recycling a course removes enrollments and other areas so that the same course may be taught to a new group of students.
Course Design	This topic covers the Course Design page. Administrators can change the appearance of the Course Menu from this page.
Course Banner	This topic covers the Course Banner page. Administrators can add an image to the top of the course from this page.
Course Quotas Override	This topic covers the Course Quotas Override page. Administrators can set a disk space limit for the course from this page.

LIST/MODIFY COURSES

Overview

Administrators can view sorted lists of courses and select a course to modify from the List/Modify Courses page. The search tabs at the top of the page are used to create a list of courses based on the defined parameters. After creating a list of courses, click on the course link to enter courses or the click Properties to modify the settings.

Course records that are set to Unavailable are preceded by a circle symbol with a slash through it. Also, the record will appear in gray text. To make a record available, click Properties to modify the user record and change the availability setting.

With *Blackboard Learning System* Course records may also be disabled in the database. Disabled Course records are preceded by a circle symbol with an 'x' through it. Like unavailable records, disabled records will appear in gray text. For more information on the properties of disabled records, please see the *Blackboard Learning System Advanced Integration and Data Management Manual*.

Find the List/Modify Courses page

Click **List/Modify Courses** on the Administrator Panel.

Properties

Click [Properties](#) to access the Properties: Course page for that course. The Properties: Course page allows the Administrator to customize the settings for a course.



NOTE: Changes to the course settings for courses in use should be done with care. Disabling or changing a setting can significantly alter a course—in some cases, resulting in the loss of content.

SEARCH FOR COURSES

Overview

Administrators can search using different variables selected from the search tabs.

Search for a course

The following search tabs are available for courses

- **Search:** The search parameters on this tab can be used separately or in tandem to further narrow the list generated. To use this tab Click the **Course ID, Instructor, or Title/Description** option. Enter a value in the field. Then click the **All Courses, Month, or Day** option to define the list based on when the courses were created. The search function will create a list of courses with that value created in the time selected.
- **A-Z, 0-9:** Click the letter or number that represents the first character of a Course ID. A list of all courses with an ID that begins with that character will appear.
- **List All:** Click **List All** to view all the courses on the system.

ADD USERS TO COURSE

Overview

Administrators enroll users in a course from the Add Users to Course page. Users are added as Students and their access to the course is dependent on the availability of the course. To add an Instructor or a User with a course role other than Student, add the user from this page and then change their user role through the [List/Modify Users in This Course](#) page.



NOTE: If enrolling a large number of users or enrolling users into numerous courses, consider using the Batch Enroll Users tool.

Find this page

Follow the steps below to open the Add Users to Course page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. From the Properties: Course page, click **Add Users to This Course**.

Add users

Click the check box next to each user to add. Click **Submit** to add the selected users to the course.

Only 20 names will appear on a page. If more the 20 users are found during the search, multiple pages may be viewed. Process users on one page before continuing to the next page.

LIST/MODIFY USERS IN COURSE

Overview

Administrators view users that participate in a course and update user information from the List/Modify Users in Course page. Click **Properties** for a user to modify a profile or Course Role. Change a user password by clicking **Password**. Send an email to a user by clicking on the user's email address in the Email column.

Find this page

Follow these steps to open the List/Modify Users in Course page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **List/Modify Users in Course**.

Available functions

To use the functions available on the List/Modify Users in Course page, follow the table below.

To . . .	CLICK . . .
send an email to a user	on the user's email address. The email program associated with the browser will open.
edit a user profile	Properties
change the password for a user	Password to open the Change Password page.

MODIFY USER PROPERTIES IN COURSE

Overview

Administrators update a user's profile information including the user's Course Role from the Modify User Properties in Course page. The page opens with some fields already populated with user data when the user was created and added to the course.



NOTE: Changes to the user profile made on this page will take effect system-wide with the exception of changing the Course Role. Changing the Course Role will only apply to this course.

Find this page

Follow the steps below to open the Modify User Properties in Course page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **List/Modify Users in Course**.
5. Search for a user.
6. Click **Properties** for a user.

Fields

The table below details the fields on the Modify User Properties in Course page.

FIELD	DESCRIPTION
Personal Information	
First Name [r]	Edit the user's first name.
Middle Name	Edit the user's middle name.
Last Name [r]	Edit the user's last name.
Email	Edit the user's email address.
Student ID	Edit the user's Student ID as defined by the institution.
Account Information	
Username	Display only.
Other Information	
Gender	Edit the user's gender.

FIELD	DESCRIPTION
Birthdate	Select the user's birthdate from the lists by clicking on the drop-down arrow or click the calendar icon to select a date.
Education Level	Edit the user's education level.
Company	Edit the user's company.
Job Title	Edit the user's job title.
Department	Edit the user's department.
Street 1	Edit the user's address.
Street 2	Edit any additional address information.
City	Edit the user's city.
State/Province	Edit the user's state or province.
ZIP/Postal Code	Edit the user's ZIP code or postal code.
Country	Edit the user's country.
Web Site	Edit the URL of the user's personal Web site. When entering a URL, be sure to enter the URL completely, for example, http://www.blackboard.com and not www.blackboard.com or blackboard.com .
Home Phone	Edit the home phone number of the user. The phone number will display exactly as entered.
Work Phone	Edit the work phone number of the user. The phone number will display exactly as entered.
Work Fax	Edit the fax number of the user. The fax number will display exactly as entered.
Mobile Phone	Edit the mobile phone of the user. The phone number will display exactly as entered.
Role and Availability	

FIELD	DESCRIPTION
User Role	<p>Select one of the following user Course Roles</p> <ul style="list-style-type: none">• Course Builder: User is able to add content to the course through the Content Areas functions and the Course Tools functions on the Course Control Panel.• Grader: User is able to access all areas under Assessments.• Guest: User has access to content not locked by the Instructor.• Instructor: User is able to control all aspects of the course through the Course Control Panel.• Student: User is able to access all available course content and will be graded on assessments.• Teacher's Assistant: User is able to control most aspects of the course through the Course Control Panel. Teaching Assistants may not change the role of a user in the course and they may not modify the password of the instructor.
Available (this course only)	<p>Select Yes or No from the drop-down list. If Yes is selected, the user will have access to the course. If No is selected, the user will not be able to access the course until this field is changed to Yes.</p>

CHANGE PASSWORD

Overview

Update a user password from the Change Password page. A change made to the password must be communicated to the user or the user will not be able to access the system.

Find this page

Follow the steps below to open the Change Password for User page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **List/Modify Users in Course**.
5. Search for a user.
6. Click **Password** for a user.

Fields

The table below details the fields on the Change Password page.

FIELD	DESCRIPTION
Change Password	
Password	Enter a new password for the user.
Verify Password	Enter the new password again to ensure that there were no errors.

REMOVE USERS FROM COURSE

Overview

Remove users from a course from the Remove Users from Course page. Removed users can only be restored to the course by enrolling them again. To restore a removed user, enroll the user in the course from the Add Users to Course page.

Find this page

Follow these steps to open the Remove Users From Course page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Remove Users from this Course**.

Removing users

Click the check box for each user to be removed, type 'Yes' in the field at the bottom of the page, and then click Submit. The selected users will be removed from the course.



NOTE: This feature will only remove users' enrollments from a course. It will not remove users from the *Blackboard Academic Suite*.

COURSE PROPERTIES

Overview

Change basic course information from the Course Properties page.



NOTE: The Course ID does not appear on the Course Properties page as a field that can be modified. Changing the Course ID of a course will render all content in the course inaccessible. If a Course ID must be changed, use the Course Copy feature or Export and Import Course features to move the course content to a new course with the desired Course ID. After verifying that all necessary information has transferred to the new course, archive and then remove the old course from the system to avoid confusion with the new course.

Find this page

Follow these steps to open the Course Properties page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Properties**.

Fields

The table below details the fields on the Course Properties page.

FIELD	DESCRIPTION
COURSE TITLE/DESCRIPTION	
Course Name	Edit the name of the course.
Description	Edit the description of the course. The description will appear in the catalog listing with the course name and course ID. A summary and enrollment instructions are typical items that appear in course descriptions.
Course Classification	
Subject Area	Select a subject area and discipline from the lists by clicking on the drop-down arrows. The Subject Area and Discipline associate the course with research information available from the

FIELD	DESCRIPTION
Discipline	Blackboard Resource Center. This is a deprecated feature from Blackboard 5 and has been removed from the Create Course functions. A default value is listed when each course is created. The default value for Subject Area and Discipline may only be changed on the Course Properties page. These fields should not be used as metadata to describe the course and can be safely ignored by most users.

COURSE AVAILABILITY

Overview

If a course is not made available to Students at the time of creation, it can be made available by the Administrator from this page.

Find this page

Follow the steps below to open the Course Availability page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Options**.
5. Click **Course Availability** from the Course Options page.

Set Course Availability

Select either **Yes** or **No** to make the course available to users. If the course is set to available, all users participating in the course will have access. If the course is set to unavailable, access is determined by course role.



NOTE: Courses that are unavailable will not appear in the Course Catalog

User Role access

The following table describes what type of access different user roles have to a course that is unavailable

COURSE ROLE	ACCESS WHEN COURSE IS UNAVAILABLE
Students	The course is not available to Students.
Instructors, Course Builders, Teaching Assistants, and Graders	Courses set to Unavailable will appear to the user. The course will be indicated as Unavailable , but will still be accessible.

GUEST ACCESS

Overview

If a course is not made available to Guests at the time of creation it can be made available to Guests by the Administrator from this page or by the Instructor from the Course Control Panel.

Find this page

Follow the steps below to open the Guest Access page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Options**.
5. Click **Guest Access** from the Course Options page.

Set guest access

Click **Yes** to make the course available to Guests.

COURSE DURATION

Overview

Administrators set the length of the course from the Course Duration page. The course can be

- constantly available
- available from a start to an end date
- available for a number of days from enrollment

Find this page

Follow these steps to open the Course Duration page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Options**.
5. Click **Course Duration** from the Course Options page.

Fields

The table below details the fields on the Course Duration page.

FIELD	DESCRIPTION
Set Course Duration	
Continuous	Select this option to make the course always available.
Select Dates	Select this option to set the course availability for specific dates. The course may also begin on a specific date and not have a specific end date.
	After the end date, the course is no longer available for Students but is otherwise unchanged.
Days (from the date of enrollment)	Select this option to place a time limit on a self-paced course. The course will be available for that number of days from the time a Student enrolls.

ENROLLMENT OPTIONS

Overview

Instructors and Administrators can lead enrollment by processing enrollments through the Course Control Panel or the Administrator Panel. Enrollment can also be limited to a time period and to Students that receive an access code.

Find this page

Follow these steps to open the Enrollment Options page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Options**.
5. Click **Enrollment Options** from the Course Options page.

Fields

The table below details the fields on the Enrollment Options page.

FIELD	DESCRIPTION
Select Enrollment Options	
Instructor/Admin	Select this option to make course enrollment Instructor or Admin led. Select the check box to create a link for Students to email an enrollment request to the Instructor. The link appears in the course catalog.
Self Enrollment	Select this option to allow Students to enroll in a course.
Start Date	Select this option to set an enrollment start date. If Self Enrollment is selected this date is required.
End Date	Select this option to set an enrollment end date. If Self Enrollment is selected this date is required.
Require Access Code to Enroll	Select this option to require an access code to enroll. Enter an access code that must then be distributed to approved Students. This access code will be required for Students to enroll in the course.

ENROLLMENT FEES

Overview

Enrollment fees sets a price for the course and lists the price along with the course. Users enrolling in a course can view the cost of a course but must contact the institution to arrange payment.

Find this page

Follow these steps to open the Enrollment Fees page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Options**.
5. Click **Enrollment Fees** from the Course Options page.

Fields

The Table below details the fields available on the Enrollment Fees page.

SELECT ENROLLMENT OPTIONS	
Do not Charge	Click this option and the cost of the Course will not appear to users within the <i>Blackboard Learning System</i> .
Charge	Click this option and enter an amount to charge Students for enrolling in this course.

CATEGORIZE COURSES

Overview

Attach and remove categories from the course using the Categorize Courses page. Once a category has been linked to a course, the course will appear under that category in the Course Catalog.

Find this page

Follow these steps to open the Categorize Courses page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Categories**.

Fields

The table below details the fields on the Categorize Courses page.

FIELD	DESCRIPTION
Course Categories	
Add Category	Select a category to add from the drop-down list. Click Add to attach the category to the course.
Currently Categorized in	Displays the categories attached to this course. Click Remove to detach a category from a course.

COURSE ACCESS STATISTICS

Overview

View usage information about a course from the Course Access Statistics page. For reports on system usage use the [System Reports](#) feature.

The Enable Event Tracking option must be set to Yes on the [Auto-Reporting Options](#) page before Statistics will be recorded.



NOTE: The data set for any report is limited to 100,000 hits.

Find this page

Follow the steps below to open the Course Access Statistics page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Statistics**.

Fields

The table below details the fields on the Course Access Statistics page.

FIELD	DESCRIPTION
Select Report Filter	
Select Report	Select a section of the course from the drop-down list. The report generated will detail the usage of the selected section.
Time Period	Choose the Between the Following Dates option to view data for a time period.
Users	Click All Users or Selected Users . If choosing Selected Users , highlight the users to include in the report. To select multiple users, hold down CONTROL and click on each Username.
Options	
Do You Wish to Refresh the Dataset	Click Yes to gather the most recent data for the report. Click No to use data from the date and time listed.

FIELD	DESCRIPTION
What Information do you Want to Display	Click the check boxes to include particular data in the report.

COURSE RECYCLER

Overview

The Recycle Course page is a useful tool to use when a course ends and will be taught again to another group of Students. The Recycle Course page allows Administrators to select information to be deleted from a course.

Example: Click in the box next to Gradebook and all the names of Students and their grades will be deleted from the course. The Instructor will have a clean Gradebook to start the new semester.

The Course Recycler will remove all users with a role of Student from the course. Teaching Assistants, Graders, and Course Builders will not be removed.

Recycle Course page

Follow these steps to open the Recycle Course page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Utilities**.
5. Click **Recycle Course** from the Course Utilities page.

Fields

The table below details the fields on the Recycle Course page.

FIELD	DESCRIPTION
Select Content Materials to Remove	
Content Area	Select the check box for each Course Area that will be recycled. The content in each area will be removed but the Course Area will remain a part of the Course.
Select Other Course Materials to Remove	
Announcements	Select Announcements to delete all course Announcements.
Discussion Board	Select the Discussion Board check box to delete the Discussion Forums.
Dropbox	Select the Dropbox check box to delete any items in the Instructor's Dropbox.
Gradebook items	Select the Gradebook check box to delete the gradebook items for the course.

FIELD	DESCRIPTION
Groups	Select the Groups check box to delete groups.
Statistics	Select the Statistics check box to delete information on Student usage.
Tests, Surveys, & Pools	Select this check box to delete the assessments in the course.
Users	Select the Users check box to delete the Student enrollments from the course.

COURSE DESIGN

Overview

Change the appearance of the navigation items in the Course Menu.

Find this page

Follow these steps to open the Course Design page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Images**.
5. Click **Course Design** from the Course Images page.

Select new style

Select **Buttons** to make the items in the Course Menu appear as buttons.

Select **Text Navigation** to make the items in the Course Menu appear as text links.

Button Style Options

Define the following options after choosing the Button Navigation Style.

FIELD	DESCRIPTION
Select Style Properties	
Button Type	Choose the Button Type from the drop-down list.
Button Shape	Click an option to choose the Button Shape.
Button Style	Use the drop-down list to select the color of the buttons.

Select Text Style Options

Define the following options after choosing the Text Navigation Style.

FIELD	DESCRIPTION
Select Style Properties	
Select background color for navigation	Click Pick and select a background color for the Course Menu.

FIELD	DESCRIPTION
Select a highlight color for the navigation	Click Pick and select a color for the text in the Course Menu.

COURSE BANNER

Overview

Add a banner to the top of the Announcements area on the course. The banner will appear only in this course and cannot be linked to a URL.

Find this page

Follow these steps to open the Course Banner page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Images**.
5. Click **Course Banner** from the Course Images page.

Fields

The table below details the fields on the Course Banner page.

FIELD	DESCRIPTION
Select a Course Banner	
Current banner	Displays the banner that currently appears at the top of the course.
New Banner	Enter a file name or browse for an image file. This file will appear on the course.
Remove this banner	Click this check box to remove the banner image from the course. No banner will appear at the top of the course.

COURSE QUOTAS OVERRIDE

Overview

Change the disk quotas for a course from the Course Quotas Override page. The quotas set on this page will apply to the course regardless of the default quota settings for the system. To change or set quotas for all courses on the system, use the [Quota tool](#).

Course Quotas Override page

Follow these steps to open the Course Quotas Override page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Quotas Override**.

Fields

The table below details the fields on the Course Quotas Override page.

FIELD	DESCRIPTION
Control Course Disk Quotas	
Override default Disk Quotas for this course	Click this check box to place restrictions on the size of the course.
Warn Instructors when course size exceeds	Enter an amount of disk space in Kilobytes. The Instructor will receive a warning that the course is approaching the disk space limit.
Maximum course disk Usage	Enter a disk space limit in Kilobytes.
Override default for maximum size of a single file upload to	Click this check box and enter a size limit in Kilobytes for files uploaded to the course.

CHAPTER 2 - CREATING COURSES AND ENROLLING USERS

Overview

This chapter covers the features for creating a course and enrolling Students and assigning staff.

In this chapter

Chapter 2—Creating Courses and Enrolling Users includes the following topics.

TOPIC	DESCRIPTION
Create Course	This topic covers the Create Course page. Administrators can create a course from this page.
Course Creation Wizard	This topic covers the Course Creation Wizard. Administrators can use the wizard to create courses instead of the Create Course page.
Course Creation Wizard: Course Information	This topic covers the Course Information page in the Course Creation Wizard.
Course Creation Wizard: Course Materials	Cours This topic covers the Course Materials page in the Course Creation Wizard.
Course Creation Wizard: Course Design	This topic covers the Course Design page in the Course Creation Wizard.
Course Creation Wizard: Course Menu	This topic covers the Course Menu page in the Course Creation Wizard.
Course Creation Wizard: Availability and Duration	This topic covers the Availability and Duration page in the Course Creation Wizard.
Course Creation Wizard: Course Enrollment	This topic covers the Course Enrollment page in the Course Creation Wizard.
Create a Template	This topic covers the Create a Templat page. Administrators may create templates for users who are creating courses.
Batch Create Courses	This topic covers the Batch Create Courses page. Administrators can create many courses at once by uploading a batch file.
Batch Enroll Users	This topic covers the Batch Enroll Users page. Administrators can enroll many Students and assign many staff into many different courses by uploading a batch file.

CREATE COURSE

Overview

Create a course from the Create Course page. If an Administrator disabled the Create Course function for Instructors or requires Instructors to submit email requests for course creation, this is the only way new courses can be created.



NOTE: Administrators can assign the Administrative User Role of Course Creator to certain users. Users with these privileges can access the Create Course function on the Administrator Panel. This is helpful if Instructors are not allowed to create courses and the Administrator cannot respond quickly to requests for new courses.

Find this page

Click **Create Course** on the Administrator Panel.

Fields

The table below details the fields on the Create Course page.

FIELD	DESCRIPTION
Course Information	
Course Name	Enter a name for the course.
Course ID	Enter a Course ID. The Course ID should not have any spaces or characters other than numbers and letters, dash (-), underscore (_), and period (.). Do not use special characters. Special characters include %&#<>=+ as well as spaces. When creating attributes a good rule to follow is only use alphanumeric characters, underscores, dots, and dashes. The Course ID must be unique and remain static. It cannot be modified.
Description	Enter a description of the course. The description will appear in the catalog listing. A summary and enrollment instructions should be included in the description.
Course Design	
Select background color for navigation	Click Pick to select a color from the palette. The color selected will appear as the background to the Course Menu.

FIELD	DESCRIPTION
Select highlight color for navigation	Click Pick to select a color from the palette. The color selected will appear as the text color in the Course Menu.
Course Options	
Guest Access	Click Yes to make the course available to guests.
Available	Click Yes or No to control the course availability.
Select Course Catalog Category	Select a Course Catalog category for the course. The course will be listed under the selected categories.
Course Cartridge	Enter a valid Access Key to download course materials from a Course Cartridge to the new course.
Instructor	Enter the name of the Instructor for this course. The Instructor named will be able to customize the course through the Course Control Panel. Clicking New Instructor will bring up the Create New User page after clicking Submit at the bottom of the page.

Course availability

The following table describes what type of access different user roles have to a course that is unavailable

COURSE ROLE	ACCESS WHEN COURSE IS UNAVAILABLE
Students	The course is not available to Students.
Instructors, Course Builders, Teaching Assistants, and Graders	Courses set to Unavailable will appear to the user. The course will be indicated as Unavailable, but will still be accessible.

COURSE CREATION WIZARD

Overview

The Course Creation Wizard enables users to create courses through an easy workflow. The Wizard consists of a series of pages that breaks up the numerous aspects of course creation into a sequence of manageable pieces. Instructors can use the wizard to complete the initial setup of a course in one easy-to-follow process.



NOTE: Organizations may not be created through this method.

Find this page

To open the Course Creation Wizard, select Course Creation Wizard on the Administrator Panel.

Wizard navigation

Users may use the links at the bottom of each Wizard page to navigate within the Wizard. These links include options for **Cancel**, **Back**, **Next**, and **Finish**. All links may not be available on all pages within the Wizard.

Wizard Progress Tracker

The Wizard Progress Tracker appears on the left side of each page in the Wizard and represents the entire workflow of the Course Creation Wizard. Users can view where they are in the workflow as they build a course. There are no navigation options in the Wizard Progress Tracker.

Wizard steps

The Welcome page gives an overview of the different steps for creating a course through the Course Creation Wizard. Users may choose to skip some of these steps.



NOTE: If the user skips steps in the Wizard, these options will automatically be set to the system defaults. These settings may be modified through the Course Control Panel once the course is created.

The following list includes all of the steps for creating a course

SECTION	DESCRIPTION
Course Information	Enter course information, such as Course Name, Course ID, and a description of the course.
Course Materials	Select a template, course cartridge, or an existing course to use as the basis of the course, or create a new course.
Course Design	Design the buttons and text for the course
Course Menu	Add or remove options that appear on the Course Menu.
Availability and Duration	Select which users this course will be available to.
Enrollment Options	Select how users will be enrolled the course.

COURSE CREATION WIZARD - COURSE INFORMATION

Overview

The Course Creation Wizard consists of a series of pages that breaks up the numerous aspects of course creation into a sequence of manageable pieces. The user enters course details, such as the Title and Course ID on the Course Information page.

Fields

The table below details the fields on the Course Information page

FIELD	DESCRIPTION
Course Information	
Course Name	Enter a name for the course.
Course ID	Enter a unique Course ID. The Course ID should not have any spaces or characters other than numbers and letters, dash (-), underscore (_), and period (.). Do not use special characters. Special characters include %&#<>=+ as well as spaces. When creating attributes a good rule to follow is only use alphanumeric characters, underscores, dots, and dashes.
Description	Enter a description of the course. The description will appear in the listing with the course name and ID. A summary and enrollment instructions should be included in the description.



NOTE: If the user returns to this page after the course has been created, he or she will see a read-only view of this page. The data in these fields may not be changed after the wizard is complete.

COURSE CREATION WIZARD - COURSE MATERIALS

Overview

The Course Creation Wizard consists of a series of pages that breaks up the numerous aspects of course creation into a sequence of manageable pieces. The Course Content page allows the user to choose a template, an existing course, or a Course Cartridge as the basis for the new course. Users may also choose to create an entirely new course.

Fields

The table below details options on the Course Content page

FIELD	DESCRIPTION
Create an entirely new course.	Select this option to create a course that is not based on an existing course, template or Course Cartridge.
Create a course using a Template	Select this option to create a course using a course Template in the system.
Template drop-down list	A list of course templates available in the system. Select a template to use for this course. When a template is used, all of the course content in the template course is copied to the new course. The Instructor may change course settings and course content in the destination course once they have completed the Wizard.
Create a course from an existing course	Select this option to create the course by copying an existing course.
Course drop-down list	A list of courses in which the user is an Instructor, TA or Course Builder. Select the course to copy to create this new course. Only the course content (not user data) will be copied from the existing course into the new course. The Instructor may modify the course content in the destination course.
Create the course using a Course Cartridge	Select this option to create a course using a Course Cartridge.
Course Cartridge Instructor Download key	Enter the download key for the Course Cartridge.

COURSE CREATION WIZARD - COURSE DESIGN

Overview

The Course Creation Wizard consists of a series of pages that breaks up the numerous aspects of course creation into a sequence of manageable pieces. Instructors select the appearance of a course on the Course Design page.

Fields

The table below details the fields on the Course Design page.

FIELD	DESCRIPTION
Select a Navigation Style	
Navigation Style	Select Buttons to make the areas of the Course menu appear in a button format. Select Text Navigation to make areas of the Course menu appear in a text format.

Select a Button Style

When the Button Navigation Style is chosen an additional set of functions must be defined. The table below details the fields on the Select Style Properties section for buttons.

FIELD	DESCRIPTION
Select Style Properties	
Button Type	Choose the Button Type from the drop-down list.
Button Shape	Click an option to choose the Button Shape.
Button Style	Use the drop-down list to select the color of the buttons. Click Gallery of Buttons to view all of the button options.

Select Text Navigation Colors

When the Text Navigation Style is chosen an additional set of functions must be defined. The table below details the fields on the Select Style Properties section for text.

FIELD	DESCRIPTION
Select Style Properties	
Select background color for navigation	Click Pick and select a background color for the Course menu.
Select a highlight color for the navigation	Click Pick and select a color for the text in the Course menu.

COURSE CREATION WIZARD - COURSE MENU

Overview

The Course Creation Wizard consists of a series of pages that breaks up the numerous aspects of course creation into a sequence of manageable pieces. The Course Menu page allows the user to choose which options will appear in the Course Menu.

Functions

If the user selected to create a new course they may add and remove items on the Course Menu. If the user selected an option to use a template, an existing course or a Course Cartridge on the Course Content page, he or she will be unable to modify the Course Menu. The Course Menu is automatically copied from the existing course, template or cartridge. Users can modify the Course Menu after the course is created from the Course Control Panel.

Adding a menu item creates a Content Area with a name specified by the user. New Content Areas are automatically available to Students, and unavailable to Guests and Observers.

COURSE CREATION WIZARD – AVAILABILITY AND DURATION

Overview

The Course Creation Wizard consists of a series of pages that breaks up the numerous aspects of course creation into a sequence of manageable pieces. The Availability and Duration page is used to control access to the course and the course duration.

Fields

The table below details options on the Availability and Duration page

FIELD	DESCRIPTION
Guest Access	
Guest Access	Select either Yes or No to make the course available to Guests.
Course Availability	
Availability	Select either Yes or No to make the course available to users. If the course is set to available, all users participating in the course will have access. If the course is set to unavailable, access is determined by course role. Courses that are unavailable will not appear in the Course Catalog.
Course Duration	
Continuous	Select this option to make the course continuously available. If this option is selected the course will always be available.
Select Dates	Select this option to set the course availability for a specific number of days. Use the drop down list to select the starting and ending dates of the course or click the calendar icon to select dates from the calendar interface. The course may also begin on a specific date and not have a specific end date.
Days (from the date of enrollment)	After the end date, the course is no longer available for Students but is otherwise unchanged. Students who attempt to login to the course are told that the course has ended. Select this option to place a time limit on a self-paced course. The course will be available for that number of days from the time a Student enrolls. For example, if the number of days is set to 10, the course will be available for 10 days to each Student who enrolls.

Course role availability

The following table describes what type of access different user roles have to a course that is unavailable

COURSE ROLE	ACCESS WHEN COURSE IS UNAVAILABLE
Students	Courses set to Unavailable will not appear at all in the Student's My Courses module on the My Institution tab, or in the Student's Course List on the Courses tab. Students may not access a course that is set to unavailable.
Instructors	Courses set to Unavailable will appear in the Courses you are teaching section of the My Courses module and in the Course List on the Courses tab. The course will be indicated as Unavailable, but will still be accessible by the Instructor.
Course Builders and Teaching Assistants	Courses set to Unavailable will appear in the Courses in which you are participating section of the My Courses module and in the Course List on the Courses tab. The course will be indicated as Unavailable. The course is still accessible by Course Builders and Teaching Assistants.
Graders	Courses set to Unavailable will appear in the Courses in which you are participating section of the My Courses module and in the Course List on the Courses tab. The course will be indicated as Unavailable to others but is accessible by Graders.

COURSE CREATION WIZARD – COURSE ENROLLMENT

Overview

The Course Creation Wizard consists of a series of pages that breaks up the numerous aspects of course creation into a sequence of manageable pieces. Instructors set the enrollment process for a course from the Course Enrollment page. Enrollment can also be limited to a set time and to those Students that receive approval and are granted an access code.

Fields

The table below details the fields on the Course Enrollment page.

FIELD	DESCRIPTION
Select Enrollment Options	
Instructor/Admin	Select this option to make course enrollment Instructor and Administrator led. Select the check box to create a link for Students to email an enrollment request to the Instructor. The link appears in the course catalog.
Self Enrollment	Select this option to allow Students to enroll in a course as determined by the limits defined in the starting date, ending date, and access code.
Select Enrollment Options	
Start Date	Select this option to set an enrollment start date. Choose an enrollment start date by clicking the drop-down arrow and selecting date values or click the calendar icon to select a date from the calendar interface. If Self Enrollment is selected this date is required.
End Date	Select this option to set an enrollment end date. Choose an enrollment end date by clicking the drop-down arrows and selecting date values or click the icon to select a date from the calendar interface. If Self Enrollment is selected this date is required.
Require Access Code to Enroll	Select this option to require an access code to enroll. Enter an access code that will be distributed to approved Students. If selected, this access code will be required for Students to enroll in the course.

CREATE A TEMPLATE

Overview

Creating a template to use as the basis of other courses is as simple as creating and designing a course. After creating and designing a course, use the Template Options page to designate the course as a template. To apply a template when creating a course, use the Course Creation Wizard to generate the course.

Find this page

Follow these steps to open the Template Options page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Template Options**.

Fields

The fields on the Template Options page are detailed in the table below.

FIELD	DESCRIPTION
Select Template Option	
Use this course as a Course Template	Select this option to enable this course as course template when using the Course Creation Wizard.
Do not use this course as a Course Template	Select this option to prevent the course from appearing in the list of templates when using the Course Creation Wizard. This option is the default.

BATCH CREATE COURSES

Overview

Add large numbers of courses from the Batch Create Courses page. Using a batch file, courses are entered into the system quickly and without having to go through the Create Course page to add each course.



NOTE: Verify that the fields are in the correct order for the current version. If necessary, rearrange the fields before processing the batch file.

Find this page

Click **Batch Create Courses** on the Administrator Panel.

Fields

The table below details the fields on the Batch Create Courses page.

FIELD	DESCRIPTION
File Upload	
File Location	Enter the location of the batch course file. Click Browse to open up the file directory then locate and select the file.
File Delimiter	Select the file delimiter used in the batch course file. If Automatic is selected, the batch file will be analyzed and the delimiter determined based on the frequency of the character in the file.
Default Button Style	Select a default button style from the drop-down list. This style will appear in all courses that do not have a button style in their record.

Creating a batch file of new courses

Batch files are .delimited files holding large quantities of new courses. Batch files cannot contain any course content other than one announcement.

Batch course files must contain a Course ID and Course Name, and may also contain a Course Description, Button Style, and Initial Announcement, appearing in the following format

"Course_ID","Course name","Course Description","Button_Style", "announcement", "announcement title"

The following rules apply to batch course files

- Fields must be enclosed in double quotes.
Example "Eng_201"
- Each field must be separated with a delimiter. Commas, colons, or tabs may be used, however, you may not use more than one as a delimiter in a batch file.
Example "Eng_201","English Literature"
- Each record must be separated by a hard return.
Example "Eng_201","English Literature"
"ENG_202","Transcendentalist Works"
- Each batch file should not exceed 500 records due to time out restrictions associated with most browsers.
- Do not include blank lines between records. The blank line will be processed and return an error.

Using special characters

The following special characters should never be used in an attribute such as a User Name, password, database user, Course ID, and so forth.

%&#<>=+

These characters are only safe to use when adding content into a text box, such as adding the description for a course.

When creating attributes a good rule to follow is to only use alphanumeric characters, underscores, dots, and dashes (do not use spaces!).

BATCH ENROLL USERS

Overview

Enroll large numbers of users into courses from the Batch Create Users page. A batch file for adding users can add many users into many different courses. If a Course Role is not assigned in the batch file the default value is Student.



NOTE: If using a batch file created for a previous version of Blackboard Learning System, verify that the fields are in the correct order for the current version. If necessary, reformat the file so that the fields are in the correct order before processing the batch enroll.

Find this page

Click **Batch Enroll Users** on the Administrator Panel.

Fields

The table below details the fields on the Batch Enroll Users page.

FIELD	DESCRIPTION
File Upload	
File Location	Enter the location of the batch user file.
Delimiter Type of Your File	Select the delimiter option to be used on the batch user file entered in the File Location field. If Automatic is selected, the batch file will be analyzed and the delimiter determined based on the frequency of that character in the file.

Create batch file

Batch files are .txt files that hold large quantities of information to upload to the system. Note the following when creating a batch file

- If quotation marks appear in a field, it is necessary to use an escape character so the process knows that the next character does not mark the end of the field. The escape character is a backslash (\). For example, "\"NICKNAME\"".

- Fields must be enclosed in double quotes.
Example "John"
- Each field must be separated with a delimiter. Commas, colons, or tabs may be used, however, you may not use more than one as a delimiter in a batch file.
Example "John","Smith"
- Each record must be separated by a hard return.
Example "John","Smith"
"Larry","Smith"
- Each batch file should not exceed 500 records due to time out restrictions associated with most browsers.
- Do not include blank lines between records. The blank line will be processed and return an error.

CHAPTER 3 - COURSE UTILITIES

Overview

This chapter reviews the features for deleting, moving, and backing up courses.

In this chapter

Chapter 3—Course Utilities includes the following topics.

TOPIC	DESCRIPTION
Remove Course	This topic covers the Remove Course page that Administrators use to remove a course.
Copy Course	This topic covers the Copy Course page used to add content from one course to another.
Copy Course Materials into a New Course	This topic covers the Copy Course Materials (but not users) into a New Course page. This page is used to create a new course with content from another course.
Copy Course Materials into an Existing Course	This topic covers the Copy Course Materials (but not users) into an Existing Course page. This page is used to add content from one course into another.
Course Copy with Users (Exact Copy)	This topic covers the Course Copy with Users (Exact Copy) page. This page is used to create a duplicate course including users and enrollments.
Import Course	This topic covers the Import Course page used to add a package containing an exported course from this page.
Export / Archive Manager	This topic covers the Export / Archive Manager page. This page is used to Export and Archive courses, as well as to access course packages once they have been created through these operations.
Export Course	This topic covers the Export Course page used to create a package of course content for use at a later time.
Archive Course	This topic covers the Archive Course page used to create an incremental backup of a specific course.
Restore Course	This topic covers the Restore Course page used to add a package of an archived course to the system from this page.

TOPIC	DESCRIPTION
Batch Import/Export/Archive/Restore Course	This topic covers the command line tool for batch import/export/archive/restore operations.
Batch Copy Course	This topic covers the command line tool for batch copying courses.
Adding File Types for Use with Content Items	This topic covers the recognized file types for attachments to Content Items and how Administrators can add additional recognized file types.

What is the difference between export, archive, copy, and recycle for a course?

The *Blackboard Learning System* includes several tools for reusing courses and course content. The tools are:

- **Export/Import:** Export takes course content and puts it in a package that can be used in another course at a later date. One or more course areas can be included in the package. This is an effective means of reusing a course or parts of a course to teach another set of students next semester or for backing up content without keeping Student interactions.
- **Copy:** Course Copy adds content from one Course to another. This is useful when teaching the same Course during the same term to different sets of Students. Course Copy is the best way to share content across multiple sections of the same course.
- **Recycle:** Recycling a Course removes User interactions with the Course while keeping the content intact. This is useful when teaching the same Course to a new set of Students.
- **Archive/Restore:** The Archive Course function creates a record of the Course including User interactions. It is most useful for recalling Student performance or interactions at later time. The archive package is saved as a .ZIP file that can be restored to the system at another time. In effect, Archive/Restore acts as a backup tool at the individual course level (although it is not a replacement for a fully formed, server-side backup and restore process!).

REMOVE COURSE

Overview

Courses can be removed from *Blackboard Learning System* through the Remove Course page. Courses that are removed cannot be restored to the *Blackboard Learning System* unless the course was archived or exported prior to removing it.

Keep in mind that archiving a course will preserve not only course content but also user enrollments and interactions with the course. For information on archiving a course prior to removing it from *Blackboard Learning System*, see the Archive Course topic.

Find this page

Click **Remove Course** on the Administrator Panel.

Functions

The following table details the functions available from the Remove Course page.

To . . .	CLICK . . .
remove courses	the check boxes in the Remove column to select courses for deletion. Type 'Yes' in the field at the bottom of the page to verify and then click Submit to delete all selected courses from the system.
view a course	the link in the Course ID column.
access the Properties <i>Course</i> page for a course	Properties for a course.

COPY COURSE

Overview

Copy Course can be used in several different ways

- Copy selected course materials into a new course to create a new section of the same course.
- Copy selected course materials into an existing course to share content across several courses without having to recreate the content in each course.
- Copy just enrollments (or enrollments and selected content and tools) to easily move users from one sequential course to the next course.
- Create an exact copy of a course, including enrollments and Student interactions.

Find this page

Select **Copy Course** on the Administrator Panel to open the Copy Course page.

Available functions

The following functions are accessible from the Copy Course page.

To . . .	CLICK . . .
Copy some or all of the course materials into a new course	Copy Course Materials into a New Course
Copy some or all of the course materials into an existing course	Copy Course Materials into an Existing Course
Make an exact copy of the course including enrollments	Copy Course with Users (Exact Copy)

Content Collection items

When a course is copied, links to Content Collection items within the course are included.

If options on the Copy Setting page are enabled, the permissions for Content Collection items located in almost all course areas will be automatically updated.

The one exception to this is Assessments. The permissions for Content Collection items linked to in Tests, Surveys, and Questions Pools are not automatically updated. The Instructor must update the permissions to these items manually through the Content Collection.

When the items that are linked to in the course are viewed in the Content Collection, Read permission will appear for All Course Users.



NOTE: The Copy Settings page is located in Administrator Panel > Settings (under the Content System section).

COPY COURSE MATERIALS INTO A NEW COURSE

Overview

Copying course materials into a new course creates a course in the system and populates it with content from a course already on the system. The Course Menu specified in the source course will replace the default Course Menu in the new course.

Find this page

Follow these steps to locate the Copy Course Materials into a New Course page.

1. Click **Course Copy** from the Administrator Panel.
2. Click **Copy Course Materials into a New Course** from the Copy Course page.

Source Course ID

Enter a Course ID for the source course in the Source Course ID field.

Destination Course ID

Enter a Course ID for the new course that will be created and populated with content from the current course. Please make sure that the new Course ID matches the naming convention used at the institution. Also, The Course ID should not have any spaces or characters other than numbers and letters, dash (-), underscore (_), and period (.). The Course ID must be unique and remain static. It cannot be modified.

Select course materials

Select the check boxes for each course area and tool in the course that should be copied into the new course. The table below details what happens to each selectable option when the copy is performed.



NOTE: A Course Copy operation cannot be completed if the user does not select at least one of the following areas: Content, Staff Information or Settings. If none of these options is selected a warning will appear.

COURSE MATERIAL	BEHAVIOR WHEN COPIED
Content	Copies course materials, including uploaded files, Learning Units, and links. Users may also select to include Course Information, Course documents, Assignments, and External Links.

COURSE MATERIAL	BEHAVIOR WHEN COPIED
Announcements	All Announcements are copied to the new course. This option must be selected or the links in Announcements to Assessments will be broken.
Tests, Surveys, and Pools	All Assessments and Surveys, including questions and options for deploying them are copied. All Pools are copied to the new course.
Calendar	All Calendar events are copied to the new course.
Collaboration Sessions	Collaboration Sessions.
Course Settings	Some Course Settings will be copied. See Course Settings below for more information.
Discussion Board	Discussion Board forums, including the initial posts in each forum, are copied to the new course.
Gradebook Items and Settings	Items in the Gradebook, and their settings, such as type, categories, and display options, are copied to the new course.
Group Settings	Settings include the names of the Groups, the settings for tool availability, and the Discussion Board forum names.
Staff Information	All Staff Information is copied to the new course.

Course Cartridge content

Copy Protected Cartridge content is only copied if the **Course Cartridge Materials** option is selected. This option only appears if there is Copy Protected Cartridge content in the course.

Course Settings

When Course Settings is selected, certain settings are copied to the new course. These include the following

- Course Name
- Course Description
- Course Entry Point
- Course Design
- Course Banner
- Tools settings that do not exist are added. Existing settings are not overwritten.

The following settings are not copied as part of this operation

- Course ID
- Course Availability
- Guest Access
- Observer Access
- Course Duration
- Enrollment Options

COPY COURSE MATERIALS INTO AN EXISTING COURSE

Overview

The Copy Course Materials into an Existing Course page enables Instructors to copy content from one course into another they are teaching. Instructors can select areas, such as Announcements, Staff Information or Course areas to copy. Copy Course will add content to a course, but it will not remove existing content.

Find this page

Follow these steps to locate the Copy Course Materials into a New Course page.

1. Click **Course Copy** from the Administrator Panel.
2. Click **Copy Course Materials** into an Existing Course from the Copy Course page.

Destination Course ID

Enter a Course ID for the destination course or click **Browse** to open a Search function in a separate window.

Select course materials

Select the check boxes for each course area and tool in the course that should be copied into the existing course. The table below details what happens to each selectable option when the copy is performed.



NOTE: A Course Copy operation cannot be completed if the user does not select at least one of the following areas: Content, Staff Information or Settings. If none of these options is selected a warning will appear.

COURSE MATERIAL	BEHAVIOR WHEN COPIED
Content	Copies course materials, including uploaded files, Learning Units, and links. Users may also select to include Course Information, Course documents, Assignments, and External Links.
Announcements	All Announcements are copied to the new course. This option must be selected or the links in Announcements to Assessments will be broken.
Tests, Surveys, and Pools	All Assessments and Surveys, including questions and options for deploying them are copied. All Pools are copied to the new course.
Calendar	All Calendar events are copied to the new course.

COURSE MATERIAL	BEHAVIOR WHEN COPIED
Collaboration Sessions	Collaboration Sessions.
Course Settings	Some Course Settings will be copied. See Course Settings below for more information.
Discussion Board	Discussion Board forums, including the initial posts in each forum, are copied to the new course.
Gradebook Items and Settings	Items in the Gradebook, and their settings, such as type, categories, and display options, are copied to the new course.
Group Settings	Settings include the names of the Groups, the settings for tool availability, and the Discussion Board forum names.
Staff Information	All Staff Information is copied to the new course.

Course Settings

When Course Settings is selected, certain settings are copied to the existing course. These include the following

- Course Entry Point
- Course Design
- Course Banner
- Tools settings that do not exist are added. Existing settings are not overwritten.

The following settings are not copied as part of this operation

- Course ID
- Course Name
- Course Description
- Course Availability
- Guest Access
- Observer Access
- Course Duration
- Enrollment Options

Resolving Course Menu items

When copying content and tools from one course to an existing course, the Course Menu must resolve itself in the destination course. The table below describes the how Course Menu items are resolved.

IF . . .	THEN . . .
a Course area in the source course does not exist in the destination course	the area will be added to the Course Menu in the destination course.
the Course area in the source course and the Course area in the destination course have the same name and are of the same type (for example, External Links, Staff Information, or content)	the content from the source course will be added, but will not replace, the content in the area within the destination course.
the Course area in the source course and the Course area in the destination course have the same name but are of different types	the Course area from the source course will be added to the destination course under a different name. The new name will append an incremental numeral to the name (for example, Course Materials will become Course Materials1).

Links

Links to parts of a course that are not included in the copy will break when the links appear in the destination course. For example, if there is a link to a Test in a course area and Assessments are not copied, the link to the test will break.

Course Cartridge content

The **Course Cartridge Materials** option is only successful if the source course includes Copy Protected cartridge content and the destination course does not have a Cartridge ID. If this option is selected, the Copy Protected cartridge content will be copied to the destination course with the Cartridge ID assigned. This option only appears if there is Copy Protected Cartridge content in the source course.

If the destination course already has a Cartridge ID (meaning it already includes Copy Protected cartridge content), neither the cartridge content nor the Cartridge ID may be copied from the source course to the destination course. If the **Course Cartridge Materials** option is selected, the copy operation will be successful, but a note in the receipt states that the Course Cartridge Materials will not be copied.

If the source course and the destination course have the same Cartridge ID, the content may be copied successfully.

COPY COURSE WITH USERS (EXACT COPY)

Overview

Copy Course with Users performs a complete copy of the course. This is the only Copy option that copies user records, such as grades and Discussion Board posts, to the new course. This option is useful if a course is split into multiple sections. The Instructor may do an exact copy and then un-enroll specific students to create two sections of the same course.



NOTE: All Course Cartridge content is copied during a Copied Course with Users operation.

Find this page

Follow these steps to locate the Copy Course with Users (Exact Copy).

1. Click **Course Copy** from the Administrator Panel.
2. Click **Copy Course with Users (Exact Copy)** from the Copy Course page.

Copy the Course

Enter the Course ID for the Source Course and the Destination Course and select Submit. The new course will contain all of the same content and all of the same user enrollments and staff assignments as the source course.

Please make sure that the new Course ID matches the naming convention used at the institution. Also, The Course ID should not have any spaces or characters other than numbers and letters, dash (-), underscore (_), and period (.). The Course ID must be unique and remain static. It cannot be modified.

Select Enrollments

If Enrollment is selected, the list of users in the course will be copied.

User records in the course will not be copied. This includes the following:

- Gradebook Records
- Discussion Board posts (including Groups Discussion Board posts)
- Archived Discussion Board messages (including Groups Discussion Board posts)
- Drop Box files
- Assessment attempts
- Assignment submissions
- Course Statistics
- Collaboration session logs

- User Home pages
- The Electric Blackboard® entries

User records are only copied if the Copy Course with Users (Exact Copy) option is selected.

IMPORT COURSE

Overview

Import Course uploads an Export package of course content. Export packages, created with the Export Course feature, are .ZIP files that contain course materials, but not user data or interactions. Export packages are useful for storing content that may be used to teach the same course to different Students at a later time. To create a permanent record of a course, use the Archive Course and Restore Course features.

Never upload an Exported Course package that has been modified since it was created and downloaded. Opening the .ZIP file and changing any of the files in the Exported Course package will result in unstable and unpredictable behavior when the course is imported.



NOTE: Course packages created before Blackboard 5.0 are not supported.

Import Course page

Click **Import Course** on the Administrator Panel.

Fields

The table below details the fields on the Import Course page.

FIELD	DESCRIPTION
Course ID	
Destination Course ID	Enter the Course ID of the course to receive course materials. If a course ID that does not exist on the system is entered, a new course with this ID will be created with the data and settings from the imported course.
Packaged Course	Either enter the path to the course package or click Browse to search for the course package.
Select Course Materials	Select the option for each course area and tool in the course that should be imported. The Select course materials section below details these options.

Select course materials

The table below details what happens to each selectable option when the import is performed.

COURSE MATERIAL	BEHAVIOR WHEN COPIED
Content	Imports course materials, including the following, from the package <ul style="list-style-type: none"> • Uploaded files • Learning Units • Links • Course Information • Course Documents • Assignments • External Links • Building Block content
Announcements	All Announcements are imported. If Assessment links appear in Course areas, then this option must be selected, or the link to the Assessment will be broken.
Tests, Surveys, and Pools	All Assessments and Surveys, including questions and options for deploying them are imported. All Pools are imported to the new course.
Calendar	All Calendar items are imported to the new course.
Course Settings	Some Course Settings will be imported. See Course Setting below for more information.
Discussion Board	Discussion Board forums, including the initial message in the Discussion Board, are imported.
Gradebook Items and Settings	Items in the Gradebook, and their settings, such as type, categories, and display options, are imported.
Group Settings	Settings include the names of the Groups, the settings for tool availability, and the Discussion Board forum names.
Staff Information	All Staff Information is imported.

Course Settings

When Course Settings is selected, certain settings are imported to the course. These include the following

- Course Name
- Course Description
- Course Entry Point

- Course Design
- Course Banner
- Tools settings that do not exist are added. Existing settings are not overwritten.

The following settings are not imported as part of this operation

- Course ID
- Course Availability
- Guest Access
- Observer Access
- Course Duration
- Enrollment Options

Resolving the Course Menu items

When importing a package, the Course Menu must resolve itself in the destination course. The table below describes the how Course Menu items are resolved.

IF . . .	THEN . . .
a Course area in the package does not exist in the destination course	the area will be added to the Course Menu in the destination course.
the Course area in the package and the Course area in the destination course have the same name and are of the same type (for example, External Links, Staff Information, or content)	the content from the package will be added, but will not replace, the content in the area within the destination course.
the Course area in the package and the Course area in the destination course have the same name but are of different types	the Course area from the package will be added to the destination course under a different name. The new name will append an incremental numeral to the name (for example, Course Materials will become Course Materials1).

Course Links

Links to parts of a course that are not included in the export package will break when the links appear in the destination course. For example, if there is a link to a Test in a course area and Tests, Surveys and Pools are not exported, the link to the Test will break.

EXPORT COURSE

Overview

The Export Course feature creates a package of the course content that can later be imported into Blackboard and used to teach another course with the same content. It is important to note that, unlike the Archive Course feature, Export Course packages do not include any user interactions with the course—it only includes the content of the course. Therefore, Export Course is useful when course materials will be reused at a later time to teach a new set of Students. Archive Course is useful to maintain a record of a course after it has been taught.

Export packages are created as compressed .ZIP files and can be imported into *Blackboard Learning System* in the same format. Do not unzip an Export package, remove files from the package, or try to import a file contained with the package, otherwise the package will not be imported correctly.

Export packages from older versions of *Blackboard Learning System* can be imported into *Blackboard Learning System*, but *Blackboard Learning System* export files are not backward compatible with previous versions.

Find this page

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Utilities..**
5. Click **Export / Archive Manager** from the Course Utilities page.
6. Click **Export** in the Action Bar of the Export / Archive Manager page.



NOTE: An Export Course option is also available on the Administrator Panel. If this option is selected, enter the Course ID on the Export Course page that appears and click **Submit**. Options appear to select the materials to include in the export package. Once the package has been created, the Administrator must open the [Manage Exports](#) page to download the course package.

Fields

The table below details the fields on the Export Course page.

FIELD	DESCRIPTION
Select a Course	
Source Course ID	Enter the Course ID of the course that will be exported.
Select Course Materials	

FIELD	DESCRIPTION
Select Course Materials	Select the option for each content area and tool in the course that should be exported. The Select course materials section below details these options.

Select course materials

The table below details what happens to each selectable option when the export is performed.

COURSE MATERIAL	BEHAVIOR WHEN EXPORTED
Content	Exports course materials, including uploaded files, Learning Units, and links. Users may also select to include Course Information, Course documents, Assignments and External Links.
Announcements	All Announcements are exported. If Assessment links appear in Course areas, then this option must be selected, or the link to the Assessment will be broken.
Tests, Surveys, and Pools	All Assessments and Surveys, including questions and options for deploying them are imported. All Pools are exported to the new course.
Calendar	All Calendar items are exported to the new course.
Course Settings	Some Course Settings will be exported. See Course Setting below for more information.
Discussion Board	Discussion Board forums, including the initial message in the Discussion Board, are exported.
Gradebook Items and Settings	Items in the Gradebook, and their settings, such as type, categories, and display options, are exported.
Group Settings	Settings include the names of the Groups, the settings for tool availability, and the Discussion Board forum names.
Staff Information	All Staff Information is exported.

Course Settings

When Course Settings is selected, settings are exported. These include the following

- Course Name
- Course Description
- Course Entry Point
- Course Design
- Course Banner
- Blackboard Tools
- Building Block Tools

- Content Tools
- Course ID
- Course Availability
- Guest Access
- Observer Access
- Course Duration
- Enrollment Options



NOTE: For information about which of these settings are included during a import operation, see the [Import Course](#) topic.

IMS specifications

The Blackboard packaging format follows the IMS Content Packaging Specification with extensions to support content types specific to *Blackboard Learning System*. *Blackboard Learning System* uses

- IMS Content and Packaging Specification 1.1.2
- IMS Metadata Specification 1.2.1
- IMS Enterprise Specification 1.01
- IMS Question and Test Interoperability Specification 1.2

Download the course package

After the Export Course page is submitted, the system creates the course package. When the package is complete, the Administrator who initiated the operation receives an email. This email includes a link to the log file contents of the package. After the email is received, Administrators may open the [Export / Archive Manager](#) page in the Blackboard application and download the course package to the local computer.

EXPORT / ARCHIVE MANAGER

Overview

The Export / Archive Manager page organizes all export and archive packages that are created from the course. When the course is exported or archived, a link to the package appears on this page. The Administrator may download the package to a local computer, and then use it in the future for import or restore operations.

When a package is exported or archived, it does not appear on this page immediately. An email is sent to the user once the system has created the package; the user may then open this page to find the package and download it.



NOTE: It is recommended that packages be removed from this page once they are downloaded. Each package counts against the course quota; so keeping packages on this page may result in limited space to add additional content to the course.

Find this page

Follow these steps to open the Export / Archive Manager page.

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Utilities..**
5. Click **Export / Archive Manager** from the Course Utilities page.

Functions

The following table details the functions available from the Export / Archive Manager page.

To . . .	CLICK . . .
export a course	Export in the Action Bar. The Export Course page appears.
archive a course	Archive in the Action Bar. The Archive Course page appears.
download a course package	the link to the package in the File column. Save the .zip file to a local computer.
view the log details	Log next to the package. The Log page appears.
view the package creation details	Detailed Log next to the package. The Detailed Log page appears explaining the different parts of the operation.
remove a course package	Remove next to the package.

ARCHIVE COURSE

Overview

Archive Course creates a permanent record of a course including all the content and user interactions. Unlike the Export Course feature, Archive Course is not useful when trying to create a package of content to be used at a later time or with another course. When an Archive package is restored, not only is the content of the course restored, but all of the user information and user interactions are restored as well. The course is fully restored to the state it was in when archived. Course Cartridge content is archived during this operation, and may be restored.

Archived courses are saved as .ZIP files with the following file naming structure ArchiveFile_Course_ID_date/time_stamp.ZIP. Once the package has been downloaded, do not remove files from the package or unzip the package and try to restore individual files within the package. The course can only be restored if the package is intact. Modifying the .ZIP file and then uploading the Archived Course package will result in unstable and unpredictable behavior in the Restored Course.

Find this page

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Utilities..**
5. Click **Export / Archive Manager** from the Course Utilities page.
6. Click **Archive** in the Action Bar on the Export / Archive Manager page.



NOTE: An Archive Course option is also available on the Administrator Panel. If this option is selected, enter the Course ID on the Archive Course page that appears and click **Submit**. Once the package has been created, the Administrator must open the [Export / Archive Manager](#) page to download the course package.

Archiving a Course

There is only one field on the Archive Course page. Enter a valid Course ID in the Source Course ID field. If the Course ID is not known, click Browse to look it up.

Follow these steps to search for a course

1. Select the Course ID, Instructor, or Title/Description option.
2. In the text field, enter a Course ID, an Instructor name, or a string that appears in the Title or Description of the course. If this field is left blank, courses will be filtered only by the date created.
3. Select the All Courses, Month, or Day option to define the list based on when courses were created (If Month is selected, courses that are returned will have been created in the previous 30 days. If Day is selected, courses that are returned will have been created in the last 24 hours).

4. The search function will create a list of courses according to the search criteria. Courses will appear in a table format with each course listed in a separate row.
5. Click **Select** in the same row as the desired course. The Search window will close and the selected course will appear in the Source Course ID field on the Copy Course Materials into a New Course page.

Download the course package

After the Archive Course page is submitted the system creates the course package. When the package is complete, the Administrator who initiated the operation receives an email. This email includes a link to the log file contents of the package. After the email is received, Administrators may open the [Export / Archive Manager](#) page in the Blackboard application and download the course package to the local computer.

IMS specifications

The *Blackboard Learning System* packaging format follows the IMS Content Packaging Specification with extensions to support content types specific to *Blackboard Learning System*. *Blackboard Learning System* uses

- IMS Content and Packaging Specification 1.1.2
- IMS Metadata Specification 1.2.1
- IMS Enterprise Specification 1.01
- IMS Question and Test Interoperability Specification 1.2

RESTORE COURSE

Overview

Restore Course handles the upload of archived packages into Blackboard. Use Restore Course to return an archived course to the same state it was in at the time it was archived. Course content (including all course cartridges), user data, and user interactions are all included in the Archive package.

When a course is restored, the Settings and Course Menu specified in the Archive package will replace the default Settings and Course Menu that are in effect for new courses.

Archived packages are designed to provide a permanent record of a course. To save course materials to teach another set of Students at a later time use the Export Course and Import Course features.



NOTE: Do not upload an Archived Course package that has been modified since it was created and downloaded. Opening the .ZIP file and changing any of the files in the Archived Course package will result in unstable and unpredictable behavior when the course is restored..

Find this page

Click **Restore Course** on the Administrator Panel.



NOTE: Course packages created before Blackboard 5.0 are not supported.

Fields

The table below details the fields on the Restore Course page.

FIELD	DESCRIPTION
Course ID	
Destination Course ID	<p>Enter a new Course ID for the course to receive course materials. A new course with this ID will be created with the data and settings from the packaged course. It is not possible to restore a course using a Course ID that is already in use.</p> <p>Please make sure that the new Course ID matches the naming convention used at the institution. Also, The Course ID should not have any spaces or characters other than numbers and letters, dash (-), underscore (_), and period (.). The Course ID must be unique and remain static. It cannot be modified.</p>

FIELD	DESCRIPTION
Packaged Course	Enter the file location of the archive package or browse for the file location. Restored materials must be .ZIP archive files of <i>Blackboard Learning System</i> course materials. To create packaged course materials, use the Archive Course function.

Restoring User records

When performing a restore the *Blackboard Learning System* checks to see if users are in the system by validating Usernames against email addresses. If the Username exists with the same email address there is no need to create the user.

If a Username exists with a different email address than the one included in the archive package, a new user will be created with a number appended to the Username.

Example: An archive package is uploaded with an account that has the Username bb_user. The Restore process looks for users with this User name in the system. If bb_user exists in the system, the process then compares the email addresses. If the email address matches, then a new user is not created. If the email addresses are different, then the process creates a new user, bb_user1.



NOTE: As a security precaution, any users that are added during a restore are created without any Administrative User privileges, regardless of the user's Administrative User privileges at archive.

BATCH IMPORT/EXPORT/ARCHIVE/RESTORE COURSE

Overview

The *Blackboard Learning System* includes a tool for handling the import/export and archive/restore of a number of Courses at once. The tool will process a batch file that includes the Course ID and the name.

Creating a batch file

A batch file used with the `batch_ImportExport` tool only has two values in each row, the Course ID and the full path to the .ZIP package. When running an Export or Archive action the .ZIP package will be created using the specified path and file name. When running an Import or Restore action the specified path and file name, point to the .ZIP package associated with the destination Course ID.

Below are examples of the contents of a batch file for use with `batch_ImportExport` tool. Files should be saved as text (.txt) files.

Restore or Import

```
HIST101, C \course_archives\Archive_File_HIST101.zip
HIST201, C \course_archives\Archive_File_HIST201.zip
HIST301, C \course_archives\Archive_File_HIST301.zip
HIST401, C \course_archives\Archive_File_HIST401.zip
HIST331, C \course_archives\Archive_File_HIST331.zip
```

Restore and Import batch files require the exact path, including the name of the package.

Archive or Export

```
HIST101, C \course_archives\
HIST201, C \course_archives\
HIST301, C \course_archives\
HIST401, C \course_archives\
```

Archive and Export batch files require only the path to the directory where each package will be stored. Adding the package name will result in an error.

Running the tool

The Batch tool for running Import/Export and Archive/Restore functions must be run from the command line. The tool must be run from the Web/app server. The command syntax is shown below.

Microsoft® Windows®

```
C:\Blackboard\apps\content-exchange\bin\batch_ImportExport.bat -f
<path_to_file> -l <delimiter> -t <operation> -n <virtual_hostname>
```



NOTE: Use cmd.exe to open a command line for running the tool. Running the tool from command.exe will result in errors.

UNIX

```
/usr/local/blackboard/apps/content-exchange/bin/batch_ImportExport.sh -f
<path_to_file> -l <delimiter> -t <operation> -n <virtual_hostname>
```

The exact path to the Blackboard directory may be different depending on where the *Blackboard Learning System* was installed.

ARGUMENT	DESCRIPTION
<path_to_file>	Enter the full path to the batch file.
<delimiter>	One of the following <ul style="list-style-type: none"> • 1 -- identifies comma (,) as the delimiter. • 2 -- identifies semicolon (;) as the delimiter. • 3 -- identifies TAB as the delimiter.
<operation>	One of the following <ol style="list-style-type: none"> 1. Import 2. Export 3. Restore 4. Archive
<virtual_hostname>	The name of the virtual installation that the tool will run against. If there are no Virtual Installations, or if this argument is not given, the tool will run against the default Virtual Installation.

BATCH COPY

Overview

This topic details how to use the command line tool to perform a batch copy operation. For instructions on using Snapshot to perform a batch copy operation please see the *Blackboard Learning System Advanced Integration and Data Management Manual*.

By default, when a Batch Copy is performed an exact copy of the course is created. If there is existing content in the destination course, this content will remain after the copy. The Course Menu settings in the new course will depend upon the areas of the course copied.

Creating a batch file for the command line tool

The batch file follows exactly the same format as a Snapshot flat file. The first row defines the attributes and the subsequent rows hold the data for each copy. The delimiter used in the file must match the delimiter set in the snapshot.properties file. Finally, the file must be a text file (.txt).

Example

```
EXTERNAL_COURSE_KEY|TEMPLATE_COURSE_KEY
HIST101|TEMPLATE_COURSE_ID
HIST102|TEMPLATE_COURSE_ID
HIST103|TEMPLATE_COURSE_ID2
```

The EXTERNAL_COURSE_KEY is an attribute used for advanced data management. If a course is created through the Administrator Panel, the EXTERNAL_COURSE_KEY is simply the Course ID.

If the destination courses do not exist they must be created as part of the process or the copy will fail. To create the destination courses the COURSE_ID and COURSE_NAME attributes must be added to the batch file.

Example

```
EXTERNAL_COURSE_KEY|COURSE_ID|COURSE_NAME|TEMPLATE_COURSE_KEY
HIST101|HIST101|Introduction to American History until
1865|TEMPLATE_COURSE_ID
HIST102|HIST102|Introduction to American History from
1865|TEMPLATE_COURSE_ID
HIST103|HIST103|Introduction to Central American
History|TEMPLATE_COURSE_ID2
```

Running the command line tool

The Batch tool for running Copy functions must be run from the command line. The tool must be run from the Web/app server. The command syntax is shown below.

Windows

```
C:\Blackboard\tools\admin\BatchCourseCopy.cmd <path_to_file>
```

UNIX

```
/usr/local/blackboard/tools/admin/BatchCourseCopy.sh <path_to_file>
```

Please note that the path to the Blackboard directory may be different based on where the *Blackboard Learning System* was installed.

Where <path_to_file> is the full path to the batch file that will be processed. Note that the delimiter used in the batch file must be the same delimiter in the snapshot.properties file. The default value is a pipe (|). Also, the command will only process a batch copy on the default Virtual Installation. To perform a batch copy on another Virtual Installation the COPYINTO Snapshot command must be run.

ADDING FILE TYPES FOR USE WITH COURSE CONTENT ITEMS

Overview

The *Blackboard Learning System* recognizes several file types that can be attached to content items and opened in the page or directly in an associated application. It is important to remember that any type of file can be uploaded to a content item and made available to Students. If the file is not of a type recognized by the *Blackboard Learning System*, users can always download the file and open it locally.

Administrators can make the *Blackboard Learning System* recognize additional file types and associated applications by adding MIME extensions to an XML file in the file system. This should only be done by an experienced System Administrator.

Add a MIME extension

To add a MIME extension that associates a file type with an application, edit the following XML file. The XML file includes a few sample extensions that can be used as a blueprint for creating additional MIME extensions.

Windows

```
C:\blackboard\config\tomcat\web.xml
```

UNIX

```
/usr/local/blackboard/config/tomcat/web.xml
```

Recognized content attachments

The following file types are recognized by the *Blackboard Learning System*. These files can be displayed within a content item. Other file types can be added to a content item and opened using the correct application on users' computers.

EXTENSION	FILE TYPE	PROGRAMS ASSOCIATED WITH THE FILE TYPE
.aam	Multimedia	Macromedia® Authorware® plug-in Note that the .aam file is the starting point for a series of files that must be enclosed in a .ZIP file.
.aiff	Audio	Audio program
.asf	Multimedia	Microsoft® .NET™ Show
.au	Audio	Real Audio Player™
.avi	Video	Video player (not Macintosh® compatible)

EXTENSION	FILE TYPE	PROGRAMS ASSOCIATED WITH THE FILE TYPE
.doc	Text	Microsoft® Word® or other word processor
.exe	Executable	Executable file
.gif	Image	Graphics program or Web browser
.html, .htm	Web page	HTML editor or Web browser
.jpg, .jpeg	Image	Graphics program or Web browser
.jif	Image	Graphics program or Web browser
.mp3	Audio	Audio program
.mpe	Audio/Video	Audio program
.mpg, .mpeg	Image	Graphics program or Web browser
.moov, .movie	Movie	QuickTime® movie
.mov	Video	Movie or media player
.pdf	Text	Adobe® Acrobat® Reader®
.png	Image	Portable Network Graphics
.ppt, .pps	Slide show	Microsoft® PowerPoint® and PowerPoint Player®
.qt	Movie	QuickTime®
.ra	Audio	Real Audio Player™
.ram	Video	Real Audio Movie™
.rm	Audio	Audio program
.rtf	Text	Rich Text Format
.swf	Multimedia	Macromedia® Shockwave® plug-in
.tiff, .tif	Image	Graphics program or Web browser
.txt	Text	Text or HTML editor, word processor
.wav	Audio	Audio program
.wma	Audio	Audio program
.wmf	Graphic	Microsoft® Windows®
.wmv	Media/Audio	Microsoft® Windows®
.wpd	Text	WordPerfect® or other word processor
.xls	Spreadsheet	Microsoft® Excel®
.zip	Text	WinZip®

CHAPTER 4—COURSE CONFIGURATION OPTIONS

Overview

This chapter reviews the features that determine the appearance and behavior of all courses.

In this chapter

Chapter 4—Course Configuration Options includes the following topics.

TOPIC	DESCRIPTION
Set Default Course Properties	This topic covers the Set Default Course Properties page. Administrators can define the initial properties of each course from this page.
Set Default Course Design	This topic covers the Set Default Course Design page. Administrators can define the initial appearance of the Course Menu from this page.
Course Menu	This topic covers the Course Menu . Administrators can define the content, tools, and links that appear in each course's Course Menu from this page.
Add New Area - Content Area	This topic covers the Add New Area—Content Area page. Administrators can create a new content area to appear in each course's Course Menu from this page.
Add New Area - Tool Area	This topic covers the Add New Area—Tool Area page. Administrators can assign a tool to appear in each course's Course Menu from this page.
Add New Area - Link Area	This topic covers the Add New Area—Link Area page. Administrators can create a new link to appear in each course's Course Menu from this page.
Course Tools	This topic covers the Course Tools page. Administrators can set the initial availability of tools within all courses from this page.
Course Role Rename	This topic covers the Course Role Rename page. The names of the Course Roles can be changed from this page.
Course Disk Quotas	This topic covers the Course Disk Quotas page. Disk space limits can be placed on all courses from this page.
Gradebook Calculations	This topic covers the Set Gradebook Defaults page, which determines how ungraded Gradebook items are treated in calculations.

TOPIC	DESCRIPTION
Set Course Images	This topic covers the Set Course Images page. Administrators add images to all courses from this page.
Select Icon Theme	This topic covers the Select Icon Theme page. Administrators determine the appearance of the icons in all courses by selecting an icon them from this page.

SET DEFAULT COURSE PROPERTIES

Overview

The options chosen on the Set Default Course Properties page control the initial availability, enrollment, and course duration settings of new courses. While courses are created with these options defined according to the defaults, the Instructor or the Administrator can change these options at any time.

Find this page

Follow these steps to open the Set Default Course Properties page.

1. Click **Settings** on the Administrator Panel.
2. Click **Set Default Course Properties** from the Settings page.

Fields

The table below details the fields on the Set Default Course Properties page.

FIELD	DESCRIPTION
Default Settings	
Available by default	Click Yes to make courses immediately available when they are created.
Allow Guests by default	Click Yes to allow Guests to access to courses.
Allow Observers by Default	Click Yes to allow Observers. This value is set to No when the <i>Blackboard Learning System</i> is installed.

FIELD	DESCRIPTION
Default Enrollment Settings	<p>Select a default enrollment from the following options</p> <ul style="list-style-type: none">• Instructor/Admin. The Instructor and the Administrator control enrollment. Click the check box next to Allow interested Students to email requests to Instructor and link to email the Instructor to request enrollment will appear next to the course in the Course Catalog.• Self-Enrollment. Students are allowed to enroll themselves in courses. An Enroll button will appear next to the course in the Course Catalog.• To limit self-enrollment to a specified date range, click the check boxes for a start date and an end date.• To require an access code, click the check box and enter a code. Students must enter this code to enroll in a course.
Default Duration Settings	<p>Select a default course duration from the following options:</p> <ul style="list-style-type: none">• Continuous. Courses do not have a start date or an end date.• Select Dates. Courses have a duration that matches the starting and ending dates.• Days. Courses will be available for a number of days from the date of creation. Enter the number of days in the field.

SET DEFAULT COURSE DESIGN

Overview

The options chosen on the Set Default Course Design page control the initial appearance of the Course Menu in new courses.

While courses are created with these options defined according to the defaults the Instructor or the Administrator can change these options in a course at any time.

Find this page

Follow these steps to open the Set Default Course Design page.

1. Click **Settings** on the Administrator Panel.
2. Click **Set Default Course Design** from the Settings page.

Select new style

Select **Buttons** to make the items in the Course Menu appear as buttons.

Select **Text Navigation** to make the items in the Course Menu appear as text links.

Button Style Options

Define the following options after choosing the Button Navigation Style.

FIELD	DESCRIPTION
Select Style Properties	
Button Type	Choose the Button Type from the drop-down list.
Button Shape	Click an option to choose the Button Shape.
Button Style	Use the drop-down list to select the color of the buttons.

Select Text Style Options

Define the following options after choosing the Text Navigation Style.

FIELD	DESCRIPTION
Select Style Properties	
Select background color for navigation	Click Pick and select a background color for the Course Menu.

FIELD	DESCRIPTION
Select a highlight color for the navigation	Click Pick and select a color for the text in the Course Menu.

SET DEFAULT COURSE MENU

Overview

The options chosen on the Set Default Course Menu page control the initial course areas that are available in new courses. Course Areas are parts of a course that hold content, tools, or links. Course Areas will appear in new courses in the order that they appear on the Set Default Course Menu page. The italicized text that appears below the name of a Course Area describes whether the area is a content item, link, or tool (and if so, which tool).

While courses are created with these options defined according to the defaults the Instructor or the Administrator can change these options for a course at any time.



NOTE: All tools and content areas on the default Course Menu must have unique names. For example, a tool with the menu name Address Book and a content area with the Menu name Address Book may be created; two tools named Address Book may not be added. Two links to the Address Book tool may be created but they must have different Menu names.

This only applies to the default Course Menu; not to Course Menus for individual courses.

Find this page

Follow these steps to open the Set Default Course Menu page.

1. Click **Settings** on the Administrator Panel.
2. Click **Set Default Course** Menu from the Settings page.

Functions

The table below details the fields on the Set Default Course Menu page.

To . . .	CLICK . . .
add a content area to the list of default areas	Add Content Area. The Add New Area— <i>Content Area</i> page will appear. From this page, define a content area. The new Course Area will appear at the bottom of the list of areas.
add a tool area	Add Tool Area. The Add New Area— <i>Tool Area</i> page will appear.
add an external link	Add External Link. The Add New Area— <i>Link Area</i> page will appear.
remove a Course Area from the list of default areas	Remove. The selected Course Area will be removed from the list of areas.
modify a Course Area	Modify. The Update Course Area Page will appear.
change the order of a Course Area	From the drop-down lists in front of each Course Area, select a number to position the areas in sequence.

COURSE MENU AND TOOL PANEL DISPLAY OPTIONS

About the Course Menu

The Course Menu appears on the left side of a course and contains links to materials and tools within the course. The Administrator sets up the default view of the Course Menu. The Instructor can customize the appearance of the Course Menu and the content and tools available to users. The following two views are available:

- Quick View – Displays top-level of course materials in course navigation. Links may be displayed as buttons or text links.
- Detail View – Displays course materials as seen in the Course Map. This view expands to show the hierarchy of course navigation.

A Tools Panel appears as part of the Course Menu. This box may contain links to the Course Map, Communication tools and/or Course Tools. Links to tools may also be added to the main part of the Course Menu so they appear in the Detail View or the Course Map.

Set up Menu display options

The Administrator can make the Quick View and/or the Detail View available as the default. This default applies to all new courses; it does not affect courses already in the system. Follow the steps below to change the default view in a course:

1. Select **Settings** under Learning System on the Control Panel.
2. Select **Set Default Course Menu Display Options** on the Settings page.
3. Select a default view for the Course Menu.



Set up Tool box display

The Tools Panel may be set to display a links to Course Tools, Communication tools, and/or the Course Map. The display of the Tools Panel is managed separately for the Detail View and the Quick View.

Follow the steps below to set up the Tools Panel display for the Quick View:

1. Select **Settings** under Learning System on the Control Panel
2. Select **Set Default Course Tool Panel Design** on the Settings page.
3. Select **Quick View Display Options** or **Detail View Display Options** on the Manage Tool Panel page.
4. Select which links to display in the box and enter a name to appear in the header. If no options are selected, the Tools Panel does not appear in the Course Menu. If Header Name is left blank, no header appears in the Tools panel. The background and text color for the header may also be selected.

ADD NEW AREA—CONTENT AREA

Overview

Content Areas are containers within a Course that are accessible from the Course Menu.

Adding a new Content Area through this page creates a blank Content Area that will appear in each new course. Note that the new Content Area is only a default. The Instructor of each course can choose to modify or remove the Content Area within each course. To modify the new area or to set its place within the Course Menu, use the [Set Default Course Menu](#) feature.

Find this page

Follow these steps to open the Add New Area—Content Area page.

1. Click **Settings** on the Administrator Panel.
2. Click **Set Default Course Menu** from the Settings page.
3. Click **Add Content Area** in the Action Bar on the Set Default Course Menu page.

Fields

The table below details the fields on the Add New Area—Content Area page.

FIELD	DESCRIPTION
Set Area Properties	
Area Type	This field is display only.
Area Name	Select a name for the area from the drop-down list or enter a name in the text box.
Allow guest Access	Select this check box to permit Guests to view the area.
Allow observer access	Select this check box to permit Observers to view the area.
Make available for Student/ Participant users	Select this check box to make the new area available to users when a course is created.

ADD NEW AREA—TOOL AREA

Overview

Tool Areas allow access to a tool directly through the Course Menu.

Adding a new Tool Area through this page creates an area that will access the selected tool in each new course. Note that the new Tool Area is only a default. The Instructor of each course can choose to modify or remove the Tool Area within each course. To modify the new area or to set its place within the Course Menu, use the [Set Default Course Menu](#) feature.

Find this page

Follow these steps to open the Add New Area—Tool Area page.

1. Click **Settings** on the Administrator Panel.
2. Click **Set Default Course Menu** from the Settings page.
3. Click **Add Tool Area** in the Action Bar on the Set Default Course Menu page.

Fields

The table below details the fields on the Add New Area—Tool Area page.

FIELD	DESCRIPTION
Set Area Properties	
Area Type	Select the tool accessible through the new area.
Area Name	Enter a name in the text box for the Tool Area. If a name is not entered, the name of the tool selected in Area Type will be the name of the Tool Area.
Make available for Student/ Participant users	Select this check box to make the new area available to users when a course is created.



NOTE: Guest and Observer permissions to access the tool are controlled through the Course Tools feature.

ADD NEW AREA—LINK AREA

Overview

Link areas create an access point to a URL in the Course Menu.

Adding a new Link Area through this page creates an Area that will access the defined URL in each new course. Note that the new Link Area is only a default. The Instructor of each course can choose to modify or remove the Link Area within each course. To modify the new area or to set its place within the Course Menu, use the [Set Default Course Menu](#) feature.

Find this page

Follow these steps to open the Add New Area—Link Area page.

1. Click **Settings** on the Administrator Panel.
2. Click **Set Default Course Menu** from the Settings page.
3. Click **Add Link Area** in the Action Bar on the Set Default Course Menu page.

Fields

The table below details the fields on the Add New Area—Link Area page.

FIELD	DESCRIPTION
Set Area Properties	
Area Type	This field is display only.
Area Name [r]	Enter a name for the link in the text box.
Target [r]	Enter the complete URL for the link. For example, http //www.blackboard.com , not www.blackboard.com or blackboard.com .
Launch in new window	Select this check box to open the destination URL in a new browser window.
Allow guest Access	Select this check box to permit Guests to view the area.
Allow observer access	Select this check box to permit Observers to view the area.
Make available for Student/ Participant users	Select this check box to make the new area available to users when a course is created.



NOTE: Guests and Observers have access to any link displayed in the Course Menu.

COURSE TOOLS

Overview

The options chosen on the Course Tools page control the initial tools that are available in new courses. The *Blackboard Learning System* has a robust set of tools and the flexibility to add new tools to the platform. A filter at the top of the Course Tools page sets the list of tools displayed to show *Blackboard Learning System* tools and tools added through Building Blocks.

While courses are created with these options defined according to the defaults, the Instructor or the Administrator can change these options for a Course at any time.



NOTE: The Course Link Checker and Copy Files to CS tools only appear if the Blackboard Content System is installed. Building Block Tools cannot be added to Blackboard Learning System – Basic Edition.

Find this page

Follow these steps to open the Course Tools page.

1. Click **Settings** on the Administrator Panel.
2. Click **Course Tools** from the Settings page.

Functions

The table below details the functions available from the Course Tools page.

To . . .	CLICK . . .
change the list of tools displayed	The drop-down arrow in the Filter field and select a list of tools. The options available are <ul style="list-style-type: none"> • Tools. The tool set provided by <i>Blackboard Learning System</i>. • Building Block Tools. Tools that have been integrated into the <i>Blackboard Learning System</i> through a Building Block. • All Tools. Tools provided by the <i>Blackboard Learning System</i> and tools that have been integrated through a Building Block.
enable a tool by default	Click the check box in the Enabled column for each tool that should be available in each new course.
allow Guest access to a tool by default	Click the check box in the Allow Guest column for each tool that should be accessible by Guests. Tools that cannot be accessed by Guests are marked “n/a”.
allow Observer access to a tool by default	Click the check box in the Allow Observer column for each tool that should be accessible by Observers. Tools that cannot be accessed by Observers are marked “n/a”.

Disabling Announcements

If Announcements are disabled, any Announcements that Instructors have previously created will be visible in their courses. Instructors will not be able to delete these Announcements, because this tool will no longer be available.

COURSE ROLE RENAME

Overview

The names of the Course Roles that are used to define privileges within a Course can be changed. It is important to note that even if the name of role is changed the privileges for the role do not change. Changing the role “Grader” to “Content Manager” will not change what users with that role can access.

To modify the privileges associated with each role use the [User Privileges](#) feature.

Find this page

Follow these steps to open the Course Rename page.

1. Click **Settings** on the Administrator Panel.
2. Click **Course Role Rename** from the Settings page.

Fields

For each role name, the default name is listed below the name as it appears in the system. To change the name of the role edit the name as it appears in the **Role Name** field.

To change all the names back to their default values click the **Check here to revert all fields to default names** check box and then click **Submit**.

COURSE DISK QUOTAS

Overview

Quotas keep courses from exceeding acceptable disk space limits and warn Instructors when a course is approaching the limit.

Administrators can grant additional disk space to individual courses through the [Course Quotas Overrides](#) page. This page is accessible by listing courses and viewing the properties for a specific course.

Find this page

Follow these steps to open the Course Disk Quotas page.

1. Click **Settings** on the Administrator Panel.
2. Click **Course Disk Quotas** from the Settings page.

Fields

The table below details the fields on the Course Disk Quotas page.

FIELD	DESCRIPTION
Control Course Disk Quotas	
Enable Disk Quotas	Click this check box to place restrictions on the size of courses.
Warn Instructors when course size exceeds	Enter an amount of disk space in Kilobytes. Instructors will receive a warning that the course is approaching the disk space limit.
Maximum course disk Usage	Enter a disk space limit in Kilobytes.
Limit the maximum size of a single file upload to	Enter a size limit, in Kilobytes, for files uploaded to courses.

GRADEBOOK CALCULATIONS

About Gradebook Calculations

Current Gradebook calculations for Total and Weighted Total include item that have not been scored. For example, picture a course where the grade is determined by two tests weighted equally. Using the current Gradebook settings, a Student with a score of 90 percent on the first test would have a weighted total of 45 percent (assuming that the second test has not been taken). This shows that the student has accumulated a score of at least 45 percent in the course.

A new option to ignore ungraded items, or nulls, when calculating the total and weighted total appears in Application Pack 3. In the example above, the student's progress would be reported as 90 percent.

Detailed information about the formulas used to calculate the Total and Weighted Total can be found in the *Blackboard Academic Suite Instructor Manual*.

Enable Gradebook Calculations to Ignore Ungraded Items

Once enabled, Gradebook totals and weighted totals may be calculated without ungraded items. When this feature is enabled, it will appear in all new courses. This feature will not be enabled in existing courses until it is turned on for each specific course.

Follow these steps to enable Gradebook calculations to ignore ungraded items.

1. Click **Settings** under the Learning System area of the Admin Panel.
2. Click **Default Gradebook Settings**.
3. Select **Yes** or **No** for the **Total** and for the **Weighted Total**. Select **Yes** to ignore ungraded items by default in new courses. Instructors may change this setting to include ungraded items from the Gradebook.

Select **No** and ungraded items will be included in calculations. If No is selected, Instructors cannot change the setting to ignore ungraded items.

When nulls are ignored, the Total and Weighted Total columns in the Gradebook are renamed to Running Total and Running Weighted Total.

4. Click **Submit**.

SET COURSE IMAGES

Overview

Administrators select images to appear in all courses from the Set Course Images page. Two images appear next to each other on the bottom of the course and one image appears at the top of the Course Menu on the left side of the main page.

Find this page

Follow these steps to open the Set Course Images page.

1. Click **Images and Icons** on the Administrator Panel.
2. Click **Set Course Images** from the Images and Icons page.

Fields

The table below details the fields on the Set Course Images page.

FIELD	DESCRIPTION
View/Select Course Images	
Main Course Page/Primary Bottom Image	
Current Image	Displays the primary image that appears at the bottom of all courses.
Banner URL	Enter a URL that links to the primary image. A user clicking on the image will access this URL. When adding a URL, do so as <code>http //www.blackboard.com</code> , not <code>www.blackboard.com</code> or <code>blackboard.com</code>
Name of Link	Name the link to the primary image.
Banner Image	Enter the path of an image file or click Browse to find an image file on the system. This image will become the primary image that appears at the bottom of all courses. The file must be in .GIF or .JPEG format.
Remove Image	Click this check box to remove the primary image.
Main Course Page/Secondary Bottom Image	
Current Image	Displays the secondary image that appears at the bottom of all courses.
Banner URL	Enter a URL that links to the secondary image. A user clicking on the image will access this URL. When adding a URL, do so as <code>http //www.blackboard.com</code> , not <code>www.blackboard.com</code> or <code>blackboard.com</code>
Name of Link	Name the link to the secondary image.

FIELD	DESCRIPTION
Banner Image	Enter the path of an image file or click Browse to find an image file on the system. This image will become the secondary image. The file must be in .GIF or .JPEG format.
Remove Image	Click this check box to remove the secondary image.
Course Page/Course Menu Image	
Current Image	Displays the image that appears at the top of the Course Menu of all courses.
Banner URL	Enter a URL that links to the image. A user clicking on the image will access this URL. When adding a URL, do so as http //www.blackboard.com, not www.blackboard.com or blackboard.com
Name of Link	Name of the link to the image.
Banner Image	Enter the path of an image file or click Browse to find an image file on the system. This image will become the image that appears at the top of the Course Menu of all courses. The file must be in .GIF or .JPEG format.
Remove Image	Click this check box to remove the image from the top of the Course Menu.

SELECT ICON THEMES

Overview

Administrators select a theme for icons from the Select Icon Themes page. Selecting a theme will add colorful icons to folders, documents, and other items within *Blackboard Learning System*. Icons make it easy for users to navigate through *Blackboard Learning System* and quickly identify important information.

Find this page

Follow these steps to open the Select Icon Themes page.

1. Click **Images and Icons** on the Administrator Panel.
2. Click **Select Icon Themes** from the Images and Icons page.

Function

Click on a sample to view all icons in that theme. Select a theme from the list by clicking on the drop-down arrow. Click **Submit** to apply that theme across the *Blackboard Learning System*. Changing the icon theme changes the appearance of the icons throughout the system. New courses will also use the selected icon theme.

CHAPTER 5—COURSE CATALOG

Overview

This chapter reviews the features that control the course catalog.

In this chapter

Chapter 5—Course Catalog contains the following topics.

TOPIC	DESCRIPTION
Categorize Courses	This topic covers the Categorize Courses page. This search page generates a list of courses to which categories can then be attached.
Categorize Courses - Link Categories to a Course	This topic covers the Categorize Courses - Link Categories to a Course page. Categories are assigned to a course from this page.
Manage Course Catalog	This topic covers the Manage Course Catalog page. This page lists the categories and subcategories that make up the catalog and provides options for creating, changing, and removing categories.
Create/Modify Category	This topic covers the Create/Modify Category page. Administrators can create or edit a category from these pages.
Course Catalog Options	This topic covers the Course Catalog Options page. Administrators can control if the catalog appears to users or if an outside catalog will be used.

CATEGORIZE COURSES

Overview

Administrators begin the process of linking categories to courses using the search function at the top of the page to generate a list of courses. Categories can be added to individual courses by clicking Categorize.

Find this page

Follow these steps to open the Categorize Courses page.

1. Click **Course Catalog** on the Administrator Panel.
2. From the Course Catalog page, click **Categorize Courses**.

Functions

The table below details the functions available from the Categorize Courses page

To . . .	CLICK . . .
link categories to a course	Categorize . A new page view will appear with a list of categories to attach to the course.
view a course	the link in the Course ID column.

CATEGORIZE COURSES—LINK CATEGORIES TO A COURSE

Overview

After clicking Categorize for a specific course on the Categorize Courses page, a new page view will appear. From this view, categories are linked to a course. Category links may also be removed from a course.

Find this page

Follow these steps to open the Categorize Courses—Link Categories to a Course page.

1. Click **Course Catalog** on the Administrator Panel.
2. From the Course Catalog page, click **Categorize Courses**.
3. Search for a course.
4. Click **Categorize** for a course.

Fields

The table below details the fields on the Categorize Courses page.

FIELD	DESCRIPTION
Course Catalog	
Add Category	Select a category to add by clicking the drop-down arrow and highlighting a category. Click Add to link the category selected to the course.
Currently Categorized In	Displays the categories linked to this course. Click Remove to remove a category link from a course.

MANAGE COURSE CATALOG

Overview

Administrators add, modify and remove categories to the Course Catalog from the Manage Course Catalog page. Categories can be added within categories to create a nested outline structure with main categories and several deeper levels of subcategories.

Find this page

Follow these steps to open the Manage Course Catalog page.

1. Click **Course Catalog** on the Administrator Panel.
2. Click **Manage Course Catalog** from the Course Catalog page.

Functions

The table below details the functions available on the Manage Course Catalog page.

To . . .	CLICK . . .
view and manage sub-categories	the name of a category. If there are sub-categories, a new page view will appear.
add a category	Add Category to add a category or sub-category to the course catalog. The category will be added at the current level.
modify a category	Modify to make changes to a category. When changing the name of a category, the sub-categories beneath it remain the same.
remove a category	Remove to delete that category from the Course Catalog. Any category links to courses will be removed. Also, any sub-categories and category links to sub-categories will be removed.
navigate to previous page views in the category hierarchy	the navigation links that appear beneath the Add Category button. These links begin with Top , which will return to the page view that lists the first level of categories.

Example

A category, History, has numerous sub-categories including American History, Ancient History, and World History. Within the World History category, there are sub-categories including African, Asian, and European History. To add a category on South American history, click on the History category on the Manage Course Catalog page. Then click on the World History category. A Manage Course Catalog page with the sub-categories of World History will appear. Click **Add Category** to add the following category

History

>World History

>>South American History

CREATE/MODIFY CATEGORY

Overview

Course Categories are created and modified through a Manage Course Catalog page view. Clicking Add or Modify for an existing category from a Manage Course Catalog page will load the Create/Modify Category view.

Categories require a name to be displayed to users and a name unique to the *Blackboard Learning System* database called a Mnemonic. The Mnemonic allows for multiple categories with the same name to exist in the database. For example, the sub-category Advanced Courses could appear multiple times in the Catalog under different categories.

Find this page

Follow these steps to open the Manage Course Catalog page view.

1. Click **Course Catalog** on the Administrator Panel.
2. From the Course Catalog page, click **Manage Course Catalog**.
3. Navigate to the level where the new category should exist or the category to be modified exists.
4. At the top of the Manage Course Catalog page, click **Add Category** or click **Modify** for an existing category.
5. The Manage Course Catalog page will appear with the Create/Modify Category function loaded in the page view.

Fields

The table below details the fields on the Create/Modify Category page view.

FIELD	DESCRIPTION
Create/Modify Category	
Category Display Name	Enter the name of the category as it should be displayed.
Category Mnemonic [r]	Enter a mnemonic name for this category. The Category Mnemonic acts as a unique identifier for categories. Do not use special characters in this field. Special characters include %&#<>=+ as well as spaces. When creating attributes a good rule to follow is only use alphanumeric characters, underscores, dots, and dashes. Once this field is set it should not be modified.

COURSE CATALOG OPTIONS

Overview

Administrators may select the default catalog or supply a link to an external course catalog from the Course Catalog Options page.

The default catalog groups courses into folders and lists them along with buttons for users to preview courses or login if they are enrolled in a course. An Administrator may incorporate a different catalog via URL. Inserting an outside course catalog will remove the *Blackboard Learning System* default catalog and users will not be able to preview courses or access courses from the default catalog.

The Course Catalog appears on the Courses tab. It can also be configured to appear on the Gateway Page.

Find this page

Follow these steps to open the Course Catalog Options page.

1. Click **Course Catalog** on the Administrator Panel.
2. From the Course Catalog page, click **Course Catalog Options**.

Fields

Click one of the options to select the catalog. The options are

- default catalog
- an external course catalog. Enter the full URL to direct users to an external catalog.
- suppress the catalog. No catalog will be used on the system.

CHAPTER 6—ORGANIZATIONS

Overview

This chapter details how to manage organizations. Note that the tools to manage organizations are the same that are used to manage courses. Any differences or added features are explained in this chapter.



NOTE: Organizations are only available with the *Blackboard Community System*.

In this chapter

Chapter 6—Organizations includes the following topics.

TOPIC	DESCRIPTION
Organization Management	This topic covers the Organization Management page. It details the similarities and differences between administering courses and administering organizations.
Discussion Boards	This topic covers the Discussion Boards page. This page controls the discussion boards that appear on the Communities tab.
Add or Modify Discussion Board	This topic covers the Add and Modify Discussion Board pages. Administrators use these pages to create or change discussion boards for the Communities tab.

ORGANIZATION MANAGEMENT

Overview

Organizations are structured and managed in the same way as Courses. While they function the same way, Organizations and Courses do not share the same purpose. Organizations hold content and tools for institutional communities outside the scope of academic learning or training. Clubs, sports teams, and service organizations are all examples of communities that benefit from their own Organization.

Organizations are accessible through the Community tab. This tab includes a catalog of Organizations and listing of the Organizations a user participates in—similar to the Courses Tab. In addition, the Community tab includes institution-wide Discussion Boards.



NOTE: The Community Tab, Organizations, and the Organizations section of the Administrator Panel are only available with *Blackboard Community System*.

Finding Help for Organization Management

Administrators looking for assistance with the tools and functions used to manage Organizations should consult the [Courses](#) section of this manual. The Courses tools and functions work exactly the same as the Organization Management tools and functions. In fact, to find a particular page, simply replace the word “Course” with the word “Organization” in the navigation instructions!

The Organizations of the Administrator Panel does include an additional feature for managing the Discussion Boards that appear on the Community tab.

DISCUSSION BOARDS

Overview

Administrators manage the Discussion Boards that appear on the Community tab from the Manage Discussion Board page. Institution Discussion Boards typically include forums for posts that may interest the entire institution.



NOTE: The Institution Discussion Boards module is made available to users through the Manage Modules page. Click **Properties** next to the module name to access the Properties page and control availability. This module is available by default in the system.

Find this page

Click **Discussion Boards** on the Administrator Panel.

Functions

To use the functions available on the Manage Discussion Boards page, follow the table below.

To . . .	CLICK . . .
order Discussion Boards	a number from the drop-down list next to a Discussion Board. The Discussion Boards will appear on the Community tab in the order selected.
add a Discussion Board	Add Discussion.
modify a Discussion Board	Modify for a Discussion Board.
remove a Discussion Board	Remove next to the Discussion Board to be removed. This action is irreversible.

ADD OR MODIFY DISCUSSION BOARD

Overview

The pages for adding and modifying a Discussion Board contain the same fields and functions. The page for adding a Discussion Board opens with empty fields while the page for modifying a Discussion Board opens with the fields populated with information on a specific Discussion Board.

Find this page

Follow these steps to open the Add Discussion page.

1. Click **Add Discussion** or click **Modify** for a specific board from the Manage Discussion Board page.
2. The Add Discussion page or the Modify Discussion page will appear.

Fields

The table below details the fields for adding and modifying a Discussion Board.

FIELD	DESCRIPTION
Board Information	
Board Name	Enter the name of a new Discussion Board or edit the name of an existing board.
Board Description	Enter a description for a new Discussion Board or edit the description of an existing board.
Board Options	
Select Icon	Select an icon for the Discussion Board from the drop-down list.
Available	Click Yes to make the Discussion Board available.

PART 2 - USERS

Overview

This part of the manual reviews the features available on the Administrator Panel. The features described in this section are used to create, manage, and remove users.

In this part

Part 2—Users contains the following chapters.

CHAPTER	DESCRIPTION
Update Users	This chapter details the features used to update user accounts.
Create Users	This chapter details the features used to create users.
Remove Users	This chapter details the features used to remove users from the system.
Observers	This chapter details the features used to assign Observers to users.
Institution Roles	This chapter details the description, creation and management of Institution Roles.
User Record Properties and Features	This chapter details the features for managing user attributes and privileges.

CHAPTER 1—UPDATE USERS

Overview

This chapter describes the features used to update user accounts.

In this chapter

Chapter 1—Update Users includes the following topics.

TOPIC	DESCRIPTION
List/Modify Users	This topic covers the List/Modify Users page. This search page creates a list of users which can then be modified using several different options.
Search for Users	This topic covers the search function.
Unavailable and Disabled Records	This topic defines the unavailable and disabled states.
User Properties	This topic covers the User Properties page. From this page an Administrator can change the attributes associated with the user account.
Change Password for User	This topic covers the Change Password for User page. Administrators can set a password for a user account from this page.
View User-Course Information	This topic covers the View User-Course Information page. This page lists all the courses that a user participates in.
Modify User's Role in Course	This topic covers the Modify User's Role in Course page. Administrators can set the Course Role for a user in a particular course from this page.

LIST/MODIFY USERS

Overview

Administrators can view and update user information from the List/Modify Users page. User profiles, passwords, and Course Roles for specific courses are updated by clicking the buttons that appear next to user information. In addition, the Administrator can send an email to a user by clicking on the user's email address in the Email column.

Find this page

Click **List/Modify Users** on the Administrator Panel.

Functions

Follow the table below to use the functions available on the List/Modify Users page.

To . . .	CLICK . . .
send an email to a user	on their email address to open the browser's default email program and send an email to the user.
edit a user profile	Properties to open the User Properties page.
view the courses that a user participates in and set the user's Course Role	Courses for a user.
change a user's password	Password. The Change Password page will appear.

SEARCH FOR USERS

Overview

Administrators can search using different variables selected from the search tabs.

Search for users

The following Suite search tabs are available for users

- **Search.** Click **Last Name**, **User Name**, or **Email** and enter a value. A list of users with that last name, user name, or Email will appear.
- **A-Z, 0-9.** Click the letter or number that represents the first character of a last name. A list of all users with a last name that begins with that character will appear.
- **List All.** Click **List All** to view all users.

Only those users that are not already participating in the Course will appear in the search results.

UNAVAILABLE AND DISABLED RECORDS

Overview

Records can have different states. It is important to understand the function of different states when managing records.

User Records

User records or User Enrollment records that are set to Unavailable are preceded by a circle symbol with a slash through it. Also, the record will appear in gray text with the exception of the email address, which may still be clicked to send a message to the user. To make a record available, click Properties to modify the record and change the availability setting.

With *Blackboard Learning System* User records and User Enrollment records may also be disabled in the database. Disabled users records are preceded by a circle symbol with an 'x' through it. Like unavailable records, disabled records will appear in gray text with the exception of the email address. For more information on the properties of disabled records, please see the *Blackboard Learning System Advanced Integration and Data Management Manual*.

Icons to denote a state of unavailable or disabled will appear next to the User Name if applicable to the User record. If applicable to the User Enrollment record, the icon will appear next to the User Role.

USER PROPERTIES

Overview

Updates to a user's profile information are made from the User Properties page. The page opens with some fields already populated with user data entered earlier.

Find this page

Follow these steps to open the User Properties page.

1. Click **List/Modify Users** on the Administrator Panel.
2. Search for a user.
3. Click **Properties** for a user.

Fields

The table below details the fields on the User Properties page.

FIELD	DESCRIPTION
Personal Information	
First Name [r]	Edit the user's first name.
Middle Name	Edit the user's middle name.
Last Name [r]	Edit the user's last name.
Email	Edit the user's email address.
Student ID	Edit the user's Student ID as defined by the institution.
Account Information	
User Name	Display only.
Other Information	
Gender	Edit the user's gender.
Birthdate	Select the user's birthdate from the lists by clicking on the drop-down arrow or click the calendar icon to select a date.
Education Level	Edit the user's education level.
Company	Edit the user's company.
Job Title	Edit the user's job title.
Department	Edit the user's department.
Street 1	Edit the user's address.
Street 2	Edit any additional address information.

FIELD	DESCRIPTION
City	Edit the user's city.
State/Province	Edit the user's state or province.
ZIP/Postal Code	Edit the user's ZIP code or postal code.
Country	Edit the user's country.
Web Site	Edit the URL of the user's personal Web site. When entering a URL, be sure to enter the URL completely, for example, http://www.blackboard.com and not www.blackboard.com or blackboard.com.
Home Phone	Edit the home phone number of the user. The phone number will display exactly as entered.
Work Phone	Edit the work phone number of the user. The phone number will display exactly as entered.
Work Fax	Edit the fax number of the user. The fax number will display exactly as entered.
Mobile Phone	Edit the mobile phone of the user. The phone number will display exactly as entered.
Role and Availability	
Institution Role	Select a Institution Role from the drop down list. The Institution Role controls what the user sees on the portal. Tabs and modules can be constructed and configured to only appear to different groups based on Institution Role (with <i>Blackboard Community System</i>).
Administrative User Role	Select an Administrative User Role from the drop-down list. The Administrative User Role controls the user's access to the features on the Administrator Panel. The privileges assigned to each role can be set using the User Privileges feature.
Available	Select Yes to allow the user to access to the system.

CHANGE PASSWORD

Overview

Administrators can update a user password from the Change Password for User page. A change made to the password must be communicated to the user or the user will not be able to login.

Find this page

Follow the steps below to open the Change Password page.

1. Click **List/Modify Users** from the Administrator Panel.
2. Search for a user.
3. Click **Password** for a user.

Fields

The table below details the fields on the Change Password page.

FIELD	DESCRIPTION
Change Password	
Password [r]	Enter a new password for the user.
Verify Password [r]	Enter the new password again to ensure that there were no errors.

VIEW USER AND COURSE INFORMATION

Overview

Users can be removed from a course or have their Course Role changed.

Find this page

Follow the steps below to open the View User and Course Information page.

1. Click **List/Modify Users** on the Administrator Panel.
2. Search for a user.
3. Click **Courses** for a user from the List/Modify Users page.

Functions

The table below details the available functions on this page.

To . . .	CLICK . . .
----------	-------------

To . . .	CLICK . . .
view a course that a user is enrolled in	the course hyperlink in the Course ID column.
change a user's role in a course	<u>Modify</u> . The Modify User's Role in Course page will appear.
remove a user from a course	Remove . This cannot be undone. If a user is removed from a course, all of the course data (including grades!) associated with the user is also removed. If a user is removed and then enrolled into the same course, their course data will not reappear in the course.

MODIFY USER'S ROLE IN COURSE

Overview

Course role can be changed for a user from the Modify User's Role in Course page.

Find this page

Follow these steps to open the Modify User's Role in Course page.

1. Click **List/Modify Users** on the Administrator Panel.
2. Search for a user.
3. Click **Courses** for a user from the List/Modify Users page.
4. Click **Modify** for a course.

Fields

The table below details the fields on the Modify User's Role in Course page.

FIELD	DESCRIPTION
Role and Availability	
User Role	<p>Select one of the following user Course roles</p> <ul style="list-style-type: none"> • Course Builder: User is able to access most areas of the Course Control Panel but may not access Student grades. • Grader: User is able to access all areas under Assessments and some Course Tools. • Guest: Guests have access to course content not locked by the Instructor. • Student: User is able to access all available course content and will be graded on Assessments. • Instructor: User is able to control all aspects of the course through the Course Control Panel. • Teaching Assistant: User is able to control most aspects of the course through the Course Control Panel. Teaching Assistants may not change the role of a user in the course and they may not modify the password of the instructor.
Available (this course only)	<p>Select Yes or No from the drop-down list. If Yes is selected, the user will have access to the course. If No is selected, the user will not be able to access the course. This option can be modified after the user is created to control access throughout the user's involvement with the course.</p>

CHAPTER 2 - CREATE USERS

Overview

This chapter describes the different options Administrators have for creating user account through the Administrator Panel.

In this chapter

Chapter 2—Create Users includes the following topics.

TOPIC	DESCRIPTION
Create Users	This topic covers the Create Users page. Administrators can create an account and enter each attribute from this page.
Batch Create Users	This topic covers the Batch Create Users page. Administrators can create many users and assign attributes using a batch file.

CREATE USER

Overview

Create user records from the Create Users page. Creating a Username and password allows a user to login.

Find this page

Click **Create User** on the Administrator Panel to open the Create User page.

Fields

The table below details the fields on the Create User page.

FIELD	DESCRIPTION
Personal Information	
First Name [r]	Enter the new user's first name. This field is required.
Middle Name	Enter the new user's middle name.
Last Name [r]	Enter the new user's last name. This field is required.

FIELD	DESCRIPTION
Email	Enter the new user's email address. This field is required.
Student ID	Enter the new user's Student ID as defined by the institution.
Account Information	
User Name [r]	Enter a user name for the new user. This field is required.
Password [r]	Enter a password for the user's account. The password must be at least one character and contain no spaces.
Verify Password [r]	Enter the user's password again to ensure accuracy.
Other Information	
Gender	Enter the new user's gender.
Birthday	Select the new user's birthday from the drop-down lists.
Education Level	Enter the new user's education level.
Company	Enter the new user's company.
Job Title	Enter the new user's job title.
Department	Enter the new user's department.
Street 1	Enter the new user's address.
Street 2	Enter any additional address information.
City	Enter the new user's city.
State/Province	Enter the new user's state or province.
ZIP/Postal Code	Enter the new user's ZIP code or postal code.
Country	Enter the new user's country.
Web Site	Enter the URL of the user's personal Web site. When entering a URL, be sure to enter the URL completely, for example, http://www.blackboard.com and not www.blackboard.com or blackboard.com .
Home Phone	Enter the home phone number of the user. The phone number will display exactly as entered.
Work Phone	Enter the work phone number of the user. The phone number will display exactly as entered.
Work Fax	Enter the fax number of the user. The fax number will display exactly as entered.
Mobile Phone	Enter the mobile phone of the user. The phone number will display exactly as entered.
Role and Availability	
Institution Role	Select a Institution Role from the list by clicking the drop-down arrow and highlighting a role. The Institution Role is used to determine what the user sees on the Portal (only applicable when the <i>Blackboard Community System</i> is licensed).

FIELD	DESCRIPTION
Administrative User Role	<p>Select an Administrative User Role from the list. Administrative User Roles are defined as</p> <ul style="list-style-type: none">• Course Administrator: Access to areas on the Administrator Panel that deal with managing courses.• Guest: No access to the Administrator Panel.• None: No access to the Administrator Panel.• Observer: No access to the Administrator Panel. Only users with this Administrative User Role will be able to serve as Observers.• Portal Administrator: Access to areas of the Administrator Panel that deal with managing the portal and the look-and-feel of the system as a whole.• Support: Limited access to the Administrator Panel.• System Admin: Access to all functions available on the Administrator Panel.• ystem Support: Access to all functions on the Administrator Panel. May not modify individual courses.• User Administrator: Access to areas of the Administrator Panel that deal with managing users.
Available	<p>Select Yes or No to allow the user to log in to <i>Blackboard Learning System</i>. If No is selected, the user will appear within the system but will not be able to log in.</p>

BATCH CREATE USERS

Overview

Numbers of users can be added from the Batch Create Users page. Using a batch file, users are entered into the *Blackboard Academic Suite* quickly and without having to go through the Create User page to add each user.



NOTE: If using a batch file created for a previous version of Blackboard Learning System, verify that the fields are in the correct order for the current version. If necessary, reformat the file so that the fields are in the correct order before processing the file.

Find this page

Click **Batch Create Users** on the Administrator Panel.

Fields

The table below details the fields on the Batch Create Users page.

FIELD	DESCRIPTION
File Upload	
File Location	Enter the location of the batch user file. Or, click Browse to open up the file directory, then locate and select the file.
Delimiter Type of Your File	Select the delimiter option to be used on the batch user file entered in the File Location field. If Automatic is selected, the batch file will be analyzed and the delimiter determined based on the frequency of that character in the file.

Batch files

Batch files are .txt files that hold large quantities of information to upload. Note the following when creating a batch file:

- Fields must be enclosed in double quotes.
Example "John"
- Each field must be separated with a delimiter. Commas, colons, or tabs may be used, however, you may not use more than one as a delimiter in a batch file.
Example "John","Smith"

- Each record must be separated by a hard return.
Example "John","Smith"
"Larry","Smith"
- Each batch file should not exceed 500 records due to time out restrictions associated with most browsers.
- Do not include blank lines between records. The blank line will be processed and return an error.

CHAPTER 3 - REMOVE USERS

Overview

This chapter describes the features on the Administrator Panel that are used to remove users from the system.

In this chapter

Chapter 3—Remove Users includes the following topics.

TOPIC	DESCRIPTION
Remove Users from the System	This topic covers the Remove Users from the System page. Administrators can generate a list of users and select users for deletion from this page.
Batch Remove Users from the System	This topic covers the Batch Remove Users from the System page. Using a batch file Administrators can remove many users from the system.

REMOVE USERS FROM THE SYSTEM

Overview

Remove users from the system from the Remove Users from the System page. Removed users cannot be restored to the system. To replace a removed user, create a new profile for the user and enroll the user in the appropriate Courses. A removed user that is recreated will not retain any of the settings or data associated with the old user.

Find this page

Click **Remove Users** from the System on the Administrator Panel.

Removing users

Click the check box for each user to be removed. Type 'Yes' in the field at the bottom of the page and click Submit. The selected users will be removed from the system.



NOTE: Removing users will also remove any course data associated with the user (including grades!). If a user is created again, course data will not reappear

BATCH REMOVE USERS FROM THE SYSTEM

Overview

Numbers of users can be removed from the system through the Batch Remove Users from the System page. Using a batch file, users are quickly removed from the system. Removed user records cannot be restored they must be recreated.



NOTE: If using a batch file created for a previous version of Blackboard Learning System, verify that the fields are in the correct order for the current version.

Batch Remove Users page

Click **Batch Remove Users** from the System on the Administrator Panel.

Batch Remove Users fields

The table below details the fields on the Batch Remove Users from the System page.

FIELD	DESCRIPTION
File Upload	
File Location	Enter the location of the batch user file. Or, click Browse to open up the file directory, then locate and select the file.
Delimiter Type of Your File	Select the delimiter option to be used on the batch user file entered in the File Location field. If Automatic is selected, the batch file will be analyzed and the delimiter determined based on the frequency of that character in the file.

Batch files

Batch files are .txt files that hold large quantities of information to upload Note the following when creating a batch file

- Fields must be enclosed in double quotes.
Example "John"
- Each field must be separated with a delimiter. Commas, colons, or tabs may be used, however, you may not use more than one as a delimiter in a batch file.
Example "John","Smith"
- Each record must be separated by a hard return.
Example "John","Smith"
"Larry","Smith"
- Each batch file should not exceed 500 records due to time out restrictions associated with most browsers.
- Do not include blank lines between records. The blank line will be processed and return an error.

CHAPTER 4—OBSERVERS

Overview

This chapter details the features used to manage Observers.

In this chapter

Chapter 4—Observers includes the following topics.

TOPIC	DESCRIPTION
List/Modify Observers	This topic covers the List/Modify Observers page. Observers in the system can be shown on this page with a link to associate that Observer with a user.
Add User to Observer	This topic covers the Add User to Observer page. Adding a user to an Observer allows the Observer to view the same content as the user.

LIST/MODIFY OBSERVERS

Overview

Observers are user roles that are attached to other users. Observers can view the same content as a user but cannot modify or interact with content intended for the observed user. The Observer role can be used to let parents of a Student or an academic advisor monitor progress. Each Observer can only be assigned to one user but that Observer can view all of the user's courses. The Instructor for each course can limit what Observers can see.

Observers in the system can be viewed and linked or unlinked from a user from the List/Modify Observers page.

Users must have their Administrative User Role set to Observer to appear in the list of available Observers. Be aware that Observers are not able to enroll in courses as Students.



NOTE: The Observer-user relationship is a one-to-one relationship. Users can only have one Observer assigned to them and Observers can only watch one user.

Find this page

Follow these steps to open the List/Modify Observers page.

1. Click **Observer Management** on the Administrator Panel.
2. Click **List/Modify Observers** from the Observer Management page.

Functions

The table below details the functions available from the List/Modify Observer page.

To . . .	CLICK . . .
link an Observer to a user	Add User to Observer . The Add User to Observer page will appear.
remove a link between an Observer and a User	Remove User from Observer . The Observer will no longer be able to track the progress of the user. The Observer is free to be attached to another user.
email an Observer	on the Observer's email address to open the browser's default email program and send an email to the Observer.

ADD USER TO OBSERVER

Overview

Users are linked to Observers from the Add User to Observer page. An Observer may only be linked to one user. If an Observer is already assigned to a user, remove that link before trying to link the Observer to another user.

Find this page

Follow the steps below to open the Add User to Observer page.

1. Click **Observer Management** on the Administrator Panel.
2. Click **List/Modify Observers** from the Observer Management page.
3. Search for Observers.
4. Click **Add User to Observer** for an Observer.

Functions

The table below details the functions available from the Add User to Observer page.

To . . .	CLICK . . .
link an Observer to a user	Observe. The user selected will now be linked to the Observer.
email an Observer	on the Observer's email address to open the browser's default email program and send an email to the Observer.
edit the profile of a User	<u>Properties</u> . The User Properties page will appear.

CHAPTER 5—INSTITUTION ROLES

Overview

This chapter details the features for creating managing Institution Roles in the *Blackboard Academic Suite*.

In this chapter

Chapter 5—Institution Roles includes the following topics.

TOPIC	DESCRIPTION
About Institution Roles	This topic gives an overview of Institution Roles.
Features of Institution Roles	This topic explains the aspects of different Institution Roles.
Planning Institution Roles	This topic explains how to plan the roles that should be created based on institution need.
Create an Institution Role	This topic explains the Add Role page. Administrators create new Institution Roles on this page.
Assign Institution Roles to Users	This topic explains how to assign Institution Roles to users and how to remove them from users.
Assign Institution Roles through Snapshot	This topic explains how Institution Roles may be assigned to users using Snapshot.
Remove an Institution Role	This topic explains how Institution Roles are removed from the system.
Apply Institution Roles to Portal Features	This topic explains how Institution Roles may be assigned to specific features.

ABOUT INSTITUTION ROLES

Overview

Institution Roles control access to information and services. Portal features such as tabs, modules, and brands can be controlled through Institution Roles. Institution Roles are also used by other tools, such as the *Blackboard Content System*. Virtual hard drive uses Institution Roles to determine file access for specific user groups. Institution Roles make the *Blackboard Academic Suite* a role-based system where tools and content are defined for distinct groups of one, few, or many users.

Institution Roles replace the Portal Roles found in earlier versions.

Available with the *Blackboard Community System*

Institution Roles are available when licensing the *Blackboard Community System*. If the *Blackboard Community System* is not licensed Institution Roles cannot be used to control create role-based information and services.

FEATURES OF INSTITUTION ROLES

Overview

Each user is associated with one or more Institution Roles. Therefore each Institution Roles is associated with a group of users.

For example, an Institution Role of CY_2008 groups all users that are in the 2008 class year. Content can be created and presented to only this group of users. The following example shows how two different users on two different campuses

Institution Roles are only one kind of role associated with users. Users are also associated with an admin user role, and can be associated with course and organization roles.

Role IDs and Role Labels

Roles are defined by a Role ID and a Role Label. The Role ID is a unique value to identify the role. The Role ID is used when integrating with other systems using Snapshot or the APIs.

The Role Label is a more descriptive title for the role. The Role Label must also be unique. The Role Label appears in the user interface. It is used when selecting Institution Roles for a user or when applying content and tools to Institution Roles.

Removable and Non-Removable Institution Roles

Previous versions of the *Blackboard Academic Suite* included a set of 20 Institution Roles. These roles still appear as Non-Removable Institution Roles. This means that these roles cannot be deleted and the Role ID for these roles cannot be changed (although the Role Labels can be changed). Protecting these roles and their Role IDs ensures that existing Building Blocks, outside code relying on the APIs, and other integrations that rely on these roles will continue to work. Removable Institution Roles are Institution Roles created specifically for the school.

Primary Institution Role and Secondary Institution Roles

Each user is assigned a Primary Institution Role. The Primary Institution Role is required. Some tools in the *Blackboard Learning System* and the *Blackboard Content System* can be defined based on the Primary Institution Role.

Each user can be assigned many Secondary Institution Roles. Portal content, such as tabs and modules, are presented to users based on all of the user's Institution Roles.

Primary and Secondary Institution Roles are distinctions applied to users. An Institution Role is not set aside as primary or secondary until it is applied to a user. For example, the Institution Role CY_2008 could be the Primary Role for one user and a Secondary Role for another user. A user can have the same role appear as both the Primary Institution Role and as a Secondary Institution Role.



NOTE: The default Primary Institution Role is the role with a Role ID of 'Student'. This is a non-removable role so the Role ID cannot be changed. However, be careful when changing the Role Label as this role will be the Primary Institution Role of any user created without one. Further, if a user's Primary Institution Role is removed from the system the user's new Primary Institution Role will be Role ID = 'Student'.

PLANNING INSTITUTION ROLES

Overview

Implementing Institution Roles requires detailed planning to maximize benefits as well as avoid inconsistencies and overlaps. One of the best places to start is with other systems on the campus that store student information. Applying the same model for organizing student information to Institution Roles ensures consistency with the school.

Design Approach

Using a design approach designs the content first and then decides who should have access. Consider plotting out content such as *Blackboard Content System* content, brands, tabs, and modules first. Create and apply roles that match the design and can incorporate new content and future growth.

Define Types

Create Institution Roles in groupings. For example, use types such as campus, major, and class year to define Institution Roles. In this example, a student's Institution Roles may be

Designation:	STUDENT (Primary Institution Role)
Campus:	CAMPUS_CENTRAL
Major:	MAJOR_PHYSICS
Class Year:	CY_2008

Use a naming convention

Institution Roles are listed in alphabetical order. A naming convention based on the Institution Role types ensures that Institution Roles are easy to find in the system and are not missed.

Consider the Campus type in the example above. If there are three campuses, Central, East, and West, the Institution Roles that apply to each campus should appear together in the system. Name the Institution Roles CAMPUS_CENTRAL, CAMPUS_EAST, and CAMPUS_WEST will ensure that the roles are easy to locate and applied correctly.

Create Users for testing

Create test users based on the Institution Roles model. The test Users can be used to quickly preview the system and adjust settings. For example, create a test User to see the system through the viewpoint of a prospective student.



NOTE: It is important to create a test User for anonymous (unauthenticated) users such as Guests. Changes to the Guest Institution Role can have serious consequences as, in most cases, this Institution Role controls what users that have not logged in can seeID = 'Student'.

Example

The example below shows the planned effect of Institution Roles on two sample users.

User: Jane Smith

ROLE	SERVICES
Campus – East (primary)	<ul style="list-style-type: none"> East Branding General Campus Announcements
Dept – East Campus Chemistry	<ul style="list-style-type: none"> Chemistry Department News and Announcements Chemistry Department instructional tools such as simulations and interactive tutors
Function – Faculty	<ul style="list-style-type: none"> Administrative resources and forms Portfolio publishing capabilities
Status – Active Full-time Professor	<ul style="list-style-type: none"> Special events for full-time faculty
Job – Student Advisor	<ul style="list-style-type: none"> Training resources and guidelines for advisors
Job – East Campus Science Faculty	<ul style="list-style-type: none"> Science faculty content collection of reusable learning objects, videos, and still imagery licensed by the department for teaching 100 MB of virtual hard drive space

User: Darrin Longhorn

ROLE	SERVICES
Campus – West (primary)	<ul style="list-style-type: none"> West Branding General Campus Announcements West Traffic Updates
Campus – East	<ul style="list-style-type: none"> General Campus Announcements
Dept – West Campus Chemistry	<ul style="list-style-type: none"> (none)
Function – Faculty	<ul style="list-style-type: none"> Administrative resources and forms Portfolio publishing capabilities
Status – Adjunct	<ul style="list-style-type: none"> Guidelines for Adjunct Faculty
Job – West Campus Science Faculty	<ul style="list-style-type: none"> 200 MB of virtual hard drive space

ROLE	SERVICES
Job – East Campus Science Faculty	<ul style="list-style-type: none"><li data-bbox="657 247 1365 338">• Science faculty content collection of reusable learning objects, videos, and still imagery licensed by the department for teaching<li data-bbox="657 359 1068 384">• 100 MB of virtual hard drive space

CREATE AN INSTITUTION ROLE

Overview

Make sure that an Institution Role matches the design model and naming convention for Institution Roles used at the school. Roles that are created can be later removed, but better results will come from detailed planning before creating any Institution Roles.

Create an Institution Role

Follow these steps to create an Institution Role.

1. Develop a plan for handling Institution Roles. See [Planning Institution Roles](#) for tips.
2. Login as a user with Administrator privileges.
3. Open the Administrator Panel.
4. Click **Manage Institution Roles**.
5. Click **Add Role**.
6. Enter a Role ID and a Role Label.
7. Although optional, it is a good idea to add a Description of the role.
8. Click **Submit** to finish. The Institution Role will now appear on the Manage Institution Roles page. The Institution Role can be attached to users and used to define content.

Institution Role attributes

The table below explains the attributes that define Institution Roles.

FIELD	DESCRIPTION
Role ID	<ul style="list-style-type: none"> • Identifies the Institution Role in the database and to external systems. • This field is required and must be unique. Use only alphanumeric characters. Do not use spaces or special characters. • This field has a limit of 50 characters.
Role Label	<ul style="list-style-type: none"> • Identifies the Institution Role within the user interface. • This field is required and must be unique. • This field has a limit of 50 characters.
Description	<ul style="list-style-type: none"> • Provide usage notes or comments for administrators about the Institution Role. Only users with administrative privileges see this description. • This field is not required. HTML code entered in this field will not be recognized. • This field has a limit of 1000 characters.

ASSIGN INSTITUTION ROLES TO USERS

Overview

Institution Roles can be assigned to users when the user is created or afterward by modifying the user.

Setting an Institution Role requires Administrator privileges. When an Instructor creates a user through a Course Control Panel the user is created with the default Primary Institution Role (Role ID='Student').

Assign an Institution Role from the Administrator Panel

An Institution Role can be assigned when creating a user or when modifying an existing user. Follow these steps to assign an Institution Role to a user.

1. Login as a user with Administrator privileges.
2. Open the Administrator Panel.
3. Click **Create User**. Or, click **List/Modify User**, locate a user, and then click **Modify**.
4. Enter user data or modify the other fields on the page as needed.
5. Scroll down to the **Roles and Availability** heading.
6. Select a **Primary Institution Role**. A Primary Institution Role is required for each user.
7. Use the multi-select box to choose **Secondary Institution Roles**. Choose none, one, or many Institution Roles. The table below describes how to use the multi-select box to choose Institution Roles.

To . . .	CLICK . . .
Select a Primary Institution Role	Click on an Institution Role in the Available Roles column. Click the right arrow next to the Primary Institution Role field to assign the highlighted role as the Primary Institution Role.
Select Secondary Institution Roles	Click on an Institution Role in the Available Roles column. Hold down the CTRL key to select multiple roles. Click the right arrow next to the Secondary Institution Roles box to assign the highlighted roles as Secondary Institution Roles.
Deselect a Secondary Institution Role	Click on an Institution Role in the Secondary Institution Roles box. Hold down the CTRL key to select multiple roles. Click the left arrow to remove the role.

8. Finish entering or modifying user data and click **Submit**.

Remove Institution Roles from a User

Removing an Institution Role from a user prevents that user from accessing content meant for that role. The Primary Institution Role may be changed but it cannot be removed from the user interface.

Assign an Institution Role with the Batch Create Users process

The Batch Create Users process will add many users to the system. Each record in the batch file can contain a Primary Institution Role. The Primary Institution Role is included using a mapped value within the database.

Follow these steps to locate the value for an Institution Role

1. Login as a user with administrative privileges.
2. Open the Administrator Panel.
3. Click **Batch Create Users**. Locate the hyperlink find in the instructions.
4. Click **Find** to display a page that shows the Role ID and the matching Batch Value.
5. Use the Batch Value to set a Primary Institution Role for users during a batch process.

If a Primary Institution Role is not provided for a record, the user will be created with the default Primary Institution Role of 'Student'.

It is not possible to attach Secondary Institution Roles to a user during the Batch Create process. Secondary Institution Roles must be attached to the user after creation.

root_admin Institution Roles

The root_admin user has access to manage Virtual Installations. The User Properties for the root_admin user are set from the Virtual Installation Administrator Panel. The Institution Roles for the root_admin user must be set through the Administrator Panel for each Virtual Installation because Institution Roles are not shared across Virtual Installations.

ASSIGN INSTITUTION ROLES THROUGH SNAPSHOT

Overview

Institution Roles can be attached to users through Snapshot and the APIs. For information on using the APIs to assign Institution Roles please see the Administrative API specifications.

Snapshot Files

Snapshot User files include the INSTITUTION_ROLE element. This represents the Primary Institution Role and is expressed as the Role ID.

Secondary Institution Roles are added through a new Snapshot file type, User Institution Role Membership. Each record matches one User to one Institution Role. To match a user to multiple Institution Roles requires multiple records in the file. The table below outlines the fields included in a record in a Snapshot User Institution Role Membership file.

ELEMENT	DESCRIPTION
<code>EXTERNAL_PERSON_KEY</code>	A unique identifier for a user at the institution This ID is provided by the institution and is not displayed to users. String. Max length 64 Not Null, External Key
<code>ROLE_ID</code>	Institution Role. Passed as a string. Not null.

Commands

The following command line operations handle User Institution Role Membership files.

OPERATION	DESCRIPTION
<code>PORTAL_ROLE_MEM_MANUAL</code>	Performs a smart update for Institution Roles.
<code>PORTAL_ROLE_MEM_REMOVE</code>	Removes all Institution Roles in the feed file.
<code>PORTAL_ROLE_MEM_SNPSHT</code>	To process a snapshot feed of Institution Roles.
<code>DISABLE_PORTAL_ROLE_MEMBERSHIP</code>	To disable all Institution Roles for a datasource.
<code>PURGE_PORTAL_ROLE_MEMBERSHIP</code>	To purge all Institution Roles entities for a datasource. Purge only deletes disabled items.

For more information on running the Snapshot tool please see the *Blackboard Academic Suite Data Integration Manual*.

REMOVE AN INSTITUTION ROLE

Overview

Removing an Institution Role also removes the link between users and that Institution Role. If the removed role is the Primary Institution Role for a user, the Primary Institution Role for the user will return to the default (Role ID='Student'). Any content set to display only to the removed role will still exist in the system but users will not be able to see it until the Institution Roles associated with the content are updated.

Remove an Institution Role

Follow these steps to remove an Institution Role from the system.



NOTE: Removing an Institution Role is permanent. To restore the role, recreate it and reassign it to users. To avoid having to recreate and reassign the role consider using Snapshot to disable the Institution Role rather than removing the role.

1. Login as a user with Administrator privileges.
2. Open the Administrator Panel.
3. Click **Manage Institution Roles**.
4. Select the roles to remove.
5. Click **Remove Roles**.
6. A confirmation window appears. Click **OK**. The selected Institution Roles are no longer in the system.

APPLY INSTITUTION ROLES TO PORTAL FEATURES

Overview

Institution Roles control what brands, tabs, and modules that users see.

Apply Institution Roles to a brand

Brands define the colors and images of the top frame including the tabs. Access to brands is controlled by host name and Primary Institution Role. Host names determine the URL used to access the *Blackboard Academic Suite*.

For example, create two additional hostnames so that the *Blackboard Academic Suite* can be accessed from:

[http //blackboard.yourinstitution.com](http://blackboard.yourinstitution.com)

[http //lawschool.yourinstitution.com](http://lawschool.yourinstitution.com)

[http //medicalschoo.yourinstitution.com](http://medicalschoo.yourinstitution.com)

Now, create separate brands for users based on the host name used to access the system. Users will see a different brand depending on the URL. Primary Institution Roles can be applied to further customize brands so that a Student using [http //lawschool.yourinstitution.com](http://lawschool.yourinstitution.com) will see a different brand than an Instructor or Prospective Student.

Apply Institution Roles to a tab or module

Tabs or modules are configured to display to one, many, or all Institution Roles. Institution Roles are applied to a tab or module from the Tab Properties page or the Module Tabs page.

The association between content and Institution Roles is defined distinctly for each role. For example, If content is made available to the Campus_East and Student Institution Roles, the content will be available to all users with an Institution Role of Campus East as well as all users with an Institution Role of Students. Use the multi-select box to choose roles.

To . . .	CLICK . . .
Select an Institution Role	Click on an Institution Role in the Available Roles column. Hold down the Control key to select multiple roles. Click the right arrow to move the role to the Selected roles column.
Select all Institution Roles except those highlighted	Click on the Institution Roles in the Available Roles column that should not have access to the content. Click Invert . The highlighted roles are no longer highlighted. Those roles that were not highlighted are now highlighted. Click the right arrow to move the role to the Selected roles column. Invert works in both the Available Roles and the Selected Roles column.
Deselect an Institution Role	Click on an Institution Role in the Selected Roles column. Click the left arrow to remove the role from the Selected roles column.

CHAPTER 6—USER RECORD PROPERTIES AND PRIVILEGES

Overview

This chapter details the features for managing the user account attributes and the privileges assigned to users enrolled in courses and Administrators.

In this chapter

Chapter 6—User Record Properties and Privileges includes the following topics.

TOPIC	DESCRIPTION
Administrative User Roles	This topic covers the different roles available that grant access to the Administrator Panel.
Course Roles	This topic covers the roles available in a course.
Admin User Accounts Created at Install	This topic covers the three accounts that are automatically created for Administrators at the time of install.
Customize User Profile	This topic covers the Customize User Profile page. The attributes for user accounts can be renamed and a link can be set to another administrative system that users can access to change their account information.
User Privileges	This topic covers the User Privileges page. This page lists the roles that are assigned to each privilege. Privileges can be modified to grant access to different roles.
Modify Privilege	This topic covers the Modify Privilege page. From this page Administrators can change the roles that have access to a privilege.

ADMINISTRATIVE USER ROLES

Overview

Every user account in the *Blackboard Academic Suite* has an Administrative User Role. Different roles grant the user different levels of access to the Administrator Panel. To delegate responsibility for the system, Administrators may give varying privileges to a small number of users by assigning Administrative roles. Administrative User roles should be strictly managed for security reasons.



NOTE: Only users with the role of System Administrator may create or modify System Administrator accounts.

Administrative User Roles include the following

- Course Administrator
- Guest
- None
- Observer
- Portal Administrator
- Support
- System Administrator
- System Support
- User Administrator



NOTE: System Administrators may modify the privileges of Administrative User Roles with the User Privileges feature. The information below is based on the default settings in the *Blackboard Learning System*.

Course Administrator

Users with the role of Course Administrator may access areas of the Administrator Panel that are used to manage courses in the system. These users do not have access to the Course Control Panels for individual courses.

This role may be assigned to someone who assists the System Administrator with course management tasks, such as creating courses, updating course information, and copying and recycling courses.

Course Administrators have access to the following areas in the Administrator Panel

- List / Modify Courses – may not access the course environment
- *Restore Course
- Create Course
- *Settings (under Courses)
- Batch Create Course
- *Images and Icons

- List / Modify Courses – may not access the course environment
- Batch Enroll Users in Course
- *Remove Course
- *Copy Course
- *Import Course
- *Export Course
- *Archive Course
- *Restore Course
- *Catalog
- List / Modify Users (can only update user Course Roles)
- Batch Create Users
- *Observer Management
- *Logs
- *Send Email

* Settings for areas with an asterisk (*) cannot be modified on the User Privileges page.



NOTE: All options within these areas of the Administrator Panel may not be available.

Guest

Every Blackboard system has a pre-set user account called "Blackboard Guest" with the username of "guest". Any user who logs in with this username and password, or who clicks **Preview** on the Gateway page, is automatically given the Administrative Role of Guest. Administrators may also create a assign the role of Guest to specific users.

A user with the role of Guest, or any anonymous user, may view any unsecured areas of courses that have Guest Access enabled. A Guest does not have access to the Administrator Panel.

None

A user with the role of None has no administrative controls and no access to the Administrator Panel. All Students and Instructors are usually given an Administrative User Role of None.

Observer

A user with the role of Observer can "shadow" one other user on the system. An Observer can see all courses in which a specific user is enrolled, and, within each course, those materials and tools that the Instructor has given Observers access to.

An Observer does not have access to the Administrator Panel.

This role may be assigned to a parent, an evaluation team or others who may need to monitor the course work of one other user on the system.

Portal Administrator

Portal Administrators have access to the areas of the Administrator Panel that deal with managing the portal. This role may be assigned to someone who is responsible for creating and modifying portal content, adding tabs to the system and establishing Institution Roles.

Portal Administrators have access to the following areas in the Administrator Panel

- List / Modify Users – may not access the course environment
- *Manage Tabs
- *Manage Modules
- *Manage Channels
- *Manage Tool Panel
- *Settings (under Portal Areas)
- *Export Modules
- *Gateway Options

Settings for areas with an asterisk (*) cannot be modified on the User Privileges page.



NOTE: All options within these areas of the Administrator Panel may not be available.

Support

Users with the role of Support have limited access to the Administrator Panel. This role may be assigned to an individual who is assisting the System Administrator.

Support users have access to the following areas in the Administrator Panel

- *List / Modify Courses – may not access the course environment
- *Import Course
- *Export Course
- *Settings (under Courses)
- *Catalog
- List / Modify Users – may not modify user records
- *Observer Management

* Settings for areas with an asterisk (*) cannot be modified on the User Privileges page.



NOTE: All options within these areas of the Administrator Panel may not be available.

System Administrator

System Administrators may access the entire Administrator Panel and the Course Control Panel for every course in the system. This is the highest level of access that may be assigned.

Some areas of a course require a user be enrolled to view material. The System Administrator can use the **Quick Enroll** button in the course's Navigation Menu to temporarily enroll in a course to view or troubleshoot these areas. The **Quick Un-enroll** button reverses the process.

System Support

A user with the System Support role has access all areas on the Administrator Panel, but not to the Control Panels for individual courses in the system. This role may be assigned to individuals who need to perform administrative tasks, but who should not have the ability to access or change the content in a course. These users are also unable to modify user records.

User Administrator

User Administrators have access to areas of the Administrator Panel which deal with managing users on the system. This role may be assigned to a user who will be creating other users, enrolling them in courses, and changing passwords. Although a User Administrator can assign most Administrative Roles to any user, only System Administrators can assign the System Administrator role or System Support role.



NOTE: All options within these areas of the Administrator Panel may not be available.

User Administrators have access to the following areas in the Administrator Panel

- Batch Enroll Users
- List/Modify Users
- Create User
- Batch Create Users
- Remove Users from the System
- Batch Remove Users from the System
- *Observer Management
- *Send Email

* Settings for areas with an asterisk (*) cannot be modified on the User Privileges page.

COURSE AND ORGANIZATION ROLES

Overview

Course Roles control access to the content and tools within a course. Each user is assigned a role for each Course (or Organization) in which they participate. For example, a User with a role of Teaching Assistant in one Course can have a role of Student in another Course. Instructors may use these roles to delegate some of the responsibility for maintaining the course.

The Course Role is set when a User is enrolled. It can also be modified after enrollment from the Course Control Panel of the Course.

Course Roles include:

- Course Builder
- Grader
- Guest
- Instructor
- Student
- Teacher's Assistant
- Anonymous



NOTE: The Course Control Panel privileges associated with each Course Role can be modified using the [User Privileges](#) feature. In addition, the names of the Course Roles can be changed with the [Course Role Rename](#) feature.

Course Builder

The Course Builder role has access to most areas of the Course Control Panel. This role is appropriate for a research assistant or to an assistant who has limited responsibilities, but should not have access to student grades.



NOTE: If the course is unavailable to Students, a Course Builder can still access the course. A Course Builder cannot remove an Instructor from a Course.

Course Builders have access to the following areas within the Course Control Panel

- *Course Information
- *Course Documents
- *Assignments
- *External Links
- *Announcements
- Settings
- Import Course Cartridge
- Import Package
- *Resources
- Course Copy

- *Course Information
- *Course Calendar
- *Staff Information
- *Tasks
- *Discussion Boards
- *Send Email
- *Collaboration
- *Digital Drop Box
- Manage Course Menu
- Archive Course
- Recycle Course
- *Manage Tools
- Settings
- Export Course
- List / Modify Users
- Create User
- Batch Create Users for Course
- Enroll User
- Remove Users from the Course
- *Manage Groups
- *Test Manager
- *Survey Manager
- *Pool Manager

* Settings for areas with an asterisk (*) cannot be modified on the User Privileges page.



NOTE: All options within the available areas of the Course Control Panel may not be available.

Grader

The Grader role has limited access to the Course Control Panel. A Grader would assist the Instructor in the creation, management, delivery, and grading of Assessments and Surveys. A Grader may also assist the Instructor with adding manual entries to the Online Gradebook.



NOTE: If a course is unavailable to students, the course will appear in the My Courses module and Course list for a user with the role of Grader, but the Grader will not be able to enter the course until the course is available.

Graders have access to the following areas within the Course Control Panel

- *Announcements
- *Course Calendar
- *Digital Drop Box
- List/Modify Users – may not modify content
- *Test Manager
- *Survey Manager
- *Pool Manager
- *Gradebook
- *Gradebook Views
- *Course Statistics

* Settings for areas with an asterisk (*) cannot be modified on the User Privileges page.



NOTE: All options within the available areas of the Course Control Panel may not be available.

Guest and Anonymous Users

Users with the role of Guest or anonymous users have no access to the Course Control Panel. If Guest access is enabled by the System Administrator, an Instructor can make areas within a course accessible to unauthenticated users or Guest users.

Visitors to the *Blackboard Learning System* such as prospective Students, alumni or parents may be given the role of Guest.

Anonymous users are those that access the system and have not been authenticated. Users can only access the system without logging in when Direct Access is enabled.

Instructor

Instructors have access to all areas in the Course Control Panel. This role is generally given to the person developing, teaching or facilitating the class. If a course is unavailable to Students, Instructors may still access it.

Administrators may modify access to the following areas on the [User Privileges](#) page

- List / Modify Users
- Create User
- Batch Create Users for Course
- Remove Users from the Course
- Enroll User
- Settings
- Course Copy
- Recycle Course
- Import Course Cartridge
- Export Course
- Archive Course
- Manage Course Menu

Student

Student is the default Course User Role. As user with the role of Student has no access to any areas on the Course Control Panel.

Teacher's Assistant

The Teacher's Assistant has access to nearly everything in the Course Control Panel. If the course is unavailable to students, Teaching Assistants may still access the course.

Unlike the Instructor, the Teaching Assistant will not be listed in the Course Catalog listing for the course.



NOTE: Teaching Assistant cannot remove an Instructor from a course.

Administrators may modify access to the following areas on the [User Privileges](#) page

- List / Modify Users
 - Create User
 - Batch Create Users for Course
 - Remove Users from the Course
 - Enroll User
 - Settings
 - Course Copy
 - Recycle Course
 - Import Course Cartridge
 - Export Course
 - Archive Course
 - Manage Course Menu
-

ADMIN USER ACCOUNTS CREATED AT INSTALL

Overview

When the *Blackboard Learning System* is installed three User accounts with admin privileges are created

- Administrator
- root_admin
- integration

Administrator

The Administrator account has full system Administrator privileges. This account, and the root_admin account are the only two accounts that can login until more users are created.

The password for the Administrator account is set during the installation of the *Blackboard Learning System*.

root_admin

The root_admin account has full administrative privileges including the management of virtual installations through the Administrator Panel. When the root_admin account views the Administrator Panel the Manage Virtual Installations link appears at the top of the panel. The root_admin can login to any virtual installation and access the Virtual Installation management features from this link.

The password for this account is set during installation.



NOTE: The root_admin account is created even if your license does not include the use of any virtual installations. The root_admin account can be modified from the Edit Root Administrator Profile page.

integration

The integration user is used only to facilitate *Blackboard Learning System* Snapshot operations. This account cannot be used to login through the GUI nor does it appear in any lists of users on the GUI. To change the password for this account, use the Integration Password feature available on the Administrator Panel.

The default password for the integration account is set at installation.

For more information on how the integration account is used during Snapshot processes, please see the *Blackboard Learning System* Advanced Integration and Data Management Manual.

CUSTOMIZE USER PROFILE

Overview

Through the Customize User Profile page data fields for user accounts can be renamed and configured as displayed and editable. The labels of the fields that store data can be changed and the Administrator can select whether or not users can view and edit data for each field. Once changes are made, they will appear within the user interface. For example, if the name of the default Student ID field is changed to 'Identification' it will appear as 'Identification' everywhere.

Often fields are not editable in *Blackboard Learning System* because the data is owned by another institutional information system. Administrators can add a URL where users can update this data that is owned by another information system. When Users access the Edit Personal Information page the link with instructions will appear at the top of the page.

In other cases, not allowing users to update a field can help ensure business rules and workflows. For example, some institutions may decide to lock the Email field, especially if the institution assigns email addresses. This ensures that all users have a valid email account that will work with features such as the Send Email communication tool.

The Customize User Profile page is not available with the *Blackboard Learning System–Basic Edition*.

Find this page

Click **Customize User Profile** on the Administrator Panel.

Fields

The table below details the fields on the Customize User Profile page.

FIELD	DESCRIPTION
Link Information	
Update Link	Select this check box to provide a link to another URL for updating data that is not editable within the <i>Blackboard Learning System</i> .
URL	Enter the URL to the location where Users can update profile information. When entering a URL, be sure to enter the URL completely, for example, http //www.blackboard.com and not www.blackboard.com or blackboard.com.
Link Title	Enter a name for the link that will appear at the top of the Edit Personal Information page.
Instructions	Enter instructions for using the link that will appear under the link on the Edit Personal Information page.
Manage Data Fields	
Item	Displays the data item. The default label for each item is the name of the item. This field is display only.
Display	Click the check box to display the field. If the field is displayed it will appear to users. Items that are grayed out may not be modified.

FIELD	DESCRIPTION
Editable	Click the check box to allow users to change the information stored in the field. If the field is editable users may change this information from the Personal Information tool. Items that are grayed out may not be modified.
Label	Edit the title of the field. The field title will appear as it is entered throughout the system. The default label is the name of the item as it appears in the Item column.
Revert All to Defaults	
Check here to revert all fields to default titles	Click the check box and the Label of all fields will revert to the default. This will not change the Displayed or Editable field settings.

USER PRIVILEGES

Overview

The privileges assigned to Administrative User Roles and Course Roles can be modified by the Administrator to control access to the different areas of the Administrator Panel and Course Control Panels. The User Privileges page lists the privileges assigned to each role and each privilege can be changed to include or exclude roles.



NOTE: Section 1, User Privileges for All Users, includes privileges for both Administrative User Roles (the first set under the Portal Tool Links heading) and Course Roles (the second set under the Course/Organization Tool Links). Use caution when setting these privileges to reconcile user access to the tools through the portal and user access through a course. It should also be noted that privileges for the tools on Portal pages are controlled by Administrative User Role, and not by the Institution Role!

In most cases, users such as Students and Instructors will have an Administrative User Role of None (N).

Find this page

Click **User Privileges** on the Administrator Panel.

Functions

The tables on the User Privileges page have the privileges for row headers and the applicable roles as the column headers. To see if a privilege is applied to a row simply line up the privilege with the row. A check mark indicates that a user with that role has access to that content or tool.

To modify a privilege, click [Modify](#) in the row for that privilege.

MODIFY PRIVILEGE

Overview

Course Roles and Administrative User Roles can be assigned privileges from the Modify Privilege page. Privileges are granted by clicking the check box next to each role. It is also possible to redirect a privilege to point to an outside URL from this page.

Find this page

Follow these steps to open the Modify Privilege page.

1. Click **User Privileges** on the Administrator Panel.
2. Click **Modify** in the row for the privilege that will be modified. The Modify Privilege page will appear.

Fields

The table below details the fields on the Modify Privilege page.

FIELD	DESCRIPTION
Properties	
Privilege	Displays the name of the privilege. This field is display only.
Redirect to	Enter the URL of the page that Users will be redirected to when accessing the tool or area. The default tool or area can be restored by leaving this field blank. When entering a URL, be sure to enter the URL completely, for example, http://www.blackboard.com and not www.blackboard.com or blackboard.com.
Text of link for Redirect	If the link is redirected, the text of the link can be set here. It is not possible to change the text of the default link.
Available	Select Yes or No to set the availability of the link.
Set Privileges by Role	
Select the check box in the Allow column for each Role that will have the privilege enabled.	

PART 3 - PORTAL AREAS

Overview

The portal consists of the tabs appearing in the header frame that link to the tabs and the modules, links, images, and tools that make up the content of those tabs.

In this part

This part of the *Blackboard Academic Suite* Administrator Manual includes the following chapters.

CHAPTER	DESCRIPTION
Manage Tabs	This chapter details the tools for administering portal tabs, also called tabs.
Manage Modules	This chapter details the tools for administering modules.
Manage Channels	This chapter details the tools for administering channels of content for modules.
Manage Brands	This chapter details the tools for administering brands on the system.
Manage Tool Panel	This chapter details the features for administering the Tool Panel.
System Settings	This chapter details some of the settings for controlling the portal.

Tabs

The *Blackboard Learning System* and *Blackboard Learning System – Basic Edition* include basic tabs. The *Blackboard Community System* includes basic tabs, advanced tabs, and tools for building tabs for specific sets of users.

Blackboard Learning System includes several tabs as part of the portal. The basic tabs included with *Blackboard Learning System* are

- **My Institution:** This tab acts as a gateway to the portal and provides users with content from within and outside the *Blackboard Learning System* environment
- **Courses:** An online area dedicated to learning. From this tab, users access the Web sites for their courses.
- **Academic Web Resources:** Links to the Blackboard Academic Web Resources Web site. By default this tab is disabled.
- **System Admin:** Only accessible by users with Administrator privileges.

The *Blackboard Community System* also includes advanced tabs and the ability to create new tabs. The advanced tabs and tab templates are

- **Community:** An online area dedicated to clubs, organizations, and other extracurricular activities.

- **Services:** Typically used to connect users to other institutional offerings.
- **The Web:** A tab that can be set to access a URL and display the content within the tab. By default this tab is disabled.
- **Module tab:** Administrators can create additional tabs that include modules similar to the My Institution tab.
- **Tool tab:** Administrators can create additional tabs that point to a tool within the *Blackboard Learning System*.
- **Link tab:** Administrators can create additional tabs that point to a URL.

CHAPTER 1 - MANAGE TABS

Overview

This chapter covers the features that control the availability and the content of the tabs.



NOTE: Most of the portal management features listed in this chapter are only available when licensing the *Blackboard Community System*.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
Manage Tabs	This topic covers the Manage Tabs page. This page lists all the tabs in the system and includes features for modifying content and making tabs available.
Add Module Tab	This topic covers the Add Module Tab page. Administrators can add a custom module tab from this page.
Add Tool Tab	This topic covers the Add Tool Tab page. Administrators can add a custom tool tab from this page.
Add Link Tab	This topic covers the Add Link Tab. Administrators can add a custom Link tab from this page.
Tab Properties	This topic covers the Tab Properties page. This page includes controls for the name and availability of each tab.
Modify Tab	This topic covers the Modify Tab page. This menu page includes links to manage the content on the left side of tabs (except for tool and module tabs). For specific tabs this page may include links to additional features.
Menu Column Properties	This topic covers the Menu Column Properties page. This page controls the names and availability of the sections that appear on the left side of some tabs.
Manage Hot Link Content	This topic covers the Manage Hot Link Content page. Administrators can control the links that appear on the links section of the left side of a tab from this page.
Add/Modify Hot Link Content	This topic covers the Add and Modify Link pages. From these pages Administrators can add or change a link that appears on the left side of a content area.
Manage Hot Spots Content	This topic covers the Manage Hot Spots Content page. Administrators can add images to the left side of a tab from this page.

TOPIC	DESCRIPTION
Default Content	This topic covers the Default Content page. Administrators can define which modules may appear and which modules are required to appear on the tab. This page is only available for the My Institution tab or custom module areas.
Default Layout	This topic covers the Default Layout page. Administrators define the color scheme for the modules on the tab as well as the default position of each module.
Preview By Institution Role	This topic covers the Preview By Institution Role page. This page displays what a tab will look like to users with the selected Institution Role.
Services	This topic covers the Services page. This page contains the folders and Services links that make up the Services tab.
Add/Modify Services Folder	This topic covers the Add and Modify Services Folder pages. Administrators can create or change a folder for the Services tab from this page.
Add Services Link	This topic covers the Add Services Link page. From this page Administrators can add links to the Services tab.

MANAGE TABS

Overview

The tabs are organized through the Manage Tabs page. Tabs contain links to courses and organizations, modules of content, user tools, and external links to additional services and content.

Privileges can be applied to each Institution Role so that, for example, users with an Institution Role of Alumni could have access to a completely different set of tabs than users with a Institution Role of Staff or Faculty.



NOTE: When assigning the availability of tabs to user roles, it is important to check that each user role has access to at least one available tab in the system.



The advanced features on this page, such as adding a Tab, are only available to those users that license the *Blackboard Community System*.

Find this page

Click **Manage Tabs** on the Administrator Panel.

Functions

The table below details the functions available on the Manage Tabs page.

To . . .	CLICK . . .
change the order that tabs appear (from left to right in the header frame)	The drop-down arrow next to a tab in the list. From the drop-down list, select a number. The tab will appear in that position.
add a Module Tab	Module Tab in the action bar. The Add Module Tab page will appear.
add a Tool Tab	Tool Tab in the action bar. The Add Tool Tab page will appear.
add a Link Tab	Link Tab in the action bar. The Add Link Tab page will appear.
modify a tab	Modify for a tab in the list. For the My Institution, Courses, Community, Services tab, and any Module tabs created by the Administrator, a Modify Tab page will appear. For all other tabs, clicking Modify will immediately open the Tab Properties page.
remove a tab	Remove for a tab in the list. Removing a tab cannot be undone. To prevent users from accessing a particular tab, modify the Institution Roles that have privileges to view the tab from the Tab Properties page.
preview a tab based on user role	The drop-down arrow and select a Institution Role from the list in the action bar. Click Preview and a new browser window will open with the tabs as those users will see them.

ADD MODULE TAB

Overview

Modules are distinct packets of information with data generated from within the Blackboard Academic Suite and from outside sources. Module tabs added by the Administrator function much the same way as the My Institution tab. Multiple module tabs can be created with content for specific Institution Roles. The Services tab, Community tab, and Courses tab also function as module tabs.

Any Module Tab may be created with either one or two columns of modules, in addition to the menu column, if any of the menus are enabled. Once a tab is created, the number of columns cannot be modified.

Find this Page

Follow these steps to create a module tab.

1. Select **Manage Tabs** in the Administrator Panel. The Manage Tabs page appears.
2. Click **Add Module Tab**.

Fields

The table below details the entry fields on the Add Module Tab page.

FIELD	DESCRIPTION
Title	The title of the tab can be changed by editing the text that appears in this field. The title will appear as the Tab name in the header frame.
Allow users to personalize the tab	This field only appears when changing the properties for the My Institution Tab or a Module tab created by the Administrator. Selecting Yes allows users to organize the modules on the tab and customize the appearance of the modules.
Number of Columns	Select either 1 or 2 to set the number of columns of modules.
System Availability	Select either the Yes option or the No option. If Yes is selected, the tab will be viewable by users. (The System Admin Tab is always available to the Administrator.)

FIELD	DESCRIPTION
Available to	Select either Everyone or Specific Roles to make the tab available to all users or only to users with specific roles. If Specific Roles is selected, select the roles to which the tab should be made available using the multi-select box. To select one or more roles, select the roles in Available Roles and use the arrows to move the roles to Selected Roles .

ADD TOOL TAB

Overview

Tool tabs give access to a specific tool within *Blackboard Academic Suite*. Multiple tool tabs can be created to allow specific Institution Roles access to specific tools. For example, users with a Institution Role of Student could be given access to a tab that displayed the My Grades tool. This tab would most likely not be made available to users with a Institution Role of Alumni.

Find this page

Follow these steps to open the Add Tool Tab page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Tool Tab** in the action bar at the top of the Manage Tabs page.

Fields

The table below details the fields on the Add Tool Tab page.

FIELD	DESCRIPTION
Enter Tab Information	
Title [r]	Enter a title for the Tool tab. The title will appear as the Tab name in the header frame.
Tool [r]	Select a Tool from the drop-down list. The tool selected will be available through the tab.
Availability	
System Availability	Select Yes to make the tab available to users.
Available to specific Institution Roles	Select Everyone or Specific Roles . If Specific Roles is selected click the check boxes to determine which Institution Roles have privileges to view the tab.

ADD LINK TAB

Overview

Link tabs display content from an outside Web page in a *Blackboard Community System* tab. Link tabs can give direct access to other institutional Web sites for specific Institution Roles or allow users to access the Web site of an education partner.

Find this page

Follow these steps to open the Add Link Tab page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Link Tab** in the action bar at the top of the Manage Tabs page.

Fields

The table below details the fields on the Add Link Tab page.

FIELD	DESCRIPTION
Enter Tab Information	
Title [r]	Enter a title for the Link tab. The title will appear as the Tab name in the header frame.
External Link [r]	Enter the full URL for a Web page (Example <code>http://www.blackboard.com</code>). The Web page will be accessible through the tab.
Availability	
System Availability	Select Yes to make the tab available to users.
Available to specific Institution Roles	Select Everyone or Specific Roles . If Specific Roles is selected click the check boxes to determine which Institution Roles have privileges to view the tab.

TAB PROPERTIES

Overview

The Tab Properties page is similar for each Tab. From this page, the name of the tab can be changed, and the Institution Roles that can access the Tab are defined.

Find this page

Follow these steps to open the Tab Properties page for a specific tab.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for a tab.
3. Click **Tab Properties**.

Fields

The table below details the fields on the Tab Properties page.

FIELD	DESCRIPTION
Enter Tab Information	
Title [r]	The title of the tab can be changed by editing the text that appears in this field. The title will appear as the Tab name in the header frame.
URL/Tool	If the tab is a Tool tab, this field will be display only and will list the tool accessible through the tab. If the tab is a Link tab, change the URL by editing the URL as it appears in the field.
Allow users to personalize tab	This field only appears when changing the properties for a Module tab. Selecting Yes allows users to organize the modules on the tab and customize the appearance of the modules.
Number of Columns	The number of columns on this tab appears; it may not be modified on this page.
Availability	
System Availability	Select Yes to make the tab available to users.
Available to specific Institution Roles	Select Everyone or Specific Roles . If Specific Roles is selected click the check boxes to determine which Institution Roles have privileges to view the tab.



NOTE: The Tab Properties page for the Courses tab includes an **Allow Guest** field. If **Yes** is selected, Guest users have access to the Courses tab.

MODIFY TAB

Overview

The Modify Tab menu page appears when changing the following tabs: My Institution, Courses, Community, Services, or a module tab. The functions available for each tab are listed below.

Find this page

Follow these steps to open the Modify Tab page for a specific tab.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for one of the following tabs: My Institution, Courses, Communities, Services, or any module tab created by the Administrator.
3. The Modify Tab page will appear. The functions on this page will differ depending on the Tab selected.

Menu pages

Menus appear for the tabs as listed below.

- [Tab Properties](#)
- [Default Content](#)
- [Default Layout](#)
- [Preview Tab](#)
- [Menu Column Properties](#)
- [Manage Hot Link Content](#)
- [Manage Hot Spots Content](#)

A link to the [Services](#) page also appears when Modify is selected for the Services Tab.

Tool tabs and Link tabs do not have space in the tab for additional content. When modifying a Tool tab or a Link tab the [Tab Properties](#) page includes all the configuration options.

MENU COLUMN PROPERTIES

Overview

The Menu Column appears on the My Institution Tab, Courses Tab, Community Tab, Services Tab, and any module tabs. From the Menu Column Properties page, the name and availability of different features can be configured; as well as the design for the menu. The following features can appear on the left side of a tab

- **Tools:** Blackboard Tools that are organized through the [Tool Panel](#).
- **Hot Links:** Links that are managed through the [Manage Link Content](#) page or the [Manage Off-Campus Content](#) page.
- **Hot Spots:** Images and links that are managed through the [Manage Hot Spots](#) page.

Find this page

Follow these steps to find the Menu Column Properties page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for one of the following tabs: My Institution, Courses, Communities, Services, or any module tab created by the Administrator. The Modify Tab page will appear. The functions on this page will differ depending on the Tab selected.
3. Click **Menu Column Properties**.

Fields

The table below details the fields on the Left Side Tool Panel Properties page.

FIELD	DESCRIPTION
Enter Toolbar Properties	
Tools Available	Select Yes to make the Tool Panel available.
Tools Name	Edit the name of the Tool Panel.
Hot Links Available	Select Yes to make the Hot Links area available.
Hot Links Name	Edit the name of the Hot Links area.
Hot Spots Available	Select Yes to make the Hot Spots area available.
Hot Spots Name	Edit the name of the Hot Spots area.
Customize Menu Column Theme	
	Select a design for the Menu column.

MANAGE HOT LINKS CONTENT

Overview

The Links that appear on the left side of a tab are managed from the Manage Hot Links page.

Find this page

Follow these steps to open a Manage Links page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for one of the following tabs: Courses, Communities, Services, or any module tab created by the Administrator. The Modify Tab page will appear.
3. Click **Manage Hot Link Content**.

Functions

The table below details the functions available on the Manage Hot Link Content page.

To . . .	CLICK . . .
add a link	External Link in the action bar. The Add Link page will appear.
modify a link	Modify for a link in the list. The Modify Link page will appear.
remove a link	Remove for a link in the list. This action is irreversible.
change the placement of a link	The drop-down arrow next to a link in the list. Select the numbered position that the link should appear in sequence with the other links.

ADD/MODIFY HOT LINK CONTENT

Overview

Links for the left side of a tab are added and modified from the Add/Modify Add / Modify Hot Link Content page view. Links can access educational partners, research tools, or any Web page relevant to the institution.

Find this page

Follow these steps to open the Add/Modify Links page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for one of the following tabs: My Institution, Courses, Communities, Services, or any module tab created by the Administrator.
3. Click **Manage Hot Link Content**.
4. Click **Add URL** or **Modify** for an existing URL. A page view will appear with fields for creating a link or modifying an existing one.

Fields

The table below details the fields on the Add/Modify Link page view.

FIELD	DESCRIPTION
URL Information	
Name	Enter a name for the link. The name will appear in the Hot Links box.
URL	Enter the URL for the link. When entering a URL, do so as http //www.blackboard.com, not www.blackboard.com or blackboard.com.
Description	Enter a description of the link. The description will appear below the link name in the partnerships box.
Options	
Do you want to make the URL visible?	Click Yes to make the link available.
Launch in External Window	Click Yes or No to determine if the link opens the Web site in an external browser window.
Choose date restrictions	Check Display After and Display Until then select the range of dates that the folder will appear.

MANAGE HOT SPOTS

Overview

Hot Spot Content can be used to display advertisements or other images relevant to the institution. Primary Hot Spot content appears as a header on the Community tab. Secondary Hot Spot images appear below the Off-Campus Links in the Tool Panel on portal tabs. Hot Spot images can be uploaded by the Administrator or the HTML option can be used to import outside images and information.



NOTE: The data entered on this page for the Primary Hot Spots Content automatically appears in the Primary Hot Spots module. This module may be accessed through the Manage Modules page. The module content may only be modified on the Manage Hot Spots page.

Find this page

Follow these steps to open a Manage Hot Spot page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for one of the following tabs: My Institution, Courses, Communities, Services, or any module tab created by the Administrator.
3. Click **Manage Hot Spots**.

Fields

The table below details the fields on the Manage Hot Spots page.

FIELD	DESCRIPTION
Modify Primary Hot Spots Content	
None	Click this option to leave the primary Hot Spot on the left side of the tab blank.
Local Image and Link	Click this option to add a local image as the primary Hot Spot image. Enter a file name or click Browse to search for an image file. This image will appear as the primary sponsor if the Local Image and Link option is clicked. Enter a URL. The URL will open in a separate browser when the image is clicked. When entering a URL, be sure to enter the URL completely, for example, http //www.blackboard.com and not www.blackboard.com or blackboard.com.
HTML	Sometimes when using an ad server the company running the ad server will provide HTML code to serve the ad. Post that HTML code in this box to display the ads.
Modify Secondary Hot Spots Content	

FIELD	DESCRIPTION
None	Click this option to leave the secondary Hot Spot on the left side of the tab blank.
Image Link	<p>Click this option to add a local image as the secondary sponsor image. Enter a file name or click Browse to search for an image file. This image will appear as the secondary sponsor if the Image Link option is selected.</p> <p>Enter a URL. The URL will open in a separate browser when the image is clicked. When entering a URL, be sure to enter the URL completely, for example, http //www.blackboard.com and not www.blackboard.com or blackboard.com.</p>
HTML	Sometimes when using an ad server the company running the ad server will provide HTML code to serve the ad. Post that HTML code in this box to display the ads.



NOTE: The Module Properties page for the Community Tab includes a third Hot Spot Content section.

DEFAULT CONTENT

Overview

The modules are listed with check boxes in two columns **DISPLAYED** and **REQUIRED**. Displayed modules will be available to users and required modules will always appear to users. Users can determine whether or not the displayed modules appear on their view of the tab. Required modules will always appear to users.

Find this page

Follow these steps to open the Default Content page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for the My Institution tab or a module tab created by the Administrator.
3. Click **Default Content** from the Modify Tab page. The Default Content page will appear.

Functions

The table below details the functions available on the Default Content page.

TO . . .	CLICK . . .
assign a module to appear on the tab	the check box in the Displayed column for modules that should appear on the tab. A check mark in the box indicates that the module will appear on the tab. Click the check box again to remove a module from the tab.
require a module to appear on the tab	the check box in the Required column for modules that should appear on the tab. A check mark in the box indicates that the module will always appear on the tab. Click the check box again to set modules to not required.
organize module placement and appearance on the tab	Default Layout in the instructions at the top of the page. The Default Layout page will appear.

DEFAULT LAYOUT

Overview

The appearance and organization of modules on a tab is configured from the Default Layout page. The Administrator can create additional module themes to change the appearance of modules from the [Customize Module Theme](#) page.

Find this Page

Follow these steps to open the Default Layout page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** next to the My Institution Tab or a Module Tab.
3. Click **Default Layout** from the Modify Tab page.

Fields

The table below details the fields on the Default Layout page.

FIELD	DESCRIPTION
Set Column Widths	
Column Widths	Select the width of each column in the tab. To use the Default values, select Default . The Menu Column may be specified in pixels or percentages. The default value for the Menu Column is 150 pixels. The Pixels and Percentages option specifies the Menu Column in pixels and the other columns in percentages. To specify the menu column in percentages, select Percentages and enter the numeric value for each column's width. The total value of all percentages must be equal to or less than 100%.
Set Header	
Header	Select a module to use as a header for the tab. If the tab should not have a footer, select No Header .
Header Widths	Select the width across which the selected header module should span. A header can span across all columns or across the content columns only.
Set Content Layout	

FIELD	DESCRIPTION
Column 1	The list contains all the modules that will appear in the left column of modules on the tab. Re-order the tabs by selecting one and clicking the up arrow or down arrow to change its position. To move a tab to the Column 2, click the right arrow . To remove a module from the Column 1, click the X .
Column 2	The list contains all the modules that will appear in the right column of modules on the tab. This panel only appears if the tab has two columns. Re-order the tabs by selecting one and clicking the up arrow or down arrow to change its position. To move a tab to the Column 1, click the left arrow . To remove a module from the Column 2, click the X .
Set Footer	
Footer	Select a module to use as a footer for the tab. If the tab should not have a footer, select No Footer .
Footer Width	Select the width across which the selected footer module should span. A footer can span across all columns or across the content columns only.
Set Module Theme	
Select Theme	Select one of the themes for displaying modules on the tab. Additional themes can be created through the Customize Module Theme feature.

PREVIEW BY INSTITUTION ROLE

Overview

Administrators can test how a tab appears for specific Institution Roles from the Preview by Institution Role page. When a role is selected, the tab will appear in the page exactly as it will appear to that role.

Find this page

Follow these steps to open the Preview by Institution Role page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for the My Institution tab or a module tab created by the Administrator.
3. Click **Preview By Institution Role** from the Modify Tab page.

Functions

Select an Institution Role from the drop-down list and click **Go**. The tab view for that Institution Role will appear on the page.

SERVICES

Overview

The Services tab displays links. Most often, these links point to other services offered at the institution. Service Links can be organized into folders and subfolders to create an outline of Services.

Find this page

Follow these steps to open the Services page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for the Services tab.
3. Click **Services** from the Modify Tab page.

Functions

The table below details the functions available on the Services page.

To . . .	CLICK . . .
order the links	the drop-down arrow and select a number from the list for a link. The links will appear in numerical order on the Services area or within the folder. There is no limit on the number of links that can be displayed.
follow a link	the hyperlink of an external link to follow the link to a Web site.
add a link	Add External Link in the action bar. The Services Add link page will appear.
modify a link	Modify for a particular link.
remove a link	Remove for a link to permanently remove it from the tab. This action is irreversible.
add folder	Add Folder in the action bar. The Add Folder page will appear.
view links and folders within a folder	the folder name. A page view will appear with all the folders and links that appear in that folder.
remove a folder	Remove for a folder to permanently remove it from the tab. This action is irreversible and will also remove any links and folders that appear within that folder.
modify a folder	Modify for a folder. The Modify Folder page will appear.
copy a folder	Copy for a folder. The Copy Folder page will appear.

ADD/MODIFY SERVICES FOLDER

Overview

Services Folders can hold links to Services and other folders.

Folders may be added or modified by accessing the Add Folder page view or Modify Folder page view. The fields on the Add Folder page and Modify Folder page are the same. The Add Folder page opens with empty fields while the Modify Folder page opens with a folder already populated.

Find this page

Follow these steps to open the Add Services Folder or Modify Services Folder page.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for the Services tab.
3. Click **Services** from the Modify Tab page.
4. From the action bar, click **Add Folder** or click **Modify** for an existing Folder.

Fields

The table below details the fields on the Add/Modify page view.

FIELD	DESCRIPTION
Item Information	
Name	Select a name that best describes the content of the folder.
Or, specify your own name	Enter a customized name for the folder.
Choose Color of Name	Click Pick to select a text color for the folder name. The default color is black.
Text	Enter a description of the folder.
Options	
Choose date restrictions	Select the range of dates that the folder will appear.
Do you want to make the folder available?	Select Yes to indicate that the item is available to Users.

ADD SERVICES LINK

Overview

Links are added to the Services tab from the Services-Add Link page view. Links may appear directly on the tab or within a folder.

Find this page

Follow these steps to open the Add or Modify Services Link page view.

1. Click **Manage Tabs** on the Administrator Panel.
2. Click **Modify** for the Services tab.
3. Click **Services** from the Modify Tab page.
4. From the action bar, click **Link**. Or click **Modify** for a link that already exists.

Fields

The table below details the fields on the Add Services Link page view.

FIELD	DESCRIPTION
URL Information	
Link Name	Enter a name for the link.
URL	Enter a URL for the link. Enter the full URL, for example http //www.blackboard.com, not www.blackboard.com or blackboard.com
Description	Enter a description of the link.
Options	
Do you want to make the URL visible?	Click Yes to display the URL as part of the link. The URL will appear after the link name.
Launch item in external window	Click Yes or No to open the link in an external window.
Choose data restrictions	Check Display After and Display Until then select the range of dates that the folder will appear.

CHAPTER 2—MANAGE MODULES

Overview

This chapter describes the features for managing and creating portal modules.

In this chapter

Chapter 2—Manage Modules includes the following topics.

TOPIC	DESCRIPTION
Manage Modules	This topic covers the Manage Modules page. Administrators create, modify, and determine the availability of modules from this page.
Create a New Module	This topic covers the procedure for creating a new module.
Module Properties	This topic explains how to change the general information and availability for a module.
Login Module	This topic explains the Login Module.
Module Contents: Login Module	This topic covers the Module Contents: Login Module page. This page is used to build the Login module content.
Course Creation Module	This topic covers the Course Creation Module. It explains how to build a module that allows other users to create courses.
Discussion Board Creation Module	This topic covers the Discussion Board Creation Module. It explains how to build a module that allows other users to create Institution Discussion Boards.
Tutorial Modules	This topic covers the Tutorial Modules. It describes how to make modules that explain Blackboard features available to users.
What's New? Module	This topic explains the What's New Module.
Module Contents: My Courses Module	This topic covers the My Courses module. It describes the default values for this module.
Module Contents: Courses List Module	This topic covers the Courses List module. It describes the default values for this module.
Module Contents: Channel Module	This topic covers the Module Contents: Channel Module page. This page is used to build the module content.
Module Contents: HTML Module	This topic covers the Module Contents: HTML Module page. This page is used to build the module content.
Module Contents: URL Module	This topic covers the Module Contents: URL Module page. This page is used to build the module content.

TOPIC	DESCRIPTION
Module Contents: Multi-Section Module	This topic covers the Module Contents: Multi-Section Module page. This page is used to build the module content.
Add/Modify Section to a Multi-Section Module	This topic covers the Add and Modify Section to a Multi-Section Module pages. Administrators can add or change sections of the module from this page.
Module Contents: Opinion Poll Module	This topic covers the Module Contents Opinion Poll Module page. This page is used to build the module content.
Module Contents: Multiple Choice Module	This topic covers the Module Contents Multiple Choice Module page. This page is used to build the module content.
Module Contents: Image Module	This topic covers the Module Contents Image Module page. This page is used to build the module content.
Module Contents: External Link Module	This topic covers the Module Contents External Link Module page. This page is used to build the module content.
Add/Modify Link to an External Link Module	This topic covers the Add and Modify Link to an External Link Module pages. Administrators can add or edit the links that appear in the module from this page.
Export Module	This topic covers the Export Module page. This page is used to create a Building Block of modules that appear on the system.

MANAGE MODULES

Overview

Modules are packets of content that appear on the My Institution tab or customized Module tabs. From the Manage Modules page an Administrator can add and modify modules as well as control the content of modules.

To determine what modules will appear on a tab, use the [Default Content](#) page for a particular content area.

Find this Page

Click **Manage Modules** on the Administrator Panel.

Functions

The following functions are available from the Manage Modules page.

To...	CLICK...
add a module	Module in the action bar
remove a module	The checkbox for the module in the list, then Remove Selected in the action bar.
modify a module	Properties for a module in the list.
customize the content of a module	Contents for a module in the list. The appropriate Modify Module page will appear.
view a module	The module name. The module will appear as users see it on a tab.

Content System Modules

If the Blackboard Content System is installed, an additional set of Portal Modules is available. These include:

- Content Collection: Course Content
- Content Collection: Bookmarks
- Content Collection: Institution Content
- Content Collection: My Content
- Content Collection: My Portfolios
- Content Collection: Organization Content (This is only available with the *Blackboard Community System*)
- Content Collection: Search Content Systems
- Content Collection: Workflow Activities

CREATE A NEW MODULE

Overview

Modules can only be created with the *Blackboard Community System* license. Several different types of modules can be created from the Administrator Panel or Administrators can use Building Blocks technology to create a completely new and customized module and add it to the *Blackboard Community System*. Once modules are created they can be set to appear on the My Institution tab or any other tab that accepts modules.

To create a module using Building Blocks technology, please refer to the Blackboard Building Blocks Module Developer's Guide or the Building Blocks Web site (<http://buildingblocks.blackboard.com>).

Create a module

Follow the steps below to create a module from the Administrator Panel.

1. Plan the module! Decide the type of module to create and what content will be contained in the module, what Institution Roles should have access to the module, and who will manage the content of the module.
2. Go to the Administrator Panel.
3. Click **Manage Modules** on the Administrator Panel.
4. Click **Add Module** in the action bar at the top of the page.
5. Enter a title, module type, and description.
6. Select a setting for **System Availability** (is the module available system-wide?), **Select from module list** (does the module appear to Users as a module they can add or remove from Module Tabs?), and **Allow Personalization** (can Users modify the content of the module?).
7. Make the module available to **Everyone** or **Specific Roles**.
8. Enter the usernames of any users that will be assigned to manage the content of the module. If no users are entered, only users with Administrator privileges that include managing the Portal will be able to manage the content of the module.
9. Click **Submit** to create the module.
10. The Module Content page specific to the module type will open.
11. Define the content for the module or click **Submit** to add the content at another time. From the Manage Module page, click **Contents** for a module to edit the content. If users are assigned to manage the content of a module, they can edit the content from any Module Tab where the module appears.

MODULE PROPERTIES

Overview

Modules and module properties are set and updated through the Module Properties page. These pages include the same fields for configuring modules. To modify the content of a module, click Contents for a module listed on the Manage Modules page.



NOTE: After completing the Module Properties page and clicking **Submit** the Modify Module page appears. Module content is controlled from this page. A different page will appear depending on the type of module created.

Find this page

Follow these steps to open the Create Module or Edit Module page.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Add Module** from the action bar or click **Properties** for a module in the list.

Fields

The following fields appear on the Module Properties page.

FIELD	DESCRIPTION
General Properties	
Title [r]	Enter or modify a title for the module.
Module Type [r]	Select a module type from the drop-down list. Once selected, this field cannot be modified.
Description	Enter or modify a description of the module. The description will appear to users when they select modules to display on a Tab.
Allow users to Personalize the module	Select Yes or No to allow Users to change the content of the module. A Pencil icon will appear in the top right corner of the module. Clicking the icon takes a User to a page where they can edit the module content. This option is not available for Blackboard Learning System-Basic clients.
Allow users to detach the module	Select Yes or No to allow the module to be removed from the tab by a user.
Availability	
System Availability	Select Yes to make the module available.
Available for users to select from module list	Select Yes to allow users to select module from the module list. If No is selected, but the module is selected as part of the Default Content , the module will always be displayed to users. It will not appear on the Content page where users may select modules.

FIELD	DESCRIPTION
Available to specific Institution Roles	Select Everyone or Specific Roles . If Specific Roles is selected click the check boxes to determine which Institution Roles have privileges to view the tab.
Delegated Administration	Enter the Usernames for all users that should have privileges to modify and add module content. A comma should separate each Username. The Users selected to administer a module will see a Module Admin button on the Tab that will allow them to modify the content of a Module.



NOTE: The option to **Allow users to detach the module** does not appear for Content Collection modules.

LOGIN MODULE

Overview

Portal Direct Entry skips the Gateway and Login pages when users access the URL for the *Blackboard Academic Suite*. Instead, users are shown the first portal tab. When users access the system through Portal Direct Entry, they are considered Guests until they log in. The Login Module is a portal module that allows users to enter a User Name and Password to log in. This module can be placed on any Module Tab to allow users to login to the system. For information on how to add a module to a tab, please see [Add Module Tab](#).

If the Administrator has allows users to create accounts and enabled Portal Direct Entry, a Create Account link appears in the Login Module.

For more information on enabling Portal Direct Entry or account creation, please see the [Gateway Options](#) topic.

Find this page

Follow these steps to open the Edit Module page.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Properties** for the Login Module.

Fields

The table below details the fields on the Edit Module page.

FIELD	DESCRIPTION
Enter Tab Information	
Title [r]	The title of the Login Module can be edited.
Module Type	Login Module is automatically displayed here.
Description	Enter a description for the Login Module. This description is not displayed to users.
Availability	
System Availability	This is set to Yes by default if Portal Direct Entry is enabled. This option may be set to No if Portal Direct Entry is enabled. If No is selected, the Login Module is removed from all module pages and users must use the icon at the top of the page to access the Login page. The Login module cannot be enabled if Portal Direct Entry is not enabled.



NOTE: The module is no longer available to users once they have logged in.

COURSE CREATION MODULE

Overview

The Course Creation Module allows Administrators to make course creation functions available to users, require users to request that a course be created, or prevent users from creating courses. If users are allowed to create courses, then the Course Creation Module will appear on the Courses tab.



When using the *Blackboard Community System*, Administrators can make this module available to users with specific Institution Roles, such as faculty members, on the Module Properties page.



NOTE: Blackboard recommends not allowing all users to create courses for security reasons. If all users are allowed to create courses, Blackboard strongly recommends prohibiting Instructors from modifying user information. Allowing all users to create courses and allowing the course Instructor, which could be the person who created the course, to modify user information is a serious security concern.

Fields

The table below details the fields on the Course Creation page.

FIELD	DESCRIPTION
Creation Options	
Allow users to create courses	Click this option to make course creation functions available to all users. Blackboard recommends not allowing all users to create courses for security reasons.
Allow users to email requests for course creation	Click this option and enter a valid email address in the field to allow users to request that the Administrator create a course.

DISCUSSION BOARD CREATION MODULE

Overview

The Discussion Board Creation Module allows Administrators to make the creation of Institution Discussion Boards available to users. If users are allowed to create Discussion Boards, then the Discussion Board Creation Module will appear on the Community tab.



NOTE: Administrators can make this module available to users with specific Institution Roles on the Properties page for the Discussion Board Creation module.

Fields

The table below details the fields on the Discussion Board Creation page.

FIELD	DESCRIPTION
Creation Options	
Allow users to create Discussion Boards	Click this option to make Discussion Board creation functions available to all users.
Allow users to email requests for Discussion Board creation	Click this option and enter a valid email address in the field to allow users to request that the Administrator create a Discussion Board.

TUTORIAL MODULES

Overview

Tutorial Modules contain links to short tutorials produced by Blackboard Product Marketing that demonstrate the capabilities of the system. If these modules are enabled they appear on the My Institution page default; however, they may be placed on any module tab.

Types of Tutorial Modules

There are three Tutorial modules available:

- Quick Tutorial Modules - Links to tutorial that demonstrate the key features and functions of the Blackboard Academic Suite.
- Quick Tutorial Catalog - Links to the Quick Tutorial Catalog where users can browse the tutorials that are available.
- Quick Tutorials: New Product Enhancements - Links to tutorials about new features that are divided based on the Release and Application Pack in which they were made available.

MODULE CONTENTS: LOGIN MODULE

Overview

The Login Module displays to users when Portal Direct Entry is enabled. Text for the Login Module may be added from the Module Contents Login Module page. The text will appear in the module along with the fields for entering a User Name and Password.



NOTE: When running two or more Virtual Installations it is now possible to create a separate Login Module for each Virtual Installation.

Find this page

Follow these steps to open the Login Module page

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for the Login Module.

Fields

Enter text to display to users in the Text field of the Login Module. Users may enter HTML in this area. Users should not add <body> tags, <form> tags, or <form element> tags; entering these tags will cause issues when the page is accessed by end users.

WHAT'S NEW? MODULE

About the What's New? Module

Application Pack 3 includes a new Blackboard Community System module that reports on additions and changes to course content. The What's New? module displays the number of new items for each content type and links to a details page for each course. The module displays items going back 7 days. The content types that are reported in the module are:

- Assessments
- Assignments
- Content

The What's New? Module does not report to users when Adaptive Release content becomes available. It only reports content that is made available across to all users in the course.

The What's New? module will report changes once a day. Users will see updates the first time they log in for the day. Any changes made after the user logs in will not be displayed in the What's New? module until the next day unless the user clicks **Refresh**.

Users will only see updates for a course if the course is available and the user is a participant in the course. Keep in mind that if the Guest user is enrolled in any courses the What's New? module will report data on these courses to anyone that accesses the system as Guest.

MODULE CONTENTS: MY COURSES MODULE

Overview

The My Courses module allows the Administrator to display different types of information about courses. This module is displayed by default on the My Institution tab. Like other modules, the Administrator may display the module on any module tab.

Find this page

Follow these steps to open the Modify Module page for a My Courses Module.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for the My Courses module that appears in the list. The Modify My Courses page will appear.

Fields

Select which information will be displayed within the My Course module. One or more options may be selected. By default, course names and announcements are displayed.



NOTE: If the **Allow users to personalize the module** option is selected on the Module Properties page for this module, users will be able to change the information that appears when they view the module.

MODULE CONTENTS: COURSE LIST MODULES

Overview

The Course List module allows the Administrator to display different types of information about courses. This module is displayed by default on the Courses tab. Like other modules, the Administrator may add it to any module tab.

Find this page

Follow these steps to open the Modify Module page for a My Courses Module.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for the Course List module that appears in the list. The Modify Course List page will appear.

Fields

Select which information will be displayed within the Course List module. One or more options may be selected. By default, the course names, Announcements, and Instructors are displayed.



NOTE: If the **Allow users to personalize the module** option is selected on the Module Properties page for this module, users will be able to change the information that appears when they view the module.

MODULE CONTENTS: CHANNEL MODULE

Overview

Channel modules stream content from an outside source into a *Blackboard Community System* module. The module content is updated at intervals.

To add a channel to Blackboard, contact a channel provider. Channels are presented to users through Channel Modules and administered through the [Manage Channels](#) feature.

Find this page

Follow these steps to open the Modify Module page for a Channel Module.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for a Channel Module that appears in the list. The Modify Module page will appear with the Channel Module page view loaded.

Field

Select a channel from the drop-down list.

MODULE CONTENTS: HTML MODULE

Overview

HTML Modules display information according to HTML code.

Find this page

Follow these steps to open the Modify Module page for a HTML module.

1. Click **Manage** Modules on the Administrator Panel.
2. Click **Contents** for an HTML Module that appears in the list. The Customize Module page will appear with the HTML Module page view loaded.

Field

Enter text in the box to display in the module. If HTML is selected then the text will display as tagged. If Plain Text is selected then the text in the module will appear exactly as written.

The third row of the Visual Text Box Editor may be used to upload files to the module. If a file is uploaded, it is stored in a folder created by the module on the server in the `\blackboard\content\modules` folder. This folder is deleted if the module is removed from the system. Uploaded files are not included if a module is exported.

MODULE CONTENTS: URL MODULE

Overview

URL modules display Web page content from outside of the *Blackboard Academic Suite*. From this page view, the URL of the Web page is entered. The content from the URL will appear in the module. URL Modules should be tested before making them available to ensure that the content will display correctly in a module.

URL Modules differ from External Links Modules because they display the actual content of the URL instead of a link to the URL.

Find this page

Follow these steps to open the Modify Module page for a URL Module.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for a URL Module that appears in the list. The Modify Module page will appear with the URL Module page view loaded.

Fields

The table below details the fields on the Modify Module page for an URL Module.

FIELD	DESCRIPTION
Edit URL Information	
URL	The URL entered here indicates the Web page that will populate inside the module. The URL should be entered fully, for example, http://www.blackboard.com , not blackboard.com.
Maximum Hours Cached	Select the number of hours (or days) that the Web page remains cached. Example: If set to 12 hours, the module content will be refreshed from the URL every 12 hours.
Refresh Cache on Submit	Check this box to refresh the cache immediately after clicking Submit . If this box is not checked, the next refresh will occur at the next scheduled refresh interval.

MODULE CONTENTS: MULTI-SECTION MODULE

Overview

A Multi-Section module splits the module into sections and displays different content in each section. From this page view, sections can be added, modified, or removed. The sections will appear in the module according to the sequence they are listed on this page.

Find this page

Follow these steps to open the Modify Module page for a Multi-Section module.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for a Multi-Section module that appears in the list. The Modify Module page will appear with the Multi-Section module page view loaded.

Functions

The table below details the available functions on the Multi-Section module page view of the Customize Module page.

To . . .	CLICK . . .
add a section to the module	Section in the action bar.
modify a section of the module	Modify for a section in the list.
remove a section of the module	Remove for a section in the list. The section will be permanently removed from the module.
set the position of sections in the module	a number from the drop-down list in front of a section. This number is the position that the section will appear in sequence with the other sections within the module.

ADD/MODIFY SECTION TO A MULTI-SECTION MODULE

Overview

A section is an area of a Multi-Section module dedicated to a piece of content. Content can include HTML code, links, and images. Sections are arranged and managed from the Modify Module page loaded with a [Multi-Section](#) module.

Find this page

Follow these steps to open the Add Section or Modify Section page view.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for a Multi-Section module that appears in the list.
3. The Modify Module page will appear with a Multi-Section module loaded.
4. Click **Add Section** or **Modify** for a section in the list.

Fields

The table below details the fields on the Add/Modify Section page view.

FIELD	DESCRIPTION
Edit Module Text	
Title [r]	The title for the section. The title will appear at the top of the section.
Display By Default	This module will automatically be displayed as the default setting.
HTML	Text that displays according to HTML code.
Link Name	Name of a link to another Web page. The name of the link will appear in the section. Clicking on the link name in the section will open the Web page identified in the Link URL field.
External Link	URL for the link. The URL must be entered completely. For example, <code>http //www.blackboard.com</code> , not <code>blackboard.com</code> .
Image alt text	Enter the alt text that will appear to accessibility users for the image.
Image Link	Enter the URL to display an image.
ImageAlign	Select an alignment for the image from the drop-down list. This controls where the image will appear in the section. The choices are left, center, and right.
Image Border Size	Select a border size, in pixels, from the drop-down list. The Image will appear with a border this size surrounding it.

MODULE CONTENTS: OPINION POLL MODULE

Overview

Opinion Polls ask a question and give users a chance to enter a full response in a text box. The module also displays some of the recent responses to the module. The Opinion Poll should not be used to collect information from Users that should be saved. Opinions are added, posted to the recent responses section of the module, and disappear as new responses are added.

Find this page

Follow these steps to open the Modify Module page with an Opinion Poll loaded.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for an Opinion Poll Module that appears in the list.
3. The Modify Module page will appear with an Opinion Poll module loaded.

Fields

The table below details the fields on the Opinion Poll Module page view of the Modify Module page.

FIELD	DESCRIPTION
Enter Opinion Poll	
Question	Enter the question or text.
Allow Multiple Votes	Allow users to enter multiple opinions on the matter.
Reset Existing Poll	Remove opinions that have been entered. If Users are only allowed one response, Users that have already responded will be able to respond again.

MODULE CONTENTS: MULTIPLE CHOICE MODULE

Overview

The Multiple Choice module presents a question with multiple answers. Users will see the question as well as options for selecting one of the answers. After users select an answer, they will see the results of the poll to date within the module. The only way to see the results of a poll is to vote.

Find this page

Follow these steps to open the Modify Module page with a Multiple Choice module loaded.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for a Multiple Choice Poll Module that appears in the list. The Modify Module page will appear with a Multiple Choice module loaded.

Fields

The table below details the fields on the Modify Module page with a Multiple Choice module loaded.

FIELD	DESCRIPTION
Enter Poll Question	
Question	Enter the question.
Answer	Enter up to five possible answers to the poll question.
Reset Existing Tally	Check this box to remove all votes that have been recorded. The tally for each option will return to 0. Users that have already voted may vote again.
Feedback	Enter text that will appear once the users complete the question in the module.

MODULE CONTENT: IMAGE MODULE

Overview

Image modules display a graphic in the module. From this page view, the URL of the image is entered.

Find this page

Follow these steps to open the Modify Module page for an Image Module.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for an Image module that appears in the list. The Modify Module page will appear with the Image module page view loaded.

Fields

The table below details the fields on the Modify Module page for an Image Module.

FIELD	DESCRIPTION
Edit Module Text	
Image Link [r]	URL for the link. The URL must be entered completely. For example, <code>http://www.blackboard.com</code> , not <code>blackboard.com</code> .
Image alt text	Enter the alt text that will appear to accessibility users for the image.
ImageAlign	Select an alignment for the image from the drop-down list. This controls where the image will appear in the section. The choices are left, center, and right.
Image Border Size	Select a border size, in pixels, from the drop-down list. The Image will appear with a border this size.

MODULE CONTENTS: EXTERNAL LINK MODULE

Overview

An External Link module can display several links to outside Web sites. From this page view, links can be added, modified, or removed. The links will appear in the module according to the sequence they are listed on this page.

Find this page

Follow these steps to open the Modify Module page for an External Link module.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for an External Links module that appears in the list. The Modify Module page will appear with the External Link module page view loaded.

Functions

The table below details the available functions on the Modify Module page with an External Link module loaded.

To . . .	CLICK . . .
add a link to the module	Add Link in the action bar.
modify a section of the module	Modify for a section in the list.
remove a section of the module	Remove for a section in the list. The link will be permanently removed from the module.
set the position of links in the module	a number from the drop-down list in front of a link. This number is the position that the link will appear in sequence with the other link within the module.

ADD/MODIFY LINK TO AN EXTERNAL LINK MODULE

Overview

External Links point to outside URLs. Links are arranged and managed from the Modify Module page loaded with an [External Link](#) module.

Find this page

Follow these steps to open the Modify External Links page view.

1. Click **Manage Modules** on the Administrator Panel.
2. Click **Contents** for an External Links module that appears in the list.
3. The Modify Module page will appear with an External Link module loaded.
4. Click **Add Link** or **Modify** for a link in the list.

Fields

The table below details the fields on the Add/Modify Link page view.

FIELD	DESCRIPTION
Edit Link	
External Link [r]	URL for the link. The URL must be entered completely. For example, http //www.blackboard.com, not blackboard.com.
Link Name [r]	Name of a link to another Web page. The name of the link will appear as entered. Clicking on the link name in the module will open the Web page identified in the Link URL field.
Text Color	Click Pick to open the color palette. Click on a color to select it as the text color for the links.

EXPORT MODULE

Overview

The Export Module page is used to create a Building Block of modules that can be downloaded and applied. When a package is created it is created with the name given in the Name field as a .WAR file. It can then be added as a Building Block.

Find this page

Click **Export Modules** on the Administrator Panel.

Fields

The table below details the fields on the Export Modules page.

FIELD	DESCRIPTION
Module Export Information	
Name [r]	Enter the name of the Building Block.
Description	Enter a description of the Building Block.
Version	Select numbers from the drop-down list to generate the version number of the Building Block.
Company Name [r]	Enter the name of the company or institution developing the Building Block.
Company URL	Enter the URL for the company or institution developing the Building Block. When entering a URL, be sure to enter the URL completely, for example, http //www.blackboard.com and not www.blackboard.com or blackboard.com.
Company Description	Enter a description for the company or institution developing the Building Block.
Choose Modules for Export	
Export	Check this box for each module that will be included in the Building Block.
Removable	Check this box to allow Administrators to remove the module from the list of available modules without removing the Building Block (and all the other modules).
Modifiable	Check this box to allow users to modify the content of the module.
Detachable	Check this box if the module can be detached from a tab and viewed in a separate window.

CHAPTER 3 - MANAGE CHANNELS

Overview

This chapter describes the features for adding and administering the channels that supply content to Channel Modules.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
Manage Channels	This topic covers the Manage Channels page. Administrators can see all the channels supplying content to modules and select options to control the channels.
Add/Modify Channel	This topic covers the Add Channel and Modify Channel pages. These pages are used to create or change a connection to a channel.

MANAGE CHANNELS

Overview

Channels bring in real-time information from outside of *Blackboard Academic Suite* for display through Channel modules. News headlines, weather reports, sports scores, and similar data are the most common data included in channels. Channels are usually RSS feeds from other Web sites.

Blackboard Community System only provides a means for posting channel information through portal modules. To arrange for channel content, please contact a channel provider.

The Manage Channels page provides a list of channels that have been added to the system, as well as a description for each. Multiple Channels may be given the same title, so the description may be used to differentiate between them.

Find this page

Click **Manage Channels** on the Administrator Panel.

Functions

The table below details the functions on the Manage Channels page.

To . . .	CLICK . . .
add a channel	Channel in the action bar. The Add Channel page will appear.
modify a channel	Modify for a channel in the list.
remove a channel	Remove for a channel in the list.

ADD/MODIFY CHANNEL

Overview

Enter the information for the Channel. This information can be obtained when arranging content with a channel provider.

Find this page

1. Click **Manage Channels** on the Administrator Panel.
2. Click **Channel** from the action bar or **Properties** for a channel in the list.

Fields

The table below details the fields on the Add Channel page and the Modify Channel Channel page.

FIELD	DESCRIPTION
Edit Channel	
Title [r]	Enter a title for the Channel.
Description	Enter a description for the Channel.
Image Source	Enter the source for an image to place in the module.
Image Links	Enter the external link to the Channel.
Data Source [r]	Enter the link to the data feed. This value must point to an .rss feed (valid .rss XML file).
Update Frequency	Select how often the Channel is updated.
Last Updated	The date the Channel was last updated appears.
Refresh Cache on Submit	Check this box to refresh the cache immediately after clicking Submit . If this box is not checked, the next refresh will occur at the next scheduled refresh interval.

CHAPTER 4 - MANAGE BRANDS

Overview

This chapter describes the features for managing branding on the system.

In this chapter

Chapter 4—Manage Brands includes the following topics.

TOPIC	DESCRIPTION
Branding	This topic provides an overview of branding.
Manage Brands	This topic explains the Manage Brands page. Administrators create, remove and manage Brands from this page.
Add Brand / Modify Brand Properties	This topic covers the Add Brand and Modify Brand pages. Administrators create new brands and modify existing brands on this pages.
Customize Brand	This topic explains the Customize Brand page.
Branding Modules and Tabs with Direct Access	This topic explains how to brand individual tabs and modules when Portal Direct Entry is set up

BRANDING

Overview

A brand is a distinct set of colors, names, and graphics for the system. Several different brands can exist on the same Virtual Installation. Brands are displayed based on primary Institution Role. Therefore, the system can appear differently to different sets of users while those users share the same content.

Brands also use separate hostnames to help control appearance. This is important when Portal Direct Entry is enabled because a brand can be presented to users before logging in.

Multiple brands are a function of the *Blackboard Community System*. Only one brand is available for the system if the *Blackboard Community System* is not licensed.

What brand will a user see?

Brands are displayed based on hostnames and primary institution roles.

IF . . .	THEN . . .
The user accesses the system from a branded hostname and no role is required	display the brand associated with the hostname.
The user accesses the system from a hostname, a role is required, and the user has that role as their primary institution role	display the brand associated with the hostname and the role.
The user accesses the system from the default hostname and the user's primary institution role has a brand assigned	display the brand associated with the role.
a brand and a role are undefined for the hostname and the primary institution role	display the default brand.

MANAGE BRANDS

Overview

The Manage Brands page lists the brands on the system. Each brand is listed along with the hostname and required primary institution role for the brand.

Find this page

Click **Manage Brands** from the Administrator Panel.

Functions

The following functions are available on the Manage Brands page.

To . . .	CLICK . . .
Sort brands	the carat at the top of a column. The list of brands will sort alphabetically by the values in that column.
Add a brand	Add Brand from the Action bar.
Change the appearance of a brand	Customize.
Change the properties that define a brand	Properties.
Remove a brand	The check box for each brand to delete. Click Remove Brands from the Action Bar.

ADD BRAND/MODIFY BRAND PROPERTIES

Overview

Properties define when users will see a certain brand. Properties must be defined when adding a brand and can be changed at any time by clicking Properties from the Manage Brands page.

Find this page

Click **Add Brand** or click **Properties** for an existing brand to open this page.

Fields

The following fields are available on the Add Brand and Modify Brand Properties pages.

FIELD	DESCRIPTION
BRAND NAME	
Brand Name	Enter a name for the brand. The name is used to organize brands, it does not display to users.
Host Name	
Host Name	Select an existing hostname for the brand. The host name is used to access the system. For example, brand1.yourinstitution.com.
or specify a new host	Enter a new hostname. Make sure that the hostname is resolved on the network DNS server.
Availability	
Institution Role	Select a primary institution role for the brand. If no role is selected, the brand will display to all users that use the brand's hostname to access the system.

MODIFY BRAND CONTENTS

Overview

Customizing the brand defines its appearance to users.

Find this page

Click **Manage** for a brand from the Manage Brands page.

Fields

The following fields appear on the Modify Brand Contents page.

FIELD	DESCRIPTION
Institution Image	
Current Image	Displays the banner image that appears in the top frame.
Banner Link [r]	Enter a URL that links to the banner image. A user clicking on the image will access this URL. When adding a URL, do so as http://www.blackboard.com, not www.blackboard.com or blackboard.com
Name of Link	Name the link to the Banner Image.
Banner Image	Enter the path of an image file or Browse for an image file on the system. This image will become the banner image on the top frame. The file must be in .GIF or .JPEG format. To replace a banner image add a new image, upload a blank image to display no image at all, or select the revert check box and click Submit to replace the image with the default image.
Institution Colors	
Background Color	Click Pick to open the color palette. Click on a color to select it as the background color for the top frame.
Text Color	Click Pick to open the color palette. Click on a color to select it as the text color for the links in the top frame. Choosing white text will make the text stand out against darker backgrounds.
Current Background	Displays the image that is used to wallpaper the top frame. If no image appears, the background of the top frame is determined by the Background Color.
Background Image	Enter the full path to a file that will serve as the background for the top frame.
Tabs	
Tab Style	Select the shape of the tabs from the available options.
Tab Alignment	Select the justification of the tabs across the top frames from the available options.

FIELD	DESCRIPTION
Tab Color	Click Pick to open the color palette. Click on a color to select it as the color for the tabs.
Tab Text Color	Click Pick to open the color palette. Click on a color to select it as the text color for the tabs. Choosing white text will make the text stand out against darker colors.
Active Tab Text Color	Click Pick to open the color palette. Click on a color to select it as the background color for the tab that is currently visible.
Designate Home and Support Links and Icons	
Home Link [r]	Enter a URL that links to the Home button in the top frame. Users clicking on the Home button will be taken to this link. When adding a URL, do so as http //www.blackboard.com , not www.blackboard.com or blackboard.com
Support Link [r]	<p>Enter a URL that links to the Help button in the top frame. Users clicking on the Help button will be taken to this link. When entering a URL, be sure to enter the URL completely, for example, http //www.blackboard.com and not www.blackboard.com or blackboard.com.</p> <p>Linking the Help button to the Support section of the Blackboard Web site will give users quick access to discussions, FAQs, and User Manuals. The URL for the Blackboard Support is http //www.blackboard.com/products/services/support.htm</p>
Icon Set	Click one of the options to select an icon set.
Choose Sponsorships or Hotlinks	
	Select what will appear in the upper right corner of the header frame. If Hot Links is selected, the links can then be set from the Manage Hot Links page. If Image/HTML is selected, configure the appearance of the upper right corner from the Primary Site Sponsor page.
Set Top Frame Size	
	Click one of the following options to determine the size of the header frame for the portal and for course Web sites
	<ul style="list-style-type: none"> • Always Use Large Frame • Always Use Small Frame • Use Large Frame for Portal and Small Frame for Courses

BRANDING MODULES AND TABS WITH DIRECT ACCESS

Branding with Direct Access

Branding can be applied not only to the top frame but, when Direct Access is enabled, the initial tabs and modules that appear to users can be set. Setting the content to appear is accomplished by applying an Institution Role to the brand content. This role does not need to be the same Institution Role used to create the brand. Keep in mind that Direct Access branding only works when the brand is available to everyone (because users have not authenticated before viewing the system through Direct Access).

Set Modules and Tabs for a Brand

Follow these steps to set modules and tabs for a brand.

1. Create an Institution Role for the brand contents or choose an existing brand that can be applied.
2. Select the modules and tabs that appear for the chosen [Institution Role](#).
3. Click **Manage Brands** on the Administrator Panel.
4. Click **Manage** for a brand. The **Modify Brand Contents** page will appear.
5. Scroll to Section 7, **Direct Access Tab and Module Content**.
6. Select an Institution Role. The tabs and modules available to that Institution Role will be available to users that access that brand before users log in. After logging in, modules and tabs will be presented based on users' Institution Roles.

CHAPTER 5 - MANAGE TOOL PANEL

Overview

This chapter describes the features for controlling the tool panel that appears on the left side of some tabs.

In this chapter

Chapter 5—Manage Tool Panel includes the following topics.

TOPIC	DESCRIPTION
Manage Tool Panel	This topic covers the Manage Tool Panel page. This page lists the tools and the order in which they appear on the Tool Panel.
Add/Modify Tool	This topic covers the Add Tool page and the Modify Tool page. These pages let the Administrator add and rename tools on the Tool Panel.
Add/Edit External Link	This topic covers the Add External Link and Edit External Link pages. Administrators can add links to the Tool Panel or modify a link that already appears on the Tool Panel from these pages.

MANAGE TOOL PANEL

Overview

The Tool Panel appears in the Left Side Tool Panel of tab. The left side of a tab can also include links and sponsors. The Tool Panel can be renamed for each tab through the Manage Tabs feature. The way tools appear within the Tool Panel is controlled from this page. Tools will appear with the name as it appears on this page and in order from top to bottom as shown on this page. The only exception is that tools that are marked disabled do not appear in the Tool Panel.

Besides tools, Administrators can also display external links in the Tool Panel.



NOTE: The settings that are configured for Course Tools are distinct from the Tool Panel. Changes made to the Course Tools or to the Tool Panel will not impact the other.

Find this page

Click **Manage Tool Panel** on the Administrator Panel.

Functions

The table below details the functions available from the Manage Tool Panel page.

To . . .	CLICK . . .
add a tool	Add Tool in the action bar.
add an external link	Add External Link in the action bar.
modify a tool or link	Modify .
remove a tool or link	Remove . The tool or link will no longer appear on the tool panel.

ADD/MODIFY TOOL

Overview

Tools are made available or unavailable the Tool Panel from the Add Tool or Modify Tool page. Both pages contain the same fields for adding or modifying a Tool. The settings configured here apply only to the tool as it appears on the Tool Panel.

Find this page

Follow these steps to open the Add Tool or Modify Tool page.

1. Click **Manage Tool Panel** on the Administrator Panel.
2. Click **Tool** from the action bar or Properties for a tool in the list.

Fields

The table below details the fields on the Add Tool page and the Modify Tool page.

Field	Description
Enter Information	
Title [r]	Enter or change the title of a tool.
Tool [r]	Select a tool from the drop-down list. This field may not be changed once it is set. On the Modify Tool page it appears as display only.
Available	Select Yes or No to make this tool available to users through the Tool Panel.

ADD/EDIT TOOL PANEL EXTERNAL LINK

Overview

Links to other Web pages can be added to the Tool Panel through the Add External Link page. External Links that are already a part of the Tool Panel can be updated through the Edit External Link page. Both pages contain the same fields for adding or modifying an External Link.

Find this page

Follow these steps to open the Add External Link page or Edit External Link page.

1. Click **Manage Tool Panel** on the Administrator Panel.
2. Click **External Link** from the action bar or Modify for an External Link in the list.

Fields

The table below details the fields on the Add External Link page and the Edit External Link page.

FIELD	DESCRIPTION
Enter Information	
Title [r]	Enter or change the title of the link.
External Link [r]	Enter or change the URL for the link. When adding a URL, do so as http //www.blackboard.com, not www.blackboard.com or blackboard.com
Available	Select Yes or No to make this link available to users through the Tool Panel.

CHAPTER 6 - SYSTEM SETTINGS

Overview

This chapter describes the features that control the portal settings for the system.

In this chapter

Chapter 6—System Settings includes the following topics.

TOPIC	DESCRIPTION
Sponsorship or Hotlinks	This topic covers the Sponsorship or Hotlinks page. From this page an Administrator can select to use links on the right side of the top frame or a sponsorship image.
Manage Hot Links	This topic covers the Manage Hot Links page. This page includes all the features necessary to manage the Hot Links that can be set to appear on the right side of the top frame.
Add/Modify Hot Link Tool	This topic covers the Add and Modify Hot Link Tool pages. Tools can be added to the right side of the top frame as Hot Links.
Add/Edit External Link	This topic covers the Add and Edit External Link pages. These pages are used to manage the links that appear on the right side of the top frame as Hot Links.
Primary Site Sponsor	This topic covers the Primary Site Sponsor page. This page includes all the features necessary to manage the sponsorship images that can be set to appear on the right side of the top frame.
Customize Module Theme	This topic covers the Customize Module Theme page. Administrators can create customized color schemes to use with any tab that includes modules.
Set Frame Size	This topic covers the Set Frame Size page. Administrators can define the size of the top frame from this page.
Edit Roles	This topic covers the Edit Roles page. The names of the Institution Roles can be changed from this page.

SPONSORSHIP OR HOTLINKS

Overview

The right side of the top frame can be set to display links or sponsorship images. Links can be set to point to an external URL or to a Tool within the *Blackboard Academic Suite*. Sponsorships are typically used to place advertisements but the images can be set to display content other than sponsor information.

Find this page

Follow these steps to open the Sponsorship or Hotlinks page.

1. Click **Settings** on the Administrator Panel.
2. Click **Sponsorship** or **Hotlinks**.

Select sponsorships or links

Select what will appear in the upper right corner of the header frame. If **Hot Links** is selected, the links can then be set from the [Manage Hot Links](#) page. If **Image/HTML** is selected, configure the appearance of the upper right corner from the [Primary Site Sponsor](#) page.

MANAGE HOT LINKS

Overview

Hot Links can appear in the top right corner of the header frame. Hot Links allow access to Tools or External Links from the header frame. Hot Links will not appear on the header frame if the Administrator [selects to display sponsorships](#).

Find this page

Follow these steps to open the Manage Hot Links page.

1. Click **Settings** on the Administrator Panel.
2. Click **Manage Hot Links** from the Settings page.

Functions

The table below details the functions available from the Manage Hot Links page.

To . . .	CLICK . . .
add a Tool to the Hot Links	Add Tool in the action bar.
add an External Link to the Hot links	Add External Link in the action bar.
modify a Tool or External Link	Modify . The Modify Tool page or the Modify External Link page will appear.
change the position of a Tool or External Link	the drop-down arrow next to a Tool or External Link and select the position that the item should appear in sequence with the other Tools and External Links.
remove a Tool or External Link from the Hot Links	Remove . The tool or link will no longer appear on the top frame.

ADD / MODIFY HOT LINK TOOL

Overview

Hot Link Tools are added or modified from the Add Tool or Modify Tool page. Both pages contain the same fields for adding or modifying a Tool. The settings configured here apply only to the Tool as it appears in the Hot Link section of the top frame. For example, if the Calendar is added and given the name College Calendar it will still be called Calendar on the Tools Panel.

Find this page

Follow these steps to open the Add Tool page.

1. Click **Settings** on the Administrator Panel.
2. Click **Manage Hot Links** from the Settings page.
3. Click **Tool** from the action bar or Modify for a tool in the list.

Fields

The table below details the fields on the Add Tool page and the Modify Tool page.

FIELD	DESCRIPTION
Enter Information	
Title [r]	Enter or change the title of a tool.
Tool [r]	Select a tool from the drop-down list. This field may not be changed once it is set.
Available	Select Yes to make this tool available to users on the top frame.

ADD/EDIT EXTERNAL LINK

Overview

Hot Link External Links are added or modified from the Add External Link or Modify External Link page. Both pages contain the same fields for adding or modifying an External Link. Links added here appear in the Hot Links area in the upper right corner of the top frame.

Find this page

Follow these steps to open the Add External Link or Modify External Link page.

1. Click **Settings** on the Administrator Panel.
2. Click **Manage Hot Links** from the Settings page.
3. Click **External Link** from the action bar or **Modify** for an External Link in the list.

Fields

The table below details the fields on the Add External Link page and the Edit External Link page.

FIELD	DESCRIPTION
Enter Information	
Title [r]	Enter or change the title of a link.
External Link [r]	Enter or change the URL for the link. The URL must be entered fully. For example, http //www.blackboard.com, not blackboard.com.
Available	Select Yes or No to make this link available to users through the top frame.

PRIMARY SITE SPONSOR

Overview

The Primary Site Sponsor defines an image that appears on the right side of the top frame. The right side can also be used to display links to URLs or Tools. To switch between displaying a sponsor image and displaying links see the [Sponsorship or Hotlinks](#) topic.

Find this page

Follow these steps to open the Primary Site Sponsor page.

1. Click **Settings** on the Administrator Panel.
2. Click **Primary Site Sponsor** from the Settings page.

Fields

The table below details the fields on the Primary Sponsor page.

FIELD	DESCRIPTION
Designate Primary Sponsorship Content	
None	Click this option to leave the Primary Sponsorship Area blank.
Local Image and Link	Click this option to add a local image as the Primary Site Sponsor image.
Upload Image	Enter a file name or click Browse to search for an image file.
Image Link	Enter a URL. The URL will open in a separate browser when the image is clicked. The URL must be entered fully, for example http //content.blackboard.com/images/picture.jpg .
Outsourced HTML Code	Sometimes an ad server will provide HTML code to serve ads. Post that HTML code in this box to display the ads.

CUSTOMIZE MODULE THEME

Overview

Module Themes determine the colors of modules. A Module Theme configured here will be selectable for a tab from the [Default Layout](#) page. When a theme is applied to a tab all the modules in that tab use the same color scheme.

Find this page

Follow these steps to open the Customize Module Theme page.

1. Click **Settings** on the Administrator Panel.
2. Click **Customize Module Theme** from the Settings page.

Fields

The table below details the fields on the Customize Module Theme page.

FIELD	DESCRIPTION
Customize Module Theme	
Label [r]	Enter a name for the module theme.
Background Color	Click Pick to open the color palette. Click on a color to select it as the background color for modules.
Border Color	Click Pick to open the color palette. Click on a color to select it as the color for the module border.
Title Background Color	Click Pick to open the color palette. Click on a color to select it as the color for the background of the module title bar.
Title Color	Click Pick to open the color palette. Click on a color to select it as the color for the title text of the module.
Border Size	Select None , Thin , or Thick . The border for each module will appear as selected.

SET FRAME SIZE

Overview

Administrators can set the size of the header frame as it appears on the portal and in courses. Using the smaller frame will remove any images or sponsorships from the header frame and create more space in the main frame for content and tools.

Find this page

Follow these steps to open the Set Frame Size page.

1. Click **Settings** on the Administrator Panel. The Settings page will appear.
2. Click **Set Frame Size** from the Settings page.

Fields

Click one of the following options to determine the size of the header frame for the portal and for courses

- Always Use Large Frame
- Always Use Small Frame
- Use Large Frame for Portal and Small Frame for Courses

EDIT INSTITUTION ROLES

Overview

The Edit Institution Roles page allows Administrators to change the name of the Institution Roles. The *Blackboard Community System* includes an additional 12 roles that can be customized by the institution and applied to different sets of users.

Find this page

Follow these steps to open the Edit Roles page.

1. Click **Settings** on the Administrator Panel.
2. Click **Edit Roles**.

Fields

Delete the default name from a field and enter a customized field. The default name always appears to the left of each field.

PART 4 - BUILDING BLOCKS MANAGEMENT

Overview

This part of the *Blackboard Academic Suite* Administrator Manual details the system administration features for managing Building Blocks.

In this part

Part 4—System Options includes the following topics.

CHAPTER	DESCRIPTION
Building Blocks	This chapter includes information on installing and managing Building Blocks.
Authentication and Integration	This chapter includes information on the Authentication and Integration features available on the Administrator Panel.

CHAPTER 1—BUILDING BLOCKS

Overview

This chapter reviews the features for installing and managing Building Blocks from the Administrator Panel. Building Blocks are an easy and secure way to extend the *Blackboard Academic Suite*. Just a few of the ways Building Blocks can be used are custom portal modules, new content tools, and new user tools.

Building Blocks must be created by the institution or downloaded before they can be installed. To download a Building Block contact the vendor or visit the Blackboard Building Blocks catalog on the Web at <http://buildingblocks.blackboard.com>.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
Installing and Uninstalling Building Blocks	This topic has step by step instructions for installing and uninstalling Building Blocks.
Manage Building Blocks	This topic covers the Manage Building Blocks page. Administrators view and control the Building Blocks on the system from this page.
Examine Building Block	This topic covers the Examine Building Block page. This page describes the Building Block and its components.
Download Building Blocks	This topic covers the Download Building Blocks page. This page links Administrators to the Blackboard Building Blocks catalog.
Install Building Block	This topic covers the Install Building Block page. Administrators install downloaded Building Blocks from this page.
The Open Standards Content Player	This topic explains how to enable the Open Standards Content Player which supports SCORM.

INSTALLING AND UNINSTALLING BUILDING BLOCKS

Overview

This topic includes step by step instructions for installing a Building Block and for uninstalling a Building Block.



NOTE: Building Block vendors may occasionally update their Building Blocks. Follow instructions from the vendor to run an update. Be aware that an update will uninstall the old version of the Building Block and replace it with the new version.

Step by step instructions

Follow these steps to install a Building Block.

1. Click **Manage Building Blocks** from the Administrator Panel. The Manage Building Blocks page will open.
2. Click **Install Building Block**. The Install Building Block page will open.
3. Click **Browse** and locate the Building Block .war file. The path to the Building Block should appear in the field. This file may also be a .zip file.



NOTE: Building Blocks can be created using Building Blocks technology or acquired from third-party vendors. Blackboard maintains a catalog of Building Blocks at [http //buildingblocks.blackboard.com](http://buildingblocks.blackboard.com).

4. Click **Submit** to upload the .war file to the *Blackboard Academic Suite*.
5. Click **OK** to return to the Manage Building Blocks page.
6. Find the Building Block within the list of installed Building Blocks. The status of the Building Block should be Inactive.
7. To enable the Building Block select **Available** from the drop-down list. When the Building Block is first made available the list of permissions required by the Building Block is displayed. This is a security feature to protect the *Blackboard Academic Suite* from dangerous content. If you are concerned about the permissions given to a Building Block, contact the vendor and ask about the permissions before changing the Building Block status from **Inactive**.
8. Click **OK** to make the Building Block available and allow it the listed permissions. The system will display a confirmation message that the Building Block is enabled.
9. Click **OK** to return to the Manage Building Blocks page. The Building Block should now have a status of Available.

Uninstalling a Building Block

Follow these steps to completely remove a Building Block from the *Blackboard Academic Suite*.



NOTE: It is also possible to disable a Building Block. Disabling will keep the Building Block in the *Blackboard Academic Suite* but the Building Block will not be available to users. This may be preferable to complete removal if the Building Block will be used again in the future.

1. Click **Manage Building Blocks** from the Administrator Panel.
2. Find the Building Block to remove from the list.
3. Click **Remove** for the Building Block. A message will appear to confirm the removal of the Building Block.
4. Click **OK** to complete the removal of the Building Block.
5. Click **OK** to return to the Manage Building Blocks page. The Building Block should no longer appear on this page.

What Happens to Building Block Content?

Content Tools that are added as Building Blocks allow Instructors to create different types of content and display it to users. When these content tools are removed or made unavailable, it restricts the ability for users to access this content.

Within a course, the links to content items created with a Building Block will not appear to Students when the Building Block is removed or made unavailable. Instructors will see the links to the content but will not be able to open or view the content. The content will become available again if the Building Block is once again made available.

MANAGE BUILDING BLOCKS

Overview

System Administrators can configure or remove installed Building Blocks from the Manage Building Blocks page.

Find this page

Click **Manage Building Blocks** on the Administrator Panel.

Functions

This table details the functions available on the Manage Building Blocks page.

To . . .	CLICK . . .
make changes to the Building Block	Properties. The Properties page will appear. Make any changes to the configuration of the Building Block. The properties are specific to each Building Block and may contain items such as license files, external resources, or global settings. This button will only appear if the Building Block is configurable.
remove the Building Block	Remove. This action is irreversible.
make the Building Block unavailable/available	The drop-down list in the Status column and select Inactive , Available , or Unavailable . By default, all Building Blocks are first installed as Inactive .
examine details about the Building Block	View Components . The Examine Building Block page will appear.
download a Building Block	Download Extension . The Blackboard Building Block Catalog will open.
install a Building Block	Install Extension .

Building Block status

Building Blocks can have a status of:

- **Inactive:** This is the default state. In this state the Building Block is registered but cannot execute any code, including configuration scripts.
- **Available:** The Building Block is available to users.
- **Unavailable:** The Building Block is registered, can execute code, but is not available to users.

EXAMINE BUILDING BLOCK

Overview

The Examine Building Block page displays information about the Building Block and lists the components that make up the Building Block. The information includes a description of the Building Block, the version number and vendor information. The languages the Building Block is available in is also included, as well as, the default language in which it will appear.

Find this page

Follow these steps to open the Examine Building Block page.

1. Click **Manage Building Blocks** on the Administrator Panel.
2. Click **View Components** for one of the Building Blocks in the list.

DOWNLOAD BUILDING BLOCKS

Overview

The Download Building Blocks link opens the Blackboard Building Blocks Catalog (<http://buildingblocks.blackboard.com>). Building Blocks can be downloaded from the catalog to a computer and then added to *Blackboard Academic Suite*. Downloading a Building Block will not install it! To install a Building Block once it has been downloaded, use the [Install Extension](#) feature.

Make sure that the Building Block is designed for your version of the *Blackboard Learning System*.

Find this page

Follow these steps to open the Download Building Blocks page.

1. Click **Manage Building Blocks** on the Administrator Panel.
2. Click **Download Building Blocks**.

INSTALL BUILDING BLOCK

Overview

System Administrators can install a variety of Building Blocks to the *Blackboard Academic Suite* from the Install Building Blocks page. Before a Building Block can be installed it must be downloaded or created.

Building Blocks can be acquired from third party vendors or through the Building Blocks Catalog at <http://buildingblocks.blackboard.com>.

Find this page

Follow these steps to open the Install Building Block page.

1. Click **Manage Building Blocks** on the Administrator Panel.
2. Click **Install Building Block**.

Install a Building Block

The steps below detail how to install a Building Block through this page.

1. Click the **Browse** button and select the Building Block to install.
2. Click **Submit**.
3. A message appears stating that the Building Block has been successfully installed. After a Building Block is installed the status of the Building Block must be changed on the Manage Building Blocks page before the Building Block can be used.

THE OPEN STANDARDS CONTENT PLAYER

About the Content Player Building Block

The Open Standards Content Player Building Block ships with the product and must be made available by the Administrator. *Blackboard Learning System* supports SCORM 2005 to the Content Player, and installs automatically.

CONTENT PLAYER VERSION AND INSTALLATION		
Content Player Version	Blackboard Version	Content Types Played
2005.1	Blackboard Learning System 7.x	SCORM 1.2, IMS, NLN, SCORM 2005

Older versions of the Building Block can be downloaded from the Building Blocks Web site.



NOTE: The Content Player Building Block, like all Building Blocks, will not work with the *Blackboard Learning System-Basic Edition*.

Using the Content Player in a Course

The Open Standards Content Player Building Block uploads content that conforms to SCORM, IMS, or NLN standards to a course. Instructors see IMS, SCORM, and NLN as additional Content Types for adding content.

When adding SCORM, IMS, or NLN data, the Instructor can choose to add a Gradebook Item, as well as select from other standard content item options. When a user interacts with a package, the attempt is shown in the Gradebook. Additional attempt data such as total viewing time and completion status are also recorded in order to assist the Instructor in grading.

From the users' perspective, IMS, SCORM, or NLN Content Items are seamlessly presented with other course content, and can even be added to a Learning Unit.

Supported Standards

The Open Standards Content Player Building Block supports the SCORM standard and the IMS standard for Web content, as well as NLN Content, which conforms to SCORM and IMS.

IMS Content

The Open Standards Content Player Building Block supports content that conforms to the IMS Content and Packaging 1.1.2 standard with the webcontent attribute.

Further information about the standard can be found at:

<http://www.imsproject.org/content/packaging/index.cfm>

SCORM Content

The Open Standards Content Player Building Block supports content that conforms to the SCORM 1.2 standard and the SCORM 2005 standard. The Instructor does not need to determine ahead of time whether the content is designed as 1.2 or 2005 compliant. The Content Player will make this determination in order to play the content.

Further information about the standard can be found at: <http://www.adlnet.org>

NLN Content

The Open Standards Content Player Building Block supports NLN content, which conforms to SCORM and IMS standards. The United Kingdom NLN Materials Team is responsible for commissioning and developing e-learning materials for the NLN, and offers advice on best practices in integrating the NLN materials into teaching and learning schemes.

Further information about the standard can be found at: <http://www.nln.ac.uk/>

Making the SCORM, NLN, and IMS Content Types Available

Depending on the needs of an institution, one or all three of these Content Types can be made available for Instructors to use in their courses. Regardless of which Content Type is turned on, the Building Block will do the work of determining the type of package and playing the content properly.

Deciding which Content Type to expose in the dropdown of the Action Bar relates largely to what term the Instructors and course builders use for standards-based content. For example, If users at an institution are more generally aware of SCORM content than NLN content, that corresponding Content Type can be turned on and the other two turned off.

Making the Building Block Available on the Blackboard Learning System

When updating the *Blackboard Learning System*, the latest version of the Content Player Building Block will automatically install. The new version of the Content Player allows the playing and modification of all content previously added. Gradebook items will still be manageable from the Gradebook. No new Gradebook items can be added for the previously added content.

In *Blackboard Learning System*, the Open Standards Content Player Building Block is automatically updated to the latest version. The Administrator must set the Building Block to **Available**.

Follow these steps to make the Content Player Building Block available:

1. Login to the *Blackboard Learning System* with Administrator privileges.
2. Click **Manage Building Blocks** on the Administrator Panel.
3. Find the Content Player Building Block in the list of installed Building Blocks. It will be named the Blackboard Content Player.
4. Select **Available** from the drop-down list.
5. A confirmation page will appear that displays all the permissions that will be granted to the Content Player Building Block. This is a security feature to protect Blackboard systems from dangerous content. Select **OK** to make Building Block available.
6. The SCORM Content Type, IMS Content Type and NLN Content Type can be managed like other Content Types from the **Manage Tools** link on the Administrator Panel.

CHAPTER 2—AUTHENTICATION AND INTEGRATION

Overview

This chapter describes the Authentication and Integration options on the Administrator Panel.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
Authentication Config	This topic covers the Authentication Config page. This page lists the authentication options and details the settings configured for each option.
Manage Context Encryption Keys	This topic covers the Manage Context Encryption Keys page. This is a menu page for creating or downloading a key to encrypt content-passing from the <i>Blackboard Learning System</i> through a Building Block.
Download the Context Encryption Key	This topic covers the Download Context Encryption Key page. From this page a key can be downloaded and then shared with a URL to secure content-passing.
Create a Context Encryption Key	This topic covers the Create a Context Encryption Key page. Keys are created for content-passing from this page.
Deciphering Encrypted Context	This topic covers how to programatically decipher encrypted content on an outside URL.
Integration Password	This topic covers the Integration Password page. Administrators can set a password for the Integration account that handles Snapshot tasks from client machines using SOAP.

AUTHENTICATION CONFIG

Overview

View the authentication configuration of the *Blackboard Learning System* from this page. For information on editing the authentication configuration properties, please see the *Blackboard Learning System Authentication Manual*.

Find this page

Click **Authentication Config** on the Administrator Panel to open the End-User Authentication Configuration page.

View settings

Click **List All** to view the authentication settings for an Authentication Type. While it is possible to view settings for all the different Authentication Types only one type may be enabled at a time.

The default Authentication Type is Blackboard Challenge-Response.

MANAGE CONTEXT ENCRYPTION KEYS

Overview

The context passing APIs allow the *Blackboard Learning System* to pass data to URLs requiring that data in a query string. To see an example of this type of URL, simply look at the URL for any course. The last part of the URL is `url=/bin/common/course.pl?course_id=<unique_id>` where the `<unique_id>` is a variable. It is variables such as this that can be passed using the context passing APIs.

Context passing is especially useful when implementing Building Blocks that require content from *Blackboard Learning System* to generate a URL. To protect the transfer of possibly sensitive data as part of a context passing function, context encryption using Cryptix (Blowfish) can be used to secure the data transfer instead of the standard Base64Encoding.

Find this page

Select **Manage Context Encryption Keys** on the Administrator Panel.

Enable the Manage Context Encryption page

The `cryptix32.jar` file must be downloaded and the *Blackboard Learning System* configured before the features on the Manage Context Encryption Keys page become available. Follow the steps below

1. Download the `cryptix32.jar` file from the Cryptix Web site (<http://www.cryptix.org>)
2. Put `cryptix32.jar` in `blackboard/systemlib`
3. Create the directory `blackboard/config/tomcat/classpath/cryptix-shared.classpath.bb`. The `.bb` file should contain the following `@@bbconfig.basedir@@/systemlib/cryptix32.jar`
4. Run `blackboard/tools/admin/PushConfigUpdates.sh`
5. In the Administrator Panel, select **Manage Context Encryption Keys**.

Functions

The following functions are available from the Manage Context Encryption Keys page

To . . .	CLICK . . .
create a new key	Create New Context Encryption Key . A new key will be created and used by the <i>Blackboard Learning System</i> . For outside URLs to decipher context-passed data the key must be downloaded and made accessible to the outside URL. Creating a new key will remove the existing key. Any existing context-passing Building Blocks that rely on the key will not work until the new key is made available.
download an existing key	Download Existing Context Encryption Key . A key must be created before it can be downloaded and shared.

DOWNLOAD THE CONTEXT ENCRYPTION KEY

Overview

Once a context encryption key has been created, it must be downloaded and then made accessible to the URL that will accept data passed from the *Blackboard Learning System*.

Find this page

Follow these steps to open the Download Existing Context Encryption Key page.

1. Click **Manage Context Encryption Keys** on the Administrator Panel.
2. Click **Download Existing Context Encryption Key**.

Function

Click **Submit** to download the key. A Download window from the browser will appear. The context key is always named blackboard.key.

CREATE A CONTEXT ENCRYPTION KEY

Overview

The only variable to consider when creating a context encryption key is the key length in bits. Longer keys are more secure but also perform somewhat slower.

It is only possible to use one key with the *Blackboard Learning System* at a time. If the context APIs are used to tie in more than one URL the same key will be used to encrypt communication for all the URLs.

Find this page

Follow these steps to open the Create New Context Encryption Key page.

1. Click **Manage Context Encryption Keys** on the Administrator Panel.
2. Click **Create New Context Encryption Key**.

Function

Select the key length from the drop-down list and click Submit to create a new key. If a key already exists, creating a new key will overwrite the existing key. Any URLs relying on the old key to decipher context passed from the *Blackboard Learning System* will not work until the new key is downloaded and made available to the URL.

DECIPHERING ENCRYPTED CONTEXT

Overview

To encrypt data during context passing the *Blackboard Learning System* and the external URL must have access to the same context encryption key. The key must be created from the Manage Context Encryption Key feature available on the Administrator Panel. Once the key has been created it must be downloaded and distributed to external servers that will accept context.

Code example

After downloading a context encryption key it must be made available to the URL that will receive encrypted data through context-passing. The code example below shows how to programmatically decipher encrypted context data on the external URL when it is passed.

The object indicated by the target URL (in this case, index.jsp) could decrypt the context as follows (importing blackboard.client.decryption.*)

```
String context = request.getParameter("context");
//if isEncryptionEnabled = false, base 64 encoding will be used instead
//of encryption
boolean isEncryptionEnabled = true;
ContextDecryptor bfd =
ContextDecryptorFactory.getContextDecryptor(isEncryptionEnabled );
// retrieve the Blackboard encryption key as a File or InputStream
File key = new File( strKeyLocation );
// or InputStream key = // implementation detail...
// to simply decrypt the context string
String decryptedContext = bfd.decrypt( context, key );
// or, to get a HashMap of all key-value pairs
HashMap map = bfd.parseEncryptedContext( context, key );
// then search the HashMap for an expected value, and continue.
if (map.containsKey( "user" )
{ // execute...
}
```

Resolving multiple keys

The code example above is useful when there is a one-to-one relationship between the external URL and the *Blackboard Learning System*. For instances where an external URL is supporting a Building Block for multiple instances of the *Blackboard Learning System* the hostname of the instance can be used to handle multiple keys.

In the example below, the key is found through association with the hostname for the instance or Virtual Installation of the *Blackboard Learning System*. In this case the hostname is physics.yourinstitution.com. Since the client decryption code has the ability to pass in a decryption

key to the ContextDecryptor object, the client server must be able to map a hostname to its appropriate key (usually accessed as a File, but can be an InputStream).

Building Block server developers can write a simple wrapper that

1. Pulls the hostname off the request
2. Looks up the encryption key file in the hostname-encryptionKey map
3. Passes the encryption key to the decrypt() method

Pseudocode wrapper, implemented by a client server utility object

```

/**
 * Utility Pseudocode
 */
decryptByHostname( HttpServletRequest request)
{
// get context parameter from the request
    String context = request.getParameter("context");
    // determine if the context is encrypted
String strEncryptInd = request.getParameter("encrypt");
if ( (strEncryptInd != null) && (strEncryptInd.equalsIgnoreCase("y")) )
{
    isEncrypted = true;
}
// if isEncrypted, look up the key
key = null;
if (isEncrypted)
{
    // get hostname from HttpUtils.getRequestURL().getHost();
    // get key map, possibly stored as a property file in the format
    // physics.yourinstitution.com=
/key/file/location/physics_yourinstitution_com/key.sec
    // get encryption key from map as either a File or an
InputStream,
    // depending on client implementation detail (key is passed as
null if
    // isEncrypted= false, and Base64Encoding is used instead)
}
ContextDecryptor decryptor =
    ContextDecryptorFactory.getContextDecryptor(isEncrypted);
    // then either return the values passed in the context as either
// a HashMap of key-value pairs
HashMap values = decryptor.parseEncryptedContext(context, key);

```

```
// or a String
String values = decryptor.decrypt(context, key);
    return values;
}
```


INTEGRATION PASSWORD

Overview

The Integration User is a special User account that is used by Snapshot and the Data Integration APIs to process operations from a client machine using Simple Object Access Protocol (SOAP). This page allows the Administrator to change the password for the Integration user.

The Integration user does not have access to the *Blackboard Academic Suite* through the user interface nor can the Integration user be assigned to a course or participate in the teaching and learning environment in any way.

Find this page

Click **Integration Password** on the Administrator Panel.

Fields

The table below details the fields on the Integration Password page.

FIELD	DESCRIPTION
Modify Password	
Old Password	Enter the old password.
New Password	Enter a new password for the Integration account.
Confirm New Password	Enter the new password again to confirm.

PART 5 - SYSTEM TOOLS

Overview

Part 5 - System Tools describes the tools available to Administrators to communicate with users on the system.

In this part

This part includes the following chapters.

CHAPTER	DESCRIPTION
System-wide Announcements and Events	This chapter details the features for creating and managing Announcements and Calendar Events for all users.
Email	This chapter details the email features that allow the Administrator to communicate with all users or specific sets of users.
Messages	This chapter details the features that allows users to include attachments with messages.
Text Box Editor and Spell Check	This chapter details how to manage features for entering text.
Reports	This chapter details the features that generate usage statistics.
System Information	This chapter details the features that store information about the system.
Logs	This chapter details the system logs.
Manage Tools	This chapter details the features for enabling and disabling tools.
Chalk Titles	This chapter details the feature for using Chalk Title on the system.
Language Packs	This chapter details using language packs in the system and importing courses from <i>Blackboard Learning System - ML</i> .

CHAPTER 1 - SYSTEM-WIDE ANNOUNCEMENTS AND EVENTS

Overview

This chapter reviews the Announcements and Calendar features available to Administrators. Administrators use these tools to communicate with all users on the system.

In this chapter

Chapter 1—System-wide Announcements and Events contains the following topics.

TOPIC	DESCRIPTION
Announcements	This topic covers the Announcements page. Administrators can view Announcements from this page as well as add Announcements or make changes to an existing Announcement.
Add/Modify Announcements	This topic covers the Add and Modify Announcements pages. Announcements can be posted for all users or existing Announcements modified from these pages.
Institution Calendar	This topic covers the Institution Calendar page. Administrators can view Calendar Events from this page as well as add Calendar Events or make changes to an existing Calendar Event.
Add/Modify Calendar Event	This topic covers the Add and Modify Calendar Event pages. Calendar Events can be posted for all users or existing Calendar Events modified from these pages.
Calendar Quick Jump	This topic covers the Calendar Quick Jump page. This page is used to navigate to a specific date and time in the Calendar.

ANNOUNCEMENTS

Overview

Administrators add, modify, and delete important messages from the institution on the Announcements page. Messages posted from the Announcements function on the Administrator Panel will appear in:

- The Announcements section of every course and organization
- The My Announcements portal module
- The Announcements tool in the portal Tool Panel

Find this page

Click **Announcements** on the Administrator Panel.

Functions

To use the functions available on the Announcements page, follow the table below.

To . . .	CLICK . . .
add an announcement	Add Announcement .
modify an announcement	Modify next to an announcement.
remove an announcement	Remove next to a specific announcement. A confirmation window will appear. This action is irreversible.

ADD/MODIFY ANNOUNCEMENT

Overview

The pages for adding and modifying an Announcement contain the same fields and functions. The page for adding an Announcement opens with empty fields while the page for modifying an Announcement opens with the fields populated with information on a specific Announcement.

Find this page

Follow these steps to open the Add Announcement or Modify Announcement page.

1. Click **Announcements** on the Administrator Panel.
2. Click **Add Announcement** or **Modify** next to a specific announcement on the Announcement page.

Fields

The table below details the fields on the Add Announcement or Modify Announcement page.

FIELD	DISPLAY
Announcement Information	
Subject [r]	Enter a subject for the message.
Message	Enter the body of the announcement.
Options	
Permanent Announcement	Select Yes to create a permanent Announcement. This Announcement is automatically displayed after the time and date it is created. There is no end date for this Announcement unless the Display Until option is selected.
Choose date restrictions	Select Display After to make the Announcement available on a certain date. Click the drop-down arrow and select time values. Select Display Until to stop displaying the Announcement after a certain time. Click the drop-down arrow and select time values.

Announcement Display

The following is the order in which Announcements are displayed in the My Announcements module on the My Institution tab

- Permanent System Announcements are displayed first.
- System Announcements that fall into the display range appear next. For example, an Announcement that was created in the last week if the user views the **View Last 7 Days** tab will be displayed.
- Permanent Course and Organization Announcements display next.
- Course and Organization Announcements that fall into the display range are listed last.

- Within each of the above categories, Announcements are displayed in order of creation.

INSTITUTION CALENDAR

Overview

Administrators manage institution events through the Institution Calendar. Upcoming and past events can be viewed daily, weekly, or monthly. An event posted to the Institution Calendar will display in all Calendars system-wide.

Find this page

Click **Institution Calendar** on the Administrator Panel.

Functions

To use the functions available on the Institution Calendar page, follow the table below.

To . . .	CLICK . . .
create an event and add it to the calendar	Add Event .
view events for a specific date and time	Quick Jump to access the Quick Jump page. From here, select a date and time and the calendar will immediately display events for that time.
view events by day, week, or month	the appropriate tab to view events for the current day, current week, current month, or current year.
view previous or future events	the arrows to the left of the current day, week, month, or year. Click on the arrows to the right to view future events.
view event details	a calendar event.
modify an event	Modify . The Modify Event page will appear.
remove an event	Remove for an event to remove it from the calendar. This action is irreversible.

ADD/MODIFY CALENDAR EVENT

Overview

The Add or Modify Calendar Event pages contain the same fields and functions almost the same way. The Add Calendar Event page opens with empty fields while the Modify Calendar Event page opens with the fields populated with information on a specific event.

Find this page

Follow these steps to open the Add Calendar Event or Modify Calendar Event page.

1. Click **Institution Calendar** on the Administrator Panel.
2. Click **Add Event** or **Modify** next to an event on the Institution Calendar page.

Fields

The table below details the fields on the Add Calendar Event page and Modify Calendar Event page.

FIELD	DESCRIPTION
Event Information	
Event Title	Enter the title of the event.
Description	Enter a description of the event.
Event Time	
Event Date	Select the date of the event from the drop-down lists or click the icon to select a date from the calendar interface.
Event Start Time	Select the time the event will begin from the drop-down lists.
Event End Time	Select the time the event will end from the drop-down lists.

CALENDAR QUICK JUMP

Overview

The Calendar Quick Jump page allows Administrators to quickly access a portion of the Calendar. Quick Jump is useful when looking for events planned for months in advance of the current date.

Find this page

Follow these steps to open the Calendar Quick Jump page.

1. Click **Institution Calendar** on the Administrator Panel.
2. Click **Quick Jump** on the Institution Calendar page.

Fields

The table below details the fields on the Calendar Quick Jump page.

FIELD	DESCRIPTION
Calendar Quick Jump	
Date	Select the date to jump to from the drop-down lists or click the icon to select a date from the calendar interface.
Type of view	Select to view Calendar Events for the month, week, or day for the date chosen in the Date field.

CHAPTER 2 - EMAIL

Overview

The *Blackboard Academic Suite* includes an email function for Administrators to quickly email sets of users.

In this chapter

Chapter 2—Email includes the following topics.

TOPIC	DESCRIPTION
Send Email	This topic covers the Send Email page. This is a menu page with links to pages where Administrators can compose messages to sets of users.
Email Users	This topic covers the Email Users pages. Administrators can compose messages to different sets of users from these pages.

SEND EMAIL

Overview

Administrators send email to users through the Send Email page. From this page, an Administrator can send an email to all Instructors, all Students, or all users.

Find this page

Click **Send Email** on the Administrator Panel.

Functions

Click a link on this page to compose and send an email to the appropriate set of users.

EMAIL USERS

Overview

The Administrator selects email recipients by clicking on a link to all Instructors, all Students, or all users. Once the recipients are determined, all messages are created using the Compose Email pages.

Find this page

Follow these steps to open the Send Email page.

1. Click **Send Email** on the Administrator Panel.
2. Click **All Instructors**, **All Students**, or **All Users** from the Send E-mail page.

Fields

The table below details the fields available on the Compose Email pages.

FIELD	DESCRIPTION
Enter Message Details	
To	Displays the group of users to receive the message.
From	Displays the address of the sender.
Subject	Enter a subject for the email message.
Message	Enter the text of the message.

CHAPTER 3 - MESSAGES

Overview

The Messages feature gives each course a private and secure system for communication that functions similar to email. Keep in mind that Messages cannot be sent or received outside of the users in the course.

Messages are usually accessed through the Communications area of a course. Although, as with most features, the Instructor can restrict access or change the layout of the Course Menu so that Messages are accessible directly.

In this chapter

Chapter 3—Messages includes the following topic.

Topic	Description
Enable and Disable File Attachments and Private Folders	This topic covers the Messages Tool Options page. Administrators set the availability of file attachments and personal folders from this page.

ENABLE OR DISABLE FILE ATTACHMENTS AND PRIVATE FOLDERS

Overview

Administrators can choose to allow or not allow users to include file attachments with messages and to allow or not allow users to create personal folders. Disabling these functions may help save disk space and prevent Users from using Messages to store content. By default, Users may not add file attachments to messages and users may not create personal folders.

Find this page

Follow these steps to access the Messaging Tool Options page.

1. Open the Administrator Panel.
2. Click **Messages** under the Tools section.
3. Click **Messaging Tool Options**.

Fields

FIELD	DESCRIPTION
Messaging Tool Options	
Allow File Attachments	Select the check box to allow users to attach files to messages.
Allow Personal Folders	Select the check box to allow users to create personal folders for storing messages.

CHAPTER 4 - TEXT BOX EDITOR AND SPELL CHECK

Overview

Blackboard Learning System includes a Text Box Editor with advanced functionality that enables users to create professional content. Tools within the Text Box Editor include WebEQ, MathML, and Spell Check. In addition to the standard Spell Check Dictionary, Administrators may upload and manage supplemental word lists for each Virtual Installation.

In this chapter

Chapter 4— Text Box Editor and Spell Check includes the following topics.

TOPIC	DESCRIPTION
Manage Text Box Editor	This topic covers the Text Box Editor. This page allows Administrators to manage the Text Box Editor and Text Box Editor Tools.
About Spell Check	This topic explains the details of the Spell Check feature.
Manage Spell Check	This topic covers the options available within Spell Check.
Download Wordlist	This topic covers downloading a word list for Spell Check to the system.
Upload Wordlist	This topic covers uploading a word list for Spell Check to the system.

MANAGE TEXT BOX EDITOR

Overview

The Text Box Editor allows users to create professional, vibrant content wherever users can create blocks of text. Text is entered through a simple editor in the *Blackboard Learning System* that nonetheless contains several powerful options including

- **Text Box Editor** - Allows users to create content with a simple editor that resembles a word processor. Advanced file upload tools are also available.
- **Smart Text** - Automatically recognizes a link entered in the text box. Smart text recognizes the ENTER key as a paragraph tag and accepts HTML tags as well. Smart Text will also prompt to load images if an image source text is used when adding smart text as part of a content item. This option is only available if the WYSIWYG features in the Text Box Editor are not enabled.
- **Plain Text** – This option displays text as it is written in the text area. This option is only available if the WYSIWYG features in the Text Box Editor are not enabled.
- **HTML** – This option displays text as coded by the user using HTML tags.
- **Spellcheck** – This Spell Check feature is available in most areas where users may enter blocks of text. It includes a full English dictionary, a supplemental word list configured by the Administrator, and custom word lists that are stored as a cookie on a user's local machine.
- **WebEQ Equation Editor** - The Math and Science Notation Tool (WebEQ™ Equation Editor) is a general purpose equation editor designed for working with equations. It enables users to use mathematical and scientific notation throughout the *Blackboard Learning System*.
- **MathMLEquation Editor** - The MathML Equation Editor functions in the same way as the WebEQ Equation Editor. Instead of opening with the symbol buttons, a blank text box will appear where users can enter XML

Administrators manage the availability of Text Box Editor features through the Manage Text Box Editor page.



NOTE: The Text Box Editor is only available to users with a Windows Operating System and Internet Explorer Version 5 or a later version. Users who have alternate browsers will have options to use Plain Text, Smart Text, and HTML. Spell Check, WebEQ and MathML will also be available to these users, unless disabled by the Administrator.

Find this page

Click **Text Box Editor** on the Administrator Panel.

Fields

The table below details the fields on the Manage Text Box Editor page.

FIELD	DESCRIPTION
Enable/Disable Text Box Editor	
Set the availability of the Text Box Editor for users by selecting the option Enable the version for Internet Explorer Web Browsers . If the Text Box Editor is disabled, Users will have limited features for adding content to the Text Box. Options for Plain Text, HTML, and Smart Text will be available.	
Enable/Disable Text Box Editor Tools	
Enable Spell Check	Set the availability of Spell Check for users by selecting Enable or Disable .
Enable WebEQ	Set the availability of WebEQ for users by selecting Enable or Disable .
Enable MathML	Set the availability of MathML for users by selecting Enable or Disable .

ABOUT SPELL CHECK

Overview

The *Blackboard Learning System* includes a robust Spell Check feature supported by a full English dictionary, a supplemental word list for each Virtual Installation, and custom word lists that are stored as a cookie on a user's local machine. The spell check feature is available wherever users can enter blocks of text. It is also available as a module with the *Blackboard Community System*.

Word lists

Misspelled words are determined by the following three sources

- **Spell Check Dictionary:** A full English dictionary of words that will not be flagged for correction. The dictionary is also the only source for suggestions when a misspelled word is found. This dictionary cannot be modified.
- **Virtual Installation Supplemental Word List:** A list of additional terms added by the System Administrator that do not appear in the default dictionary. For example, a medical school might wish to upload a list of medical terms so they are not flagged as incorrect terms for their users. This word list can be modified from the Administrator Panel.
- **Personal Word List:** This word list is stored as a cookie on each user's local machine. Words are added to this list using the **Learn** feature within Spell Check. Like the supplemental word list, the words on each personal word list are not flagged for correction and are not included as a suggestion for errors.



NOTE: Extensive supplemental and personal word lists may slow performance of the Spell Check tool.

Personal word list and cookies

The personal word list is stored as a cookie on the user's local machine. The cookie is not user or Virtual Installation specific. Therefore, a user's word list will be available to them whenever they are using Spell Check with the *Blackboard Learning System*, as long as they are on the same local machine. Also, if another user logs onto the same machine, that user will have the same personal word list stored on that machine applied when running spell check. Since word lists are cookie-based, users are unable to transport them. Word lists cannot be disabled on a computer.

MANAGE SPELL CHECK

Overview

The *Blackboard Learning System* includes a spell check feature available to users in most areas where blocks of text can be entered. The list of words that are not flagged for correction can be expanded with a supplemental word list for each Virtual Installation. From the Spell Check page, the supplemental word list for the Virtual Installation may be uploaded, modified, and then downloaded to change the list of words.

Access to this feature is initially granted to users with the following Sys Admin roles

- System Administrator
- System Support
- Course Admin

Find this page

Click **Spell Check** on the Administrator Panel.

Functions

The table below details the available functions on the Spell Check page.

To . . .	CLICK . . .
upload a modified supplemental word list for use in the Virtual Installation	Upload Word List . The Upload Word List page will appear. From this page a new or modified supplemental word list can be uploaded to replace the word list currently in use. Note that, by default, there is no supplemental word list. A word list must be created and uploaded to begin.
download the supplemental word list for modification	Download Word List . The Download Word List page will appear. From this page the supplemental word list can be downloaded. The supplemental word list will still be in use until a new version is uploaded to replace it. This option only appears on the page if a word list has been uploaded.

DOWNLOAD WORD LIST

Overview

The Download Word List page displays a link that, when clicked, will begin downloading the supplemental word list to the local machine. The supplemental word list includes additional words that should not be flagged for correction when using the Spell Check feature in the current Virtual Installation. A word list must be created and uploaded before the option to download the word list appears.



NOTE: No matter what the name of the supplemental word list file is when it is uploaded it will always be changed to dictionaryLocal.txt and stored in a folder for that Virtual Installation. Therefore, the downloaded supplemental word list file will always be dictionaryLocal.txt.

Find this page

Follow these steps to open the Download Word List page.

1. Click **Spell Check** on the Administrator Panel.
2. Click **Download Word List**.

Modify the supplemental word list

After the supplemental word list has been downloaded, simply open it then add and replace words to modify the list. The list appears in a standard text file with each word separated by a hard return.

Keep in mind that the supplemental word list is a list of words that will not be flagged for correction by the spell checker. In addition to the supplemental word list, spell check also checks words against a robust English dictionary, and words that individual users have added to their personal word lists. Personal word lists are only available on a users' local machine.



NOTE: Only words that appear in the Spell Check dictionary will be listed as suggestions when a possible error is encountered. Words in the supplemental word list will not be offered as suggestions.

For information on uploading a modified supplemental word list please see the [Upload Word List](#) topic.

UPLOAD WORD LIST

Overview

The Upload Word List page adds a new word list or replaces the supplemental word list currently used by the system with a new list. Each Virtual Installation may have a separate Word List. For information on downloading and modifying the supplemental word list, please see the [Download Word List](#) topic.



NOTE: The name of the supplemental word list will be changed to dictionaryLocal.txt when uploaded.

Find this page

Follow these steps to open the Upload Word List page.

1. Click **Spell Check** on the Administrator Panel.
2. Click **Upload Word List**.

Upload a word list

Enter the full path to a new supplemental word list or click Browse to search the file system for the new supplemental word list. A supplemental word list must be a .txt file with each word separated by a hard return.



NOTE: Word lists may not be removed from the system. To 'remove' a word list, an Administrator must upload an empty word list to overwrite the supplemental word list on the system. The empty file must contain a space in order to be uploaded properly.

CHAPTER 5 - REPORTS

Overview

This chapter describes the reporting features available to Administrators. There are two types of reporting, Standard and Advanced. Standard System Reporting generates a defined set of reports. Advanced System Reporting can be used to create customized reports.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
Standard System Reports	This topic covers the Standard System Reports page. Administrators input information used to generate access reports on this page.
View Report	This topic covers the View Report page. This page displays the results of a report generated on the Standard System Reports page.
Advanced System Reporting	This topic covers the Advanced System Reporting database and the command line tools used to manage the data in the database.
Advanced System Reporting Sample Templates	This topic covers the Advanced System Reporting Sample Template page. Administrators can download templates useful for generating reports from the Advanced System Reporting database.
Auto-Reporting Options	This topic covers the Auto-Reporting Options page. Administrators can automatically have the system send reports on system performance to Blackboard.
Send System Statistics to Blackboard	This topic covers the Send System Statistics to Blackboard page. Administrators can use this feature to send information about the system to Blackboard Technical Support.

STANDARD SYSTEM REPORTS

Overview

Administrators track system usage through System Reports. Standard System Reports provide information on the number of courses, users, overall usage, and cumulative hits. Reports may also be exported and viewed as a text file or in a spreadsheet program.

The Enable Event Tracking option must be set to Yes on the [Auto-Reporting Options](#) page before Statistics will be recorded.

Blackboard Learning System – Basic Edition: The database only stores data for the previous 180 days to prevent system slowdowns. Therefore, activity that occurred more than 180 days before running the report will not be included in the report. To increase the number of days that data is stored, please contact Blackboard Product Support.

Find this page

Follow these steps to open the Standard System Reports page.

1. Click **System Reports** on the Administrator Panel.
2. Click **Standard System Reports**.

Fields

The table below details the fields used to filter System Reports.

FIELD	DESCRIPTION
Select Report Filter	
Select Report	Select a type of data from the drop-down list to display a report. The options are <ul style="list-style-type: none"> • Overall Summary of Usage: Displays the average number of users, courses, and page views per month. • User Statistics: Displays the average number of total users, Students, and Instructors per month and per day. • Course Statistics: Displays the average number of active courses and organizations per month and per day. • Site Page Views: Displays the average number of page views and course page views per month and per day.
Time period	Pick a start date and an end date for the range from the drop-down lists. Dates can also be selected by clicking the icon to bring up the calendar interface.

VIEW REPORT

Overview

The results are displayed after selecting the filters and generating a report on the Standard System Reports page. Included is a summary as well as graphs of all the data requested. The report lists the total numbers as well as the number of active Users, courses, or organizations. Active applies to the subset of the total that have been used during the date range. For example, the total number of Users may be 2,000, but if the date range is only one day, perhaps only 750 Users logged in that day (considered active).



NOTE: When viewing reports that include hit statistics, a hit is tracked every time a request is sent. For example, a Student logs in to Blackboard Learning System (1 hit), clicks the Courses tab (2 hits), clicks a course link (3 hits), accesses the Communication area (4 hits), clicks Discussion Boards (5 hits), clicks a forum (6 hits), and clicks a message to read (7 hits).

Find this page

Follow these steps to view a standard report.

1. Click **System Reports** on the Administrator Panel.
2. Click **Standard System Reports** from the System Reports menu page.
3. Filter data to generate a report and click **Submit**.

Functions

The table below outlines the functions available when viewing a System Report.

To . . .	CLICK . . .
view a different set of reports	Change Filter to return to the Standard System Reports page.
print a set of reports	Print .
export a file containing report data	Export Data . The data file can be opened in a text editor or a spreadsheet application.

ADVANCED SYSTEM REPORTING

Overview

Advanced System Reporting enables institutions to do robust reporting in order to understand how their system is being used. Data from predefined fields in a separate database is used to create and tailor reports to meet specific needs. These reports assist in understanding and analyzing use of the system and can report information such as when different types of users access the system, how they use the system, and if the system improves student performance.

Function

Data is transferred nightly into a separate reporting database. The name of the database is the name of the Virtual Installation appended with stats. The base Virtual Installation that appears in all implementations of the *Blackboard Learning System*, bb_bb60, has the stats database bb_bb60_stats to handle Advanced System Reporting.

Schedule the data transfer so that it occurs at a low-traffic time of the night and is properly coordinated with Snapshot loading or other integration processes. Administrators have open access to this database so that they can use the Crystal Reports® templates that Blackboard provides to develop reports to suit their institution's needs.

Data

The data that is transferred to the statistics database is a sub-set of the data that is located on the production database. It has a different schema from the data on the production database.

Administrators have open access to the statistics database to use for analysis and creating reports.

Installation and Setup

Advanced System Reporting is set up automatically when the *Blackboard Academic Suite* is installed.

The Enable Event Tracking option must be set to Yes on the [Auto-Reporting Options](#) page before Statistics will be recorded.

Purging data in the databases

Every day an automatic process runs that synchronizes the data in the stats database with the data in the main database and then deletes the statistical data from the main database that is more than 180 days old. This process can be run at any time using the PurgeAccumulator tool. The PurgeAccumulator tool can also be used to delete data from the statistics database.



NOTE: Administrators may modify the length of time that statistical data is kept in the main database. This is changed by editing the `days_to_keep` value in the `config/bb-tasks.xml` file.

The PurgeAccumulator tool is installed as part of *Blackboard Learning System*. It is run from the `$blackboard/tools/admin` directory.

Syntax :

```
PurgeAccumulator <command> <Virtual_Installation> <days_or_date>
```

ARGUMENT	DESCRIPTION
<command>	<ul style="list-style-type: none"> purge-live –Takes data from Blackboard database and syncs with tables in the statistics database. After synching, it purges statistical data in the main database that is older than the number of days or date set. purge-stats – goes to stats DB and purges all data older than the last x days or older than a specific date.
<Virtual_Installation>	Enter the name of the main database (bbuid) of the Virtual Installation to be purged.
<days_or_date>	The number of days (from the current date) that should not be processed by the PurgeAccumulator tool. It is also possible to set a date in yyyy-mm-dd format. Only data older than the date will be purged.

ADVANCED SYSTEM REPORTING: SAMPLE TEMPLATES

Overview

Blackboard Learning System includes a set of Advanced System Reporting templates for use with Crystal Reports. The templates require a license for Crystal Reports from Crystal Decisions, Inc.



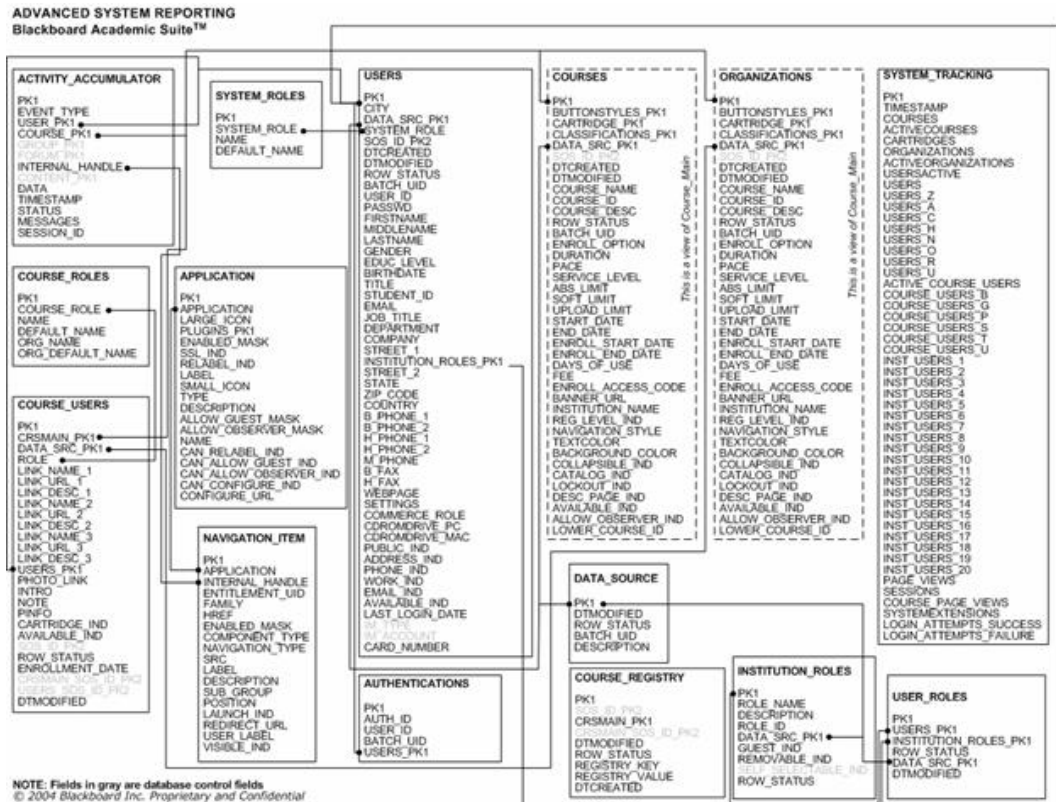
NOTE: It is not necessary to use Crystal Reports to run Advanced System Reports against the statistics database. Other reporting software programs may also be used .

Find this page

Follow these steps to open the Advanced System Reporting Sample Templates page.

1. Click **System Reports** on the Administrator Panel.
2. Click **Advanced System Reporting: Sample Templates** from the System Reports menu page.

ADVANCED SYSTEM REPORTING DATABASE ATTRIBUTES



The diagram shown above details the shared rows in the reporting database tables. The relationship between the tables is used to define and return customized data reports. For example, the INTERNAL_HANDLE can be used to link the ACTIVITY_ACCUMULATOR table, the NAVIGATION_ITEM table, and the APPLICATION table. A report could be constructed around this relationship to show which items and tools users are accessing in a particular course.

Attribute Definitions

The tables below detail the attributes in each database table. Each of the tables below includes the following columns:

- **Attribute:** The name of the attribute as it appears in the database.
- **Data Type:** The format of the information stored in the attribute (date, varchar, etc.)
- **Null?** Indicated whether or not null values are allowed. Y indicates that null values are allowed for the attribute, N indicates that null values are not allowed for the attribute.
- **Description:** Explains the information stored in the attribute and its importance.

ACTIVITY_ACCUMULATOR

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
EVENT_TYPE	VARCHAR (30)	N	Groups the event based on what occurred. Please see the Event Type table below for specific information on the possible values for this field.
USER_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the USERS table.
COURSE_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the COURSE table.
GROUP_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the GROUP table.
FORUM_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the FORUM table.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
INTERNAL_HANDLE	VARCHAR (255)	Y	<p>Internal system identifier for the event. This field corresponds to the unique ID in the NAVIGATION_ITEM table. Not all page requests correspond to a navigation item, so this field may often appear blank.</p> <p>When reading the INTERNAL_HANDLE, the prefix helps identify the path the user took to access the page.</p> <ul style="list-style-type: none"> • CP_ indicates that the user went through the Course Control Panel to view the page. • PA_ is associated with portal administrator functions • ADMIN_ refers to accesses through the Administrator Control Panel • LIST_ indicates that the page was requested after a search function • CUST_ refers to a Customization interface, such as the Customize Login Page <p>If this field is empty, check the CONTENT_PK1 field. If the page accessed displayed content, the primary key for the piece of content will appear in that field.</p>
CONTENT_PK1	INT (4)	Y	<p>References the PK1 (Primary Key) attribute of the CONTENT table. This field is populated when the EVENT_TYPE is CONTENT_ACCESS.</p>

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
DATA	NVARCHAR (255)	Y	<p>Data related to the event. This field provides additional information on the event. Each event uses this field, if at all, in different ways. In many instances, the data included in this field is a value that is easily deduced.</p> <p>In some instances, the value in the data field is a number, such as _1_1 or _29_1. These are associated with an EVENT_TYPE of TAB_ACCESS or MODULE_ACCESS. The first number is an ID that references a tab or a module (the second number can be ignored).</p> <p>The ID number that refers to a tab can be found in the user interface by scrolling over the tab. The ID number appears as part of the URL in the status bar.</p> <p>The ID number that refers to a module can be found in the same manner. Scroll over the Maximize, Minimize, or Edit button associated with a module. The ID number will appear as part of the URL in the status bar. Please note that the Detach Module button returns a different ID number and should be ignored.</p>
TIMESTAMP	DATETIME (8)	Y	Date and time that the event occurred.
STATUS	NUMERIC (9)	Y	Shows success (1) and failure (0).
MESSAGES	NTEXT (16)	Y	Additional messages associated with the event.
SESSION_ID	INT (4)		Identifies the user session that initiated the action. A session is simply a browser connection to the system launched from an end-user machine.

Event Types

The following table lists the possible event types stored in the `ACTIVITY_ACCUMULATOR` table. The Page View column shows whether or not the activity counts as a page view when generating statistics.

TYPE	DESCRIPTION	PAGE VIEW?
<code>TAB_ACCESS</code>	A browser request that causes a portal tab to change state. The name of the tab will be returned.	Yes
<code>MODULE_ACCESS</code>	Triggered when a portal module is rendered. The name of the module will be returned.	No
<code>LOGIN_ATTEMPT</code>	An attempt to authenticate to the system. Additional information on the success is stored.	No
<code>LOGOUT</code>	A users session is voluntarily ended by accessing the logout link.	No
<code>SESSION_TIMEOUT</code>	A users session is involuntarily ended because no action was taken in a specific window.	No
<code>COURSE_ACCESS</code>	Triggered when a course frameset is loaded, or when a page is accessed in a course. The name of the navigation item will be returned.	Yes
<code>CONTENT_ACCESS</code>	Triggered when content is displayed.	No
<code>PAGE_ACCESS</code>	Triggered when a page, other than a course, organization, content, module, or tab is accessed on the system. The name of the navigation item will be returned.	Yes
<code>SESSION_INIT</code>	Triggered when a session is initialized.	No

COURSE_ROLES

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
<code>PK1</code>	INT (4)	N	Unique identifier for each record. (Primary Key)

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
COURSE_ROLE	CHAR (1)	N	One character system identifier for a Course Role. B=Course Builder or Organization Builder G=Grader P=Instructor or Organization Leader S=Student or Organization Member T=Teaching Assistant U=Guest
NAME	NVARCHAR (50)	Y	Customized name of a Course Role.
DEFAULT_NAME	VARCHAR (50)	Y	Default name of a Course Role.
ORG_NAME	NVARCHAR (50)	Y	Customized name of an Organization Role.
ORG_DEFAULT_NAME	VARCHAR (50)	Y	Default name of an Organization Role.

COURSE_USERS

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
CRSMAIN_PK1	INT (4)	N	References the PK1 (Primary Key) attribute of the COURSE_MAIN table.
DATA_SRC_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the DATA_SOURCE table.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
ROLE	CHAR (1)	Y	One character identifier of the users Course Role. B=Course Builder or Organization Builder G=Grader P=Instructor or Organization Leader S=Student or Organization Member T=Teaching Assistant U=Guest
LINK_NAME_1	NVARCHAR (100)	Y	Name of a link to a Web site listed on the Users Homepage within the course.
LINK_URL_1	VARCHAR (100)	Y	Address of a link on the Users Homepage.
LINK_DESC_1	NVARCHAR (255)	Y	Description of a link on the Users Homepage.
LINK_NAME_2	VARCHAR (100)	Y	Name of a link to a Web site listed on the Users Homepage within the course.
LINK_URL_2	VARCHAR (100)	Y	Address of a link on the Users Homepage.
LINK_DESC_2	NVARCHAR (255)	Y	Description of a link on the Users Homepage.
LINK_NAME_3	NVARCHAR (100)	Y	Name of a link to a Web site listed on the Users Homepage within the course.
LINK_URL_3	VARCHAR (100)	Y	Address of a link on the Users Homepage.
LINK_DESC_3	NVARCHAR (255)	Y	Description of a link on the Users Homepage.
USERS_PK1	INT (4)	N	References the PK1 (Primary Key) attribute of the USERS table.
PHOTO_LINK	VARCHAR (100)	Y	Link to a image that will display on the Users Homepage.
INTRO	NTEXT (16)	Y	Message that will display on the Users Homepage.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
NOTE	NTEXT (16)	Y	Text box in the user interface filled out by the user.
PINFO	NTEXT (16)	Y	Message that will display on the Users Homepage, typically used to display personal information.
CARTRIDGE_IND	CHAR (1) Y or N	N	Determines whether or not the user can access cartridge content in the course.
AVAILABLE_IND	CHAR (1) Y or N	N	Determines whether or not the user can access the course.
SOS_ID_PK2	INT (4)	N	Not in use.
ROW_STATUS	NUMERIC (5)	Y	Sets the value of the record to one of the following: Enabled: Normal access to the record. Disabled: Record is visible in some areas of the UI, but may not be changed or accessed. Deleted: Record is scheduled to be removed.
ENROLLMENT_DATE	DATETIME (8)	Y	Date the User enrolled in the Course.
CRSMAIN_SOS_ID_PK2	INT (4)	Y	Not in use.
USERS_SOS_ID_PK2	INT (4)	Y	Not in use.
DTMODIFIED	DATETIME (8)	Y	The last date the record was modified.

SYSTEM_ROLES

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
SYSTEM_ROLE	CHAR (1)	N	One character identifier for each System Role. Z=System Administrator A=User Administrator C=Course Administrator H=System Support N=None O=Observer R=Support U=Guest
NAME	NVARCHAR (64)	Y	The customized name of a System Role.
DEFAULT_NAME	VARCHAR (64)	Y	The name of a System Role as it appeared before modification.

INSTITUTION_ROLES

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
ROLE_NAME	NVARCHAR (50)	N	Name of an Institution Role as it appears to users.
DESCRIPTION	NVARCHAR (255)	Y	Description of the role.
ROLE_ID	NVARCHAR (50)	N	The unique identifier of the role. This is the key that is used to identify the role during Snapshot and other data management operations.
DATA_SRC_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the DATA_SOURCE table.
GUEST_IND	CHAR (1)	N	This indicates whether or not the role serves as a Guest role for a particular brand.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
REMOVABLE_IND	CHAR (1)	N	This indicates whether or not the role may be removed from the system. Some institution roles are not removable to ensure backward compatibility.
SELF_SELECTABLE_IND	CHAR (1)	N	This field is not currently used to store data.
ROW_STATUS	INT (4)	N	<p>Sets the value of the record to one of the following:</p> <p>Enabled: Normal access to the record.</p> <p>Disabled: Record is visible in some areas of the UI, but may not be changed or accessed.</p> <p>Deleted: Record is scheduled to be removed.</p>

USER_ROLES

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
USERS_PK1	INT (4)	N	The primary key that identifies a user in the USERS table.
INSTITUTION_ROLES_PK1	INT (4)	N	The primary key that identifies an Institution Role in the INSTITUTION_ROLES table.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
ROW_STATUS	NUMERIC (5)	Y	<p>Sets the value of the record to one of the following:</p> <p>Enabled: Normal access to the record.</p> <p>Disabled: Record is visible in some areas of the UI, but may not be changed or accessed.</p> <p>Deleted: Record is scheduled to be removed.</p>
DATA_SRC_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the DATA_SOURCE table.
DTMODIFIED	DATETIME (8)	Y	The date the relationship between the user and the Institution Role was last modified.

APPLICATION

Applications are the tools and features that appear in the *Blackboard Learning System*.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
APPLICATION	VARCHAR (64)	N	Internal system identifier.
LARGE_ICON	VARCHAR (255)	Y	Location of the image to display with the application if large icons are used.
PLUGINS_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the PLUGINS table.
ENABLED_MASK	INT (4)	Y	Determines whether or not the tool is enabled.
SSL_IND	CHAR (1) Y or N	N	Displays whether or not SSL is enabled for the application.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
RELABEL_IND	CHAR (1) Y or N	N	Displays whether or not the application can be renamed.
LABEL	NVARCHAR (255)	Y	Name of the application as it appears in the user interface.
SMALL_ICON	VARCHAR (255)	Y	Location of the image to display with the application if small icons are used.
TYPE	VARCHAR (20)	Y	Defines the application as a Course application, System (Portal) application, or Shared application.
DESCRIPTION	NTEXT (16)	Y	A description of the application.
ALLOW_GUEST_MASK	INT (4)	Y	Determines whether or not Guests can access.
ALLOW_OBSERVER_MASK	INT (4)	Y	Determines whether or not Observers can access the application.
NAME	NVARCHAR (64)	Y	This field displays the name of the function or tool.
CAN_RELABEL_IND	CHAR (1) Y or N	Y	Determines whether or not the name of the application can be changed by an Instructor or Administrator.
CAN_ALLOW_GUEST_IND	CHAR (1) Y or N	Y	Determines whether or not the Instructor can control Guest access to the feature or tool.
CAN_ALLOW_OBSERVER_IND	CHAR (1) Y or N	Y	Determines whether or not the Instructor can control Observer access to the feature or tool.
CAN_CONFIGURE_IND	CHAR (1) Y or N	Y	Signifies if the tool is configured through an outside Web site. This only applies to Building Blocks tools.
CONFIGURE_URL	VARCHAR (1000)	Y	The URL used to configure the tool.

NAVIGATION_ITEM

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
APPLICATION	NVARCHAR (64)	Y	Application accessed through the navigation item
INTERNAL_HANDLE	VARCHAR (255)	N	Unique identifier.
ENTITLEMENT_UID	VARCHAR (255)	Y	Defines the entitlement required to access the item.
FAMILY	VARCHAR (255)	Y	Top level for groupings of navigation items.
HREF	VARCHAR (2550)	Y	Address of the application in the file system.
ENABLED_MASK	INT (4)	Y	Determines if the item is enabled in a course, the system, or an organization.
COMPONENT_TYPE	VARCHAR (20)	Y	Groups items under the Sub-Group heading.
NAVIGATION_TYPE	VARCHAR (20)	Y	Course or System Determines whether the navigation item is available in courses or through the portal.
SRC	VARCHAR (255)	Y	Image or icon connected to the navigation item.
LABEL	VARCHAR (255)	Y	Name of the navigation item as it appears within the system.
DESCRIPTION	VARCHAR (3900)	Y	Description of the navigation item as it appears in the system.
SUB_GROUP	VARCHAR (255)	Y	Groups navigation items under the Family heading.
POSITION	INT (4)	Y	Order that the navigation item appears in the system in relation to other items in the same grouping.
LAUNCH_IND	CHAR (1) Y or N	Y	Determines whether or not to launch the application in a separate browser window.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
REDIRECT_URL	VARCHAR (255)	Y	Some navigation items, such as the Lost Password page, may be redirected. If allowed, the redirected URL appears in this field.
USER_LABEL	NVARCHAR (255)	Y	Customized label.
VISIBLE_IND	CHAR (1)	Y	Determines whether or not the item is visible to users.

USERS

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
CITY	NVARCHAR (50)	Y	City of the users address.
DATA_SRC_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the DATA_SOURCE table.
SYSTEM_ROLE	CHAR (1)	N	One character identifier of the Administrator Role assigned to the User. Z=System Administrator A=User Administrator C=Course Administrator H=System Support N=None O=Observer R=Support U=Guest
SOS_ID_PK2	INT (4)	N	Not in use.
DTCREATED	DATETIME (8)	N	Date the user was created in the system.
DTMODIFIED	DATETIME (8)	Y	Last date that the user record was modified in the system.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
ROW_STATUS	NUMERIC (5)	N	<p>Sets the value of the record to one of the following:</p> <p>Enabled: Normal access to the record.</p> <p>Disabled: Record is visible in some areas of the UI, but may not be changed or accessed.</p> <p>Deleted: Record is scheduled to be removed.</p>
BATCH_UID	NVARCHAR (64)	Y	Unique identifier within the database.
USER_ID	NVARCHAR (50)	N	Username.
PASSWD	VARCHAR (32)	N	The users password.
FIRSTNAME	NVARCHAR (100)	N	The first name of the user.
MIDDLENAME	NVARCHAR (100)	Y	The middle name of the user.
LASTNAME	NVARCHAR (100)	N	The last name of the user.
GENDER	CHAR (1) F or M	Y	The sex of the user.
EDUC_LEVEL	NUMERIC (5)	Y	Highest level of education achieved by the user.
BIRTHDATE	DATETIME (8)	Y	The users birthdate.
TITLE	NVARCHAR (100)	Y	A title in the users name (for example, Mr. or Dr.).
STUDENT_ID	NVARCHAR (100)	Y	Users Student ID as assigned by the institution. Uniqueness is not enforced on this field, it is used to store information only.
EMAIL	VARCHAR (100)	Y	The Users email address.
JOB_TITLE	NVARCHAR (100)	Y	The users job title.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
DEPARTMENT	NVARCHAR (100)	Y	Department, section, or area where the User works.
COMPANY	NVARCHAR (100)	Y	Company for which the user works.
STREET_1	NVARCHAR (100)	Y	Street in the users address.
INSTITUTION_ROLES_PK1	INT (4)	N	References the PK1 (Primary Key) attribute of the INSTITUTION_ROLES table.
STREET_2	NVARCHAR (100)	Y	Another line for Street in the users address.
STATE	NVARCHAR (50)	Y	State in the users address.
ZIP_CODE	NVARCHAR (50)	Y	ZIP code in the Users address.
COUNTRY	NVARCHAR (50)	Y	Country in the Users address.
B_PHONE_1	NVARCHAR (50)	Y	The users business phone number.
B_PHONE_2	NVARCHAR (50)	Y	A second line for another business phone number.
H_PHONE_1	NVARCHAR (50)	Y	The Users home phone number.
H_PHONE_2	NVARCHAR (50)	Y	A second line for another home phone number.
M_PHONE	NVARCHAR (50)	Y	The users mobile phone number.
B_FAX	NVARCHAR (50)	Y	The users business fax number.
H_FAX	NVARCHAR (50)	Y	The users home fax number.
WEBPAGE	VARCHAR (100)	Y	The URL for the Users Web page.
SETTINGS	NTEXT (16)	Y	text box with info about the user.
COMMERCE_ROLE	INT (4)	Y	This field relates to a Blackboard.com value. It is only relevant in the context of Blackboard.com.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
CDROMDRIVE_PC	CHAR (1)	Y	One character identifying the drive of the CD-ROM drive on the users personal computer.
CDROMDRIVE_MAC	NVARCHAR (20)	Y	Name of the CD-ROM drive on the users computer, if using an Apple Macintosh.
PUBLIC_IND	CHAR (1) Y or N	N	Determines whether or not the users personal information is displayed in the User Directory.
ADDRESS_IND	CHAR (1) Y or N	N	Determines if the users home address will be displayed in the User Directory.
PHONE_IND	CHAR (1) Y or N	N	Determines if home phone, fax, or cell phone numbers will be displayed in the User Directory.
WORK_IND	CHAR (1) Y or N	N	Determines if work contact information (company, department, title, phone, fax) will be displayed in the User Directory.
EMAIL_IND	CHAR (1) Y or N	N	Determines if the users email address will be displayed in the User Directory.
AVAILABLE_IND	CHAR (1) Y or N	N	User account availability within the system.
LAST_LOGIN_DATE	DATETIME (8)	Y	Last date that the user logged into the system.
IM_TYPE	NVARCHAR (64)	Y	This field is not used to store data.
IM_ACCOUNT	NVARCHAR (64)	Y	This field is not used to store data.
CARD_NUMBER	VARCHAR (100)	Y	The card number associated with the user's <i>Blackboard Transaction System</i> Campus Card.

COURSE_MAIN

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (1)	N	Unique identifier for each record. (Primary Key)
BUTTONSTYLES_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the BUTTONSTYLES table.
CARTRIDGE_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the CARTRIDGE table.
CLASSIFICATIONS_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the CLASSIFICATIONS table.
DATA_SRC_PK1	INT (4)	Y	References the PK1 (Primary Key) attribute of the DATA_SOURCE table.
SOS_ID_PK2	INT (4)	Y	Not in use.
DTCREATED	DATETIME (8)	N	Date the Course was created in the system.
DTMODIFIED	DATETIME (8)	Y	Last date that the Course was modified in the system.
COURSE_NAME	NVARCHAR (255)	N	Complete title of the course.
COURSE_ID	VARCHAR (50)	N	Short name used by the institution to uniquely identify the course (for example, math101_F99).
COURSE_DESC	NTEXT(16)	Y	Complete description of the course.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
ROW_STATUS	NUMERIC (5)	Y	<p>Sets the value of the record to one of the following:</p> <p>Enabled: Normal access to the record.</p> <p>Disabled: Record is visible in some areas of the UI, but may not be changed or accessed.</p> <p>Deleted: Record is scheduled to be removed.</p>
BATCH_UID	NVARCHAR (64)	Y	Unique identifier.
ENROLL_OPTION	CHAR (1) E,I, or S	Y	Establishes the enrollment policy for the course. The options are email request for enrollment, self-enroll for Students to enroll themselves, and instructor-enroll to allow Instructors to completely control enrollment.
DURATION	CHAR (1)	Y	<p>Schedules enrollment window. Options are:</p> <p>Continuous: The Course is always accessible.</p> <p>Range: The Course is accessible in the days between one date and another. Either the beginning date or the end date can be left open-ended to make a course accessible from a certain date or until a certain date.</p> <p>Fixed: The Course is accessible for a set number of days.</p>
PACE	CHAR (1) S, or I	Y	Indicates if the course is instructor-led or self-paced according to the student.
SERVICE_LEVEL	CHAR (1)	Y	determines course or organization.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
ABS_LIMIT	NUMERIC (9)	Y	Handles the disk quota absolute limit on content. The content in the course may not exceed this limit. Expressed in bytes.
SOFT_LIMIT	NUMERIC (9)	Y	Handles the disk quota soft limit on content. Instructors receive a warning email when this limit is exceeded. Expressed in bytes.
UPLOAD_LIMIT	NUMERIC (9)	Y	Handles the disk quota limit on uploads. Expressed in bytes.
START_DATE	DATETIME (8)	Y	Date on which access to the course section begins.
END_DATE	DATETIME (8)	Y	Date on which access to the course ends.
ENROLL_START_DATE	DATETIME (8)	Y	Date that enrollment may begin.
ENROLL_END_DATE	DATETIME (8)	Y	Date that enrollment is no longer available to Students.
DAYS_OF_USE	NUMERIC (5)	Y	Number of days that Students may access the course after enrollment. Useful for self-paced learning.
FEE	NUMERIC (9)	Y	Fee for the course.
ENROLL_ACCESS_CODE	NVARCHAR (50)	Y	Password needed to enroll in the course.
BANNER_URL	VARCHAR (100)	Y	Link to an image that will display at the top of the course.
INSTITUTION_NAME	NVARCHAR (255)	Y	The name of the institution.
REG_LEVEL_IND	CHAR (1) Y or N	N	This field is used for the Blackboard.com service. It has not relevance outside of the Blackboard.com site.
NAVIGATION_STYLE	VARCHAR (20)	Y	Determines whether the Course Menu uses buttons or text links.
TEXTCOLOR	VARCHAR (20)	Y	Color used for text in the Course Menu.
BACKGROUND_COLOR	VARCHAR (20)	Y	Color used for the background of the Course Menu.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
COLLAPSIBLE_IND	CHAR (1)	N	Determines whether or not the Course Menu can be consolidated to show just the top headings or expanded to show subheads.
ALLOW_GUEST_IND	CHAR (1) Y or N	N	Allows guest access to the course.
CATALOG_IND	CHAR (1) Y or N	N	Establishes whether the course or organization appears in catalog.
LOCKOUT_IND	CHAR (1) Y or N	N	Indicates if access to the course or organization has been restricted. If set to Y access to the course or organization will be restricted based on the END_DATE and START_DATE .
DESC_PAGE_IND	CHAR (1) Y or N	N	Determines whether or not to display description information in the course or organization catalog.
AVAILABLE_IND	CHAR (1) Y or N	N	Establishes course or organization availability.
ALLOW_OBSERVER_IND	CHAR (1) Y or N	N	Determines whether or not Observers are allowed in the course.
LOWER_COURSE_ID	VARCHAR (50)	Y	Lowercase version of course id used by the system for searches (guarantee a find).

DATA_SOURCE

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
DTMODIFIED	DATETIME (8)	Y	The date the data source was last modified.

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
ROW_STATUS	NUMERIC (5)	N	Sets the value of the record to one of the following: Enabled: Normal access to the record. Disabled: Record is visible in some areas of the UI, but may not be changed or accessed. Deleted: Record is scheduled to be removed.
BATCH_UID	NVARCHAR (64)	Y	Unique identifier.
DESCRIPTION	NVARCHAR (128)	Y	Description of the data source.

SYSTEM_TRACKING

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
PK1	INT (4)	N	Unique identifier for each record. (Primary Key)
TIMESTAMP	DATETIME (8)	Y	Date and time that the statistics were gathered.
COURSES	NUMERIC (9)	Y	Total number of courses in the system.
ACTIVECOURSES	NUMERIC (9)	Y	Total number of active courses in the system. An active course is one that has been accessed in the last 30 days.
CARTRIDGES	NUMERIC (9)	Y	Total number of Course Cartridges used in the system.
ORGANIZATIONS	NUMERIC (9)	Y	Total number of organizations in the system.
ACTIVEORGANIZATIONS	NUMERIC (9)	Y	Total number of active organizations in the system.
ACTIVEUSERS	NUMERIC (9)	Y	Total number of active users in the system. An active user has accessed the system within the last 30 days. Users disabled through the Snapshot tool are still considered active if he or she has accessed the course in the last 30 days.
USERS	NUMERIC (9)	Y	Total number of users in the system.
USERS_Z	NUMERIC (9)	Y	Total number of users with an Administrative User Role of Z (default name: System Admin).
USERS_A	NUMERIC (9)	Y	Total number of users with an Administrative User Role of A (default name: User Administrator).

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
USERS_C	NUMERIC (9)	Y	Total number of users with an Administrative User Role of C (default name: Course Administrator).
USERS_H	NUMERIC (9)	Y	Total number of users with an Administrative User Role of H (default name: System Support).
USERS_N	NUMERIC (9)	Y	Total number of users with an Administrative User Role of N (default name: None).
USERS_O	NUMERIC (9)	Y	Total number of users with an Administrative User Role of O (default name: Observer).
USERS_R	NUMERIC (9)	Y	Total number of users with an Administrative User Role of R (default name: Support).
USERS_U	NUMERIC (9)	Y	Total number of users with an Administrative User Role of U (default name: Guest).
ACTIVE_COURSE_USERS	NUMERIC (9)	Y	Total number of active users (includes enrollments as well as staff assignments). Active course users are those enrolled users that have accessed the course in the past 30 days.
COURSE_USERS_B	NUMERIC (9)	Y	Total number of users with a Course Role of B (default name: Course Builder).
COURSE_USERS_G	NUMERIC (9)	Y	Total number of users with a Course Role of G (default name: Grader).
COURSE_USERS_P	NUMERIC (9)	Y	Total number of users with a Course Role of P (default name: Instructor).
COURSE_USERS_S	NUMERIC (9)	Y	Total number of users with a Course Role of S (default name: Student).
COURSE_USERS_T	NUMERIC (9)	Y	Total number of users with a Course Role of T (default name: Teachers Assistant).

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
COURSE_USERS_U	NUMERIC (9)	Y	Total number of users with a Course Role of U (default name: Guest).
INST_USERS_1	NUMERIC (9)	Y	Total number of users with an Institution Role of 1 (default name: Student).
INST_USERS_2	NUMERIC (9)	Y	Total number of users with an Institution Role of 2 (default name: Faculty).
INST_USERS_3	NUMERIC (9)	Y	Total number of users with an Institution Role of 3 (default name: Staff).
INST_USERS_4	NUMERIC (9)	Y	Total number of users with an Institution Role of 4 (default name: Alumni).
INST_USERS_5	NUMERIC (9)	Y	Total number of users with an Institution Role of 5 (default name: Prospective Student).
INST_USERS_6	NUMERIC (9)	Y	Total number of users with an Institution Role of 6 (default name: Guest).
INST_USERS_7	NUMERIC (9)	Y	Total number of users with an Institution Role of 7 (default name: Other).
INST_USERS_8	NUMERIC (9)	Y	Total number of users with an Institution Role of 8 (default name: Observer).
INST_USERS_9	NUMERIC (9)	Y	Total number of users with an Institution Role of 9 (default name: Role 9).
INST_USERS_10	NUMERIC (9)	Y	Total number of users with an Institution Role of 10 (default name: Role 10).
INST_USERS_11	NUMERIC (9)	Y	Total number of users with an Institution Role of 11 (default name: Role 11).
INST_USERS_12	NUMERIC (9)	Y	Total number of users with an Institution Role of 12 (default name: Role 12).
INST_USERS_13	NUMERIC (9)	Y	Total number of users with an Institution Role of 13 (default name: Role 13).

ATTRIBUTE	DATA TYPE AND CONSTRAINTS	NULL?	DESCRIPTION
INST_USERS_14	NUMERIC (9)	Y	Total number of users with an Institution Role of 14 (default name: Role 14).
INST_USERS_15	NUMERIC (9)	Y	Total number of users with an Institution Role of 15 (default name: Role 15).
INST_USERS_16	NUMERIC (9)	Y	Total number of users with an Institution Role of 16 (default name: Role 16).
INST_USERS_17	NUMERIC (9)	Y	Total number of users with an Institution Role of 17 (default name: Role 17).
INST_USERS_18	NUMERIC (9)	Y	Total number of users with an Institution Role of 18 (default name: Role 18).
INST_USERS_19	NUMERIC (9)	Y	Total number of users with an Institution Role of 19 (default name: Role 19).
INST_USERS_20	NUMERIC (9)	Y	Total number of users with an Institution Role of 20 (default name: Role 20).
PAGE_VIEWS	NUMERIC (9)	Y	Total number of page views to date. A page view is any request for a page that occurs outside of a course or organization.
SESSIONS	NUMERIC (9)	Y	Number of open sessions.
COURSE_PAGE_VIEWS	NUMERIC (9)	Y	Total number of course page views to date. A course page view is a request for a page that occurs within a course or an organization.
SYSTEMEXTENSIONS	NUMERIC (9)	Y	Total number of Building Blocks.
LOGIN_ATTEMPTS_SUCCESS	NUMERIC (9)	Y	Total number of successful login attempts.
LOGIN_ATTEMPTS_FAILURE	NUMERIC (9)	Y	Total number of failed login attempts.

AUTO-REPORTING OPTIONS

Overview

Auto-reporting sends system updates to a secure Blackboard server automatically. Blackboard Support uses this information to assist the Administrator in maintaining *Blackboard Learning System*. In addition, Administrators can disable the event tracking that generates reports on activity in the *Blackboard Learning System* from this page.

Find this page

Follow these steps to open the Auto-Reporting Options page.

1. Click **System Reports** on the Administrator Panel.
2. Click **Auto-Reporting Options** from the System Reports menu page.

Fields

Click **Yes** in the Enable Auto-Reporting field to automatically send system data updates to a secure *Blackboard Learning System* server. The benefits of auto-reporting are

- Assist in capacity planning with *Blackboard Learning System* for future growth
- Notification from *Blackboard Learning System* when a patch or upgrade is available
- Assist system maintenance with the help of Blackboard Support staff



NOTE: If Auto-Reporting is disabled no data will still be sent to the Blackboard database.

In the **Enable Event Tracking** field, **Yes** is the default selection. Select **No** to disable tracking and reporting of user actions through System Reporting and Advanced System Reporting.

SEND SYSTEM STATISTICS TO BLACKBOARD

Overview

Email system statistics to Blackboard from the Send System Statistics to Blackboard page. Blackboard Support staff use system statistics to help troubleshoot problems.

Find this page

Follow these steps to open the Send System Statistics to Blackboard page.

1. Click **System Reports** on the Administrator Panel.
2. Click **Send System Statistics to Blackboard** from the System Reports menu page.

Fields

The table below details the fields on the Send System Statistics to Blackboard page.

FIELD	DESCRIPTION
Edit Statistics Message	
To	Displays the email address at Blackboard that will receive system statistics. This field is display only.
From	Displays the email address of the Administrator. This field is display only.
Subject	Displays a subject for the message. This field populates with a default subject that can be changed before sending.
Message	Enter a message to Blackboard to send along with the attached statistics.

CHAPTER 6 - SYSTEM INFORMATION

Overview

This chapter details the pages that display information about the system, license, and institution.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
System Information	This topic covers the System Information page. This page lists details about licensing and the versions of installed <i>Blackboard Academic Suite</i> components.
Registration Information	This topic covers the Registration Information page. Administrators can view and change information about the institution from this page.
System Performance Settings	This topic covers the System Performance Settings page. Administrators can view the current performance settings from this page.

SYSTEM INFORMATION

Overview

The System Information page displays the date *Blackboard Academic Suite* was installed, the last date *Blackboard Academic Suite* was updated, and the current version of installed components. This information is useful in determining if the system is running the latest patch or upgrade release.

Find this page

Follow these steps to open the System Information page.

1. Click **System Config Info** on the Administrator Panel.
2. Click **System Information** from the System Config Info page.

REGISTRATION INFORMATION

Overview

Administrators view and modify the registration information provided at installation through the Registration Information page. Click **Submit** after making any changes to send updated registration information to Blackboard.

Find this page

Follow these steps to open the Registration Information page.

1. Click **System Config Info** on the Administrator Panel.
2. Click **Registration Information** from the System Config Info page.

Fields

The table below details the fields on the Registration Information page.

FIELD	DESCRIPTION
View/Modify Registration Information	
Name	Displays the name of the institution.
City	Displays the city of the institution.
State	Displays the state of the institution.
ZIP Code	Displays the ZIP Code of the institution.
Country	Displays the country of the institution.
Institution Type	Displays the institution type.

SYSTEM PERFORMANCE SETTINGS

Overview

The System Performance Settings page displays the server settings that determine performance. Performance settings can be tuned by editing a properties file and running a command line tool.

Find this page

Follow these steps to open the System Performance Settings page.

1. Click **System Config** Info on the Administrator Panel.
2. Click **System Performance Settings**.

Settings

Each setting is listed with its value. This information can be critical when troubleshooting performance issues. Click on a setting to display a short definition.

Change settings

Edit the `bbconfig.properties` file and run the `PushConfigUpdates` command to make changes to performance settings. More information on running this command can be found in the *Blackboard Academic Suite Setup Guide*.

CHAPTER 7 - LOGS

Overview

This chapter details the features on the Administrator Panel that allow Administrators to manage the log files.

In this chapter

Chapter 4—Logs includes the following topics.

Topic	Description
Logs	This topic covers the logs page. This page is a menu page with links to the features used to manage logs.
Send System Logs	This topic covers the Send System Logs page. Administrators can send an email of selected logs.
Download Individual System Logs	This topic covers the Download Individual System Logs page. Selected logs can be downloaded from this page.
Manage Log Rotation	This topic covers the Manage Log Rotation page. Administrators can manually rotate logs as well as determine when logs are automatically rotated.
Log Descriptions	Lists the different system logs and describes the information recorded in each log.
Cartridge Import Status	This topic covers the Cartridge Download Status page. Administrators can view and manage current Course Cartridge downloads from this page.
Course Copy Status	This topic covers the Course Copy Status page. Administrators can view the status of courses that have been copied from this page.

LOGS

Overview

The *Blackboard Academic Suite* generates a number of logs to help system Administrators with performance tuning, troubleshooting, and tracking. The Logs features are a quick way to manage logs through the interface. It is also possible to manage logs at the operating system level or through a third party tool.

Find this page

Click **Logs** on the Administrator Panel.

Functions

The following functions are available through the Logs page.

To . . .	CLICK . . .
email log files	Send System Logs . The Send System Logs page will appear.
download log files	Download Individual System Logs . The Download Individual System Logs page will appear.
configure log rotation	Manage Log Rotation . The Manage Log Rotation page will appear.
check on a Course Cartridge import	Cartridge Import Status . The Cartridge Import Status page will appear.
Check course copy status	Course Copy Status . The Course Copy Status page will appear.

Blackboard Academic Suite logs

All logs are stored in the logs directory under the top-level blackboard directory. Within the logs directory there are folders that store logs as well as an archive folder for logs that have been compressed and stored as a means of managing the size of the log files.

SEND SYSTEM LOGS

Overview

The Send System Logs feature is a quick way for an Administrator to view a log without having to access the application file system on the Web/application server. The logs are emailed to the Administrator from this page.

Find this page

Follow these steps to open the Send System Logs page.

1. Click **Logs** on the Administrator Panel.
2. Click **Send System Logs**.

Fields

The following table details the fields on the Send System Logs page.

FIELD	DESCRIPTION
Recipients	
To	Click this check box to send the logs to the system Administrator.
Enter Message Details	
From	This field is display only.
Subject	This field will automatically populate but can be changed by the sender.
Message	This field will populate with the name of the server. The sender can add a message to the System Administrator.
Set Message Options	
Send Copy of Message to self	Click this check box to send a copy of the logs to the email address associated with your account.
Add Attachments	
Current Log Files	Select the current log file or files to send to the Administrator. To select more than one log, hold down the Control key. The size of each log file is displayed following the name of the log.
Archive of Old Logs	Select the archived log file or files to send to the Administrator. To select more than one .ZIP package, hold down the Control key. The size of each log file is displayed following the name of the log.

DOWNLOAD INDIVIDUAL SYSTEM LOGS

Overview

System Logs can be downloaded and saved to another location. Downloading a log will not remove the log. The downloaded log is a static file, it will not be updated with system events. System events will continue to be written to the original log.

Find this page

Follow these steps to open the Download Individual System Logs.

1. Click **Logs** on the Administrator Panel.
2. Click **Download Individual System Logs**.

Download a log

The logs that are available for download are listed as links. Logs that contain passwords or other sensitive information are marked with a red asterisk. For most browsers, clicking on the link to a log will open a download window. If it does not download try right-clicking on a log and selecting **Save target as . . .** from the menu.

MANAGE LOG ROTATION

Overview

The Manage Log Rotation tool creates an archive file of all logs. The entries that are sent to the archive are set on this page. Once the logs have been rotated, the logs will consume less space. Please note that the archive files must be moved or deleted manually or they will remain on the Web/application server indefinitely.



NOTE: There is a command line tool available for manually rotating logs.

Find this page

Follow these steps to open the Manage Log Rotation page.

1. Click **Logs** on the Administrator Panel.
2. Click **Manage Log Rotation**.

Fields

The table below details the fields on the Manage Log Rotation page.

FIELD	DESCRIPTION
Configure Log Rotation Behavior	
Set Frequency of System Log Rotation	<p>Select a number of days between log rotations from the drop-down list. Logs will be rotated and archives created at intervals based on the number of days set.</p> <p>If logs are manually rotated from the command line it will not interrupt the regular intervals. However, the logs that were rotated manually will not be included in the archive files created at the regularly scheduled rotation.</p> <p>For example, if the log rotation is set at 30 days and the logs are manually rotated after 15 days, only the last 15 days of logs will be included in the archives at the next scheduled log rotation.</p>
Set Time of Day for System Log Rotation	<p>Set the time of day that the logs will be rotated. The time is determined based on the server clock. If the server is in a different time zone be sure to take that into account when selecting a time for the rotation to occur.</p>

Manual log rotation

The RotateLogs tool processes a log rotation outside the scheduled log rotations configured through the Manage Log Rotation page. The tool stops all necessary services and starts the services after the rotation is finished.

Windows:

```
\Blackboard\tools\admin\RotateLogs.bat
```

UNIX:

```
/blackboard/tools/admin/RotateLogs.sh
```

LOG DESCRIPTIONS

Overview

The log files that appear within the user interface are also accessible within the file system. It should be noted that the user interface provides a more descriptive title than the names in the file system. Also, when opening logs downloaded from the user interface, it may be necessary to open them in Excel or a similar program—sometimes the text runs together and individual entries are difficult to discern.

Log Descriptions

The table below lists the logs as they appear in the file system, the user interface, and a description of each.

FILE SYSTEM	USER INTERFACE	DESCRIPTION
collab-server	DATE_Collaboration Server_BYTES	Logs events associated with the Collaboration Service.
content-exchange	DATE_Content Exchange Tool_BYTES	Logs events and errors with course import/export/archive/restore/copy
httpd		Logs events from the Web server (IIS or Apache).
perlex	DATE_Perl App Server_BYTES	Logs events associated with the Perl engine.
snapshot		Logs snapshot events.
system-info	DATE_System Information_BYTES	Lists hardware and software information and settings.
update-tools	DATE_System Update_BYTES	Logs events associated with system updates.
bb-services-log	DATE_Blackboard Services (Daemons)_BYTES	Logs services exceptions, including authentication exceptions.
isapi_redirect.log	DATE_Session Manager_BYTES	Logs session exceptions.
jasper.log		This log will include additional events written by the Tomcat Java App Server if the verbosity is set high.
servlet.log	DATE_servlet.log_BYTES	Logs Java servlet events.
tomcat-jvm-stderr.txt	DATE_Java App Server - stderr_BYTES	Logs Java App server exceptions.
tomcat-jvm-stdout.txt	DATE_Java App Server - stdout_BYTES	Logs Java App server output.

CARTRIDGE IMPORT STATUS

Overview

Administrators can troubleshoot Course Cartridge downloads from the Cartridge Import Status page. Downloads that do not complete correctly can be removed from the system or restarted.

Find this page

Follow these steps to open the Cartridge Import Status page.

1. Click **Logs** on the Administrator Panel.
2. Click **Cartridge Import Status**.

Functions

The table below details the functions available on the Cartridge Download Status page.

To ...	click ...
Remove a Cartridge Download that is in progress or has failed to complete	Remove. Any Cartridge content that was added to the course will be deleted.
Reset a download that has failed to complete	Reset. The download will begin again.

COPY COURSE STATUS

Overview

The Copy Course Status page lists attempts to copy a course or course materials in a table. Each attempt is a row with the following attributes (columns)

- **Title:** Shows the destination (target) Course ID and the source Course ID separated by a pipe (|).
- **Type:** Course Copy is displayed.
- **Status:** Displays the current state of the attempt. The options for this area include Waiting, Complete and Running.

Reports may be sorted by clicking the carats at the top of each column. For example, to sort completed copies from those that are still in process, click the carat above the Status column.

Administrators may view details of an attempt from this page. Reports on completed attempts may be deleted if they are no longer needed.



NOTE: A status of **Complete** does not mean that the operation was successful; only that it has finished. Administrators must open the Details of the Task to ensure it was completed successfully.

Find this page

Follow these steps to locate the Copy Course Status page.

1. Click **Logs** from the Administrator Panel.
2. Click **Course Copy Status** from the Logs page.

View a status report

Click Details to view the report of a specific copy attempt. The report will show

- **Title:** Target course and source course separated by a pipe delimiter
- **Type:** The action attempted.
- **Status:** Complete or in progress.
- **User:** The User Name that initiated the copy operation.
- **Start Date:** Date and time the copy operation was initiated.
- **End Date:** Date and time the copy operation completed.
- **Results:** Successful or unsuccessful.

Delete status reports

Mark the check box next to a report to select it for deletion. Click Delete Tasks in the action bar to remove the selected reports from the list. Tasks are only deleted through this option; they will not be purged after a specific amount of time.

CHAPTER 8 - MANAGE TOOLS

Overview

This chapter details the features on the Administrator Panel that allow Administrators to manage tools.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
About Tools	This topic describes Tool Linking.
Manage Tools	This topic covers the Manage Tools page. Administrators set the availability of tools on this page.
Performance Dashboard	This topic explains how to enable the Performance Dashboard.
Review Status	This topic explains how to enable Review Status.
Adaptive Release	This topic explains how to enable Adaptive Release of content.

ABOUT TOOLS

Overview

The Manage Tools page lists all tools. This page handles availability of tools to authenticated users, Guests, and Observers. To set a tool as a default in all courses or to display a tab to certain Institution Roles, continue to use the same processes as before.

Tool Linking in courses

Tools can go anywhere in a course that content can. Tools such as Discussion Board forums and Virtual Classroom sessions can exist in the same folder as content such as slideshows, files, and Assessments. Adding tools to folders creates a seamless experience for users because all materials related to a certain subject matter can be accessed from the same location.

Links can be created to the following tools

- Groups
- Discussion Board forums
- Chat sessions
- Virtual Classroom sessions



NOTE: Tool linking is turned on in the system by the Administrator through the Manage Tools page.

MANAGE TOOLS

Overview

The Manage Tools page lists each tool in the system. Each row shows the availability of the tool to authenticated users, Guests, and Observers.

- Checkmark: The tool is available to the user type.
- Circle with a slash: The tool can never be available to the user type.
- Empty: If there is no mark in a column for a tool, that tool is not available to the user type. Click **Modify** for a tool to make it available.

Also listed for each tool is the type of tool

- Content Type: Items that can be displayed in a course (or organization).
- Course Tool: A tool that may be used in a course.
- Organization Tool: A tool that may be used in an organization. Organization Tools are only available when the *Blackboard Community System* is licensed.
- System Tool: System-wide tools such as tabs.



NOTE: Use the Manage Tabs page to control access to tabs based on Institution Role. This feature is only available with the Blackboard Community System

Find this page

Click **Manage Tools** from the Administrator Panel to open the Manage Tools page.

Modify Tool

Click **Modify** for a tool to open the Modify Tool page. Select **Yes** or **No** to make the tool available to each different type of user: authenticated users, Guests, and Observers. If the option does not exist to set availability for a type of user, that type of user cannot access the tool.

ADAPTIVE RELEASE

About Adaptive Release

Adaptive Release of Content provides controls to release content to users based on a set of rules provided by the Instructor. The rules may be related to availability, date and time, individual users and user groups (such as course Groups), scores or attempts on any Gradebook item, or review status of another item in the course.

If the Adaptive Release is enabled by the System Administrator, it is available in all courses.

Enable Adaptive Release

When Adaptive Release is enabled, it is available to Instructors to use within their courses. Follow the steps below to enable Adaptive Release:

1. Select **Manage Tools** under Admin Tools in the Administrator Panel.
2. Locate the Adaptive Release Course Tool using the navigation options at the bottom of the page.
3. Select **Modify** next to Adaptive Release Course Tool. The Modify Tool Availability page appears.
4. Set **Tool Availability** to **Yes** and click **Submit**.

Disable Review Status

If Adaptive Release is disabled, all data is saved. Content will be available based on availability and date; Adaptive Release Rules will be ignored. If Adaptive Release is made available again, all rules associated with items will appear and be unchanged.

PERFORMANCE DASHBOARD

About the Performance Dashboard

The Performance Dashboard tool provides Instructors with a window into all types of user activity in a course or organization. All users enrolled in the course are listed, with pertinent information about that user's progress and activity in the course.

Enable the Performance Dashboard

If the Performance Dashboard is enabled by the System Administrator, it is on by default in all courses. Follow the steps below to enable the Performance Dashboard:

1. Select **Manage Tools** under Admin Tools in the Administrator Panel.
2. Locate the Performance Dashboard Course Tool using the navigation options at the bottom of the page.
3. Select **Modify** next to Performance Dashboard. The Modify Tool Availability page appears.
4. Set **Tool Availability** to **Yes** and click **Submit**.

REVIEW STATUS

About Review Status

The Review Status tool allows the Instructor to track user review of specific content items. Once the Instructor enables the tool for an item, each Student tracks their progress. A Needs Review button appears on the item when the user opens it. After reviewing the item, the Student selects this button to mark it Reviewed.

If the Review Status tool is enabled by the System Administrator, it is on by default in all courses.

Enable Review Status

When Review Status is enabled, it is available to Instructors to use within their courses. Follow the steps below to enable Review Status:

1. Select **Manage Tools** under Admin Tools in the Administrator Panel.
2. Locate the Review Status Course Tool using the navigation options at the bottom of the page.
3. Select **Modify** next to Review Status Course Tool. The Modify Tool Availability page appears.
4. Set **Tool Availability** to **Yes** and click **Submit**.

If Review Status is disabled, all data is saved. If the tool is made available again, all user entries will appear and be unchanged.

CHAPTER 9—CHALK TITLES

Overview

This chapter explains Chalk Titles and how the Administrator manages them.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
About Chalk Titles	This topic describes Chalk Titles and how to troubleshoot them.
Manage Chalk Titles	This topic covers the Manage Chalk Titles page. It explains the functions available with Chalk Titles.

ABOUT CHALK TITLES

About Chalk Titles

Chalk Titles are Course Cartridges that are integrated with external applications and content from publishers. Chalk Titles include both content and tools. The ability to support Chalk Titles is new with Application Pack 2. Tools included in a Chalk Title connect to an outside source to run each tool.

Chalk Titles are installed in the same way as other Course Cartridges. Like other Course Cartridges, Chalk Titles require a download key and student access keys.

Important features in Chalk Titles include

- **Integration with the course:** Chalk Titles link courses to applications running on the publisher's servers. These applications are often popular tools that are familiar to Instructors. Please contact the publisher for more information about the applications included with a Chalk Title.
- **Single Sign-on:** Users that are logged into the course are logged into the publisher applications linked to the course. Users pass between the course and the publisher application seamlessly.
- **Roster synchronization:** Users enrolled in the course are automatically enrolled in the publisher application.
- **Grade passing:** Grades from the publisher application are passed to the course.

Chalk Title tools appear in the Tools area of the Control Panel after a Chalk Title is added to a course. Instructors can restrict availability to Chalk Title tools in the same way that they can restrict availability to other tools.

The System Administrator may restrict the availability of Chalk Title tools in all courses. By default, Instructors can use Chalk Title tools in courses.

Chalk Title Tools can synch with the Gradebook in a course to report Student performance. Note that Student attempts are stored on the server that runs the tool, not within the course. Therefore, Student attempts are not included when the course is archived. The reported grade is the only recorded information about a Student attempt.

Chalk Title tools will not work if a course that contains Chalk Title tools is exported or archived and later added to system that does not support Chalk Titles.

Troubleshooting

Use the logs available from the Manage Chalk Titles page to troubleshoot installation problems. Problems accessing a Chalk Title tool may be a problem with the publisher's server or a problem with an access key. If it appears that a problem is related to a Chalk Title tool, please contact the publisher for assistance.

MANAGE CHALK TITLES

Overview

The Manage Chalk Titles page lists the following information about each Chalk Title in a table

- **Chalk Title:** The name of the Cartridge.
- **Version:** The version of the Cartridge. The version is determined by the publisher.
- **Vendor:** The publisher.
- **Status:** State of the Chalk Title in the system. Installed, importing, incomplete, or error.

The page also includes options for managing each Chalk Title.

Find this page

Click **Manage Chalk Titles** from the Administrator Panel to open the Manage Chalk Titles page.

Functions

The following functions appear on the Manage Chalk Title page.

To . . .	CLICK . . .
View more details about a Chalk Title	Properties. The Examine Chalk Title page will appear. This page lists all the courses that are using the Chalk Title. This page also lists the tools from the Chalk Title that are in use.
View the log of a failed Chalk Title installation	View Log. This link only appears when a Chalk Title fails to install. The log may provide details that will help identify the problem.
Retry Chalk Title installation	Retry. The Chalk Title will attempt to install again.

CHAPTER 10 - LANGUAGE PACKS

Overview

This chapter explains Language Packs and how the Administrator manages them.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
About Language Packs	This topic describes Language Packs and gives an overview of how they are managed.
Language Pack Availability	This topic explains how to set the availability of language packs on the system.
Import Language Pack	This topic explains how to import a language pack.
Export Language Pack	This topic explains how to export a language pack from the system to a local directory.
Copy Language Pack	This topic explains how make a copy of a language pack.
Remove Language Pack	This topic explains how to remove a language pack from the system.
Language Pack Editor	This topic explains the features available in the Language Pack Editor.
Modify Language Pack	This topic explains how to use the Language Pack Editor to modify a text bundle.
Set Course Language Packs	This topic explains how to set a language pack for a course.
Language Packs and the Gateway page	This topic explains users may select a language pack from the Gateway page.

ABOUT LANGUAGE PACKS

About Language Packs

Language Packs present the Blackboard Academic Suite using language and cultural norms matched to various international audiences. Language Packs are selected at the system level, the course or organization level, and finally at the user level.

At the system level, the Administrator defines one Language Pack as the system default. This is the Language Pack that appears when no other language preferences are specified at the course level or at the user level. The Administrator controls which Language Packs are available for users and which Language Packs are available for Instructors to use in their courses. Keep in mind that the *Blackboard Learning System -- Basic Edition* is limited to the United States English and one other Language Pack.

At the course level, the Instructor can set a Language Pack and enforce it. Enforcing a Language Pack means that all users will see that Language Pack. If the Language Pack is not enforced, and a user has a preferred Language Pack associated with their account, the user's Language Pack will override the course Language Pack.

At the user level, individuals may select their preferred Language Pack.



NOTE: Customized names, such as changing the name of a Tab, Tool, Role, or Content Area, are not changed with the Language Pack. These values stay the same through all Language Packs.

Managing Language Packs

Administrators have options to copy, remove, import, and export Language Packs from the Manage Language Packs page. The Language Pack Editor must be made available on the Manage Tools page for copy, export, and modify options to be enabled.

Multiple Language Packs may also be stored on the system, with one or more made available to users at any given time. United States English (en_US) is always available. The availability of Language Packs for the system, courses, and users is also set from this page. This page is accessed from the Administrator Panel.



NOTE: The options to Modify, Copy, and Export Language Packs are not available to Blackboard Learning System - Basic clients.



TIP: It is very important that users read [Chapter 11 - Creating a Language Pack](#) before performing copy and import operations. This chapter explains, in detail, how a Language Pack may be created.

LANGUAGE PACK AVAILABILITY

About Language Pack Availability

Language packs can be made available on the system, course, and user level. For example, the system language may be English, but a French teacher may decide to display their course in French to users. The Administrator can set the availability of each Language Pack for each of these levels.

The current settings for each Language Pack are displayed on the Manage Language Pack page. The Administrator can easily view the availability of each Language Pack on the system, course, and user level.



When using the Blackboard Learning System - Basic Edition only American English and one other Language Pack may installed at any given time.

Set the Availability of a Language Pack

Follow these steps to allow or prevent users to apply a Language Pack as well as set a Language Pack as the system default.

1. Click **Manage Language Packs** under Administrator Tools on the Administrator Panel.
2. Click **Manage** for a Language Pack to change its settings.
3. Select **Yes** or **No** for **Available**. This controls whether or not the Language Pack is available in the system. If **No** is selected, the other options on this page become inactive.
4. Select **Yes** or **No** for **Available as a Course Language Pack**. If **Yes** is selected, Instructors may use the Language Pack in a course.
5. Select **Yes** or **No** for **Available as an Organization Language Pack**. If **Yes** is selected, Organization Leaders may use the Language Pack in an organization.
6. Select **Yes** or **No** for **Available as a User Language Pack**. If **Yes** is selected, Users can select the Language Pack as their preferred Language Pack when logging in by changing their Personal Information settings.
7. Select **Default** to make this Language Pack the system default. Only one language can be selected as the system default. United States English will always be available for users to select.

IMPORT A LANGUAGE PACK

About importing a Language Pack

Administrators may import Language Packs into the system from their local machine. These Language Packs may have come from the Language Packs Catalog, be shared directly with the Administrator, or have been a Language Pack created by the institution.

After a Language Pack is imported, the Administrator must make it available before it may be used on the system, in a course, or by a user. See the [Language Pack Availability](#) topic for additional information.

Import a Language Pack

Follow these steps to import a Language Pack

1. Click **Manage Language Packs** under Administrator Tools on the Administrator Panel.
2. Click **Import** in the Action Bar. The Import Language Pack page appears.
3. Click **Browse** to search for a Language Pack on the local system or a shared directory.
4. Administrators may use the Name and Code already assigned in the imported Language Pack or create their own. Either select the **Use imported name and code** option or enter a new **Name** and **Code** on the fields below. An identifier may be added to the **Name** value; this should be added in parentheses. For example, if the Language Pack is for a specific region the name may be Spanish (Region1).

The **Code** value should conform to the internet standard for country and language codes, using the language code, followed by the country code. For example, then code for English is en_US. The internet standards are known as ISO639 / RFC1766 (to identify the language) and ISO3166 to identify the country.

There is also an option to include a subtag, or identifier, after the country code. This subtag must be alphanumeric and may include up to 15 characters. It is used only to differentiate Language Packs beyond country and language, and will only display to the Administrator and translator. For example, if two Spanish Language Packs are created using different colloquial styles, the locale values may be es_ES_Region1 and es_ES_Region2.

5. Read and accept the legal disclaimer; then click **Submit**.

EXPORT A LANGUAGE PACK

About exporting a Language Pack

Administrators may export Language Packs from the Blackboard system to the local machine. The Language Pack is packaged in a ZIP file that includes two top level items, the manifest file and the code name directory.

Exported Language Packs may be added to the Language Packs Catalog or be used as a base to create additional Language Packs. See the Create a Language Pack Chapter for additional information on creating a new Language Pack from an exported Language Pack.

Import a Language Pack

Follow these steps to export a Language Pack

1. Click **Manage Language Packs** under Administrator Tools on the Administrator Panel.
2. Click **Export** next to the appropriate Language pack.
3. Click **Save** in the pop-up window that appears, and save the ZIP file to the correct location.



NOTE: After making modifications to the files, save the files

COPY A LANGUAGE PACK

About copying a Language Pack

Language packs may be copied to produce an exact replica of an existing Language Pack. Once a copy is created, the Administrator may use the Language Pack Editor to make changes to the text bundles. Copy is a good option to choose if you would like to create a slightly different version of an existing Language Pack, since the manifest is created automatically and the Language Pack Editor can be used. For example, the copy operation would allow the Administrator to modify some specific terminology within the Language Pack.



NOTE: A text bundle is a file that consists of a set of related text strings. For example, an `announcements.properties` file includes text strings related to the announcements feature.

Images and Help documentation cannot be modified within a copy of a Language Pack; the Language Pack must be exported to modify images. See the [Create a Language Pack Chapter](#) for additional information.

Copy a Language Pack

Follow these steps to copy a Language Pack

1. Click **Manage Language Packs** under Administrator Tools on the Administrator Panel.
2. Click **Copy** next to the appropriate Language pack.
3. Enter a **Name** and **Code** for the Language Pack. The **Name** value should represent the language used in the Language Pack. The **Code** value should conform to the internet standard for country and language codes, using the language code, followed by the country code. For example, the code for English is `en_US`. The internet standards are known as ISO639 / RFC1766 (to identify the language) and ISO3166 to identify the country.

There is also an option to include a subtag, or identifier, after the country code. This subtag must be alphanumeric and may include up to 15 characters. It is used only to differentiate Language Packs beyond country and language, and will only display to the Administrator and translator. For example, if two Spanish Language Packs are created using different colloquial styles, the locale values may be `es_ES_Region1` and `es_ES_Region2`.

REMOVE A LANGUAGE PACK

About removing a Language Pack

The Administrator may remove imported or copied Language Packs from the system. Blackboard supported Language Packs (those included in the application) may not be removed.

Language packs must be set to unavailable when they are removed; if a Language Pack is available on the system, course, or user level, it cannot be removed.

Remove a Language Pack

Follow these steps to remove a Language Pack

1. Click **Manage Language Packs** under Administrator Tools on the Administrator Panel.
2. Select the check boxes next to the appropriate Language packs.
3. Click **Remove** in the Action Bar.

LANGUAGE PACK EDITOR

About the Language Pack Editor

The Language Pack Editor is a simple tool used for editing text bundles in a Language Pack. Users may edit any Language Packs that have been imported or copied. Supported Blackboard Language Packs may not be edited. However, they may be copied and / or used as the reference language when creating a new Language Pack.

The Language Pack Editor allows users to view the text bundles against a reference language and translate the copied Language Pack text string by text string. For example, if a user who speaks French and Gaelic would like to create a Gaelic Language Pack, the user can choose French, or any other language on the system, as the reference language when creating the Gaelic Language Pack.



NOTE: It is very important that users read the [Editing Properties Files](#) topic in the [Create a Language Pack](#) Chapter before creating or modifying a Language Pack.

Viewing the Language Pack Editor

When a text bundle is opened in the Language Pack Editor, two columns appear; the Reference Language and the New Language. All of the code that appears in the text bundle is displayed in the Reference Language on the left. The content of this column is not editable, and does not change as the text bundle is translated. The editable part of the text string, also called the text message, appears in New Language on the right. All changes to the text bundle are made in the New Language column.

Users decide whether or not comments are displayed in the Reference Language. Comments are notes within a text bundle that provide additional information about a text string or group of text strings. They may provide some context for how the text string is used in the application, which may be helpful to translators.

The language of the text in the New Language column corresponds to the Language Pack that is being edited. The system default language is the automatic default for the Reference Language column; however the user may change this at any time.

For example, an Administrator would like to create a new Language Pack that is similar to the French Language Pack. The Administrator copies the French Language Pack, and then opens it in the Language Pack Editor. The content in the Reference Language column automatically appears in the system default language; the content in the New Language column appears in French. The Administrator may change the Reference Language to French, or any other language in the system, in the Action Bar at the top of the page.

MODIFY LANGUAGE PACK

About modifying a Language Pack

Copied and imported Language Packs may be modified in the Language Pack Editor. The Editor allows the user to select and edit one text bundle at a time. When a text bundle is opened in the Language Pack Editor, the original text appears alongside the editable text. The original text remains on the page as a reference once the text string is translated, so users may always refer back to it. Supported Blackboard Language Packs may be copied; however, they may not be edited.



NOTE: A text bundle is a file that consists of a set of related text strings. For example, an `announcements.properties` file includes text strings related to the announcements feature.

Modify a text bundle

Follow the steps below to modify a text bundle:

1. Select **Manage Language Packs** on the Administrator Panel.
2. Select **Modify** next to a Language Pack. The Modify Language Pack page appears. This includes a list of all text bundles in the Language Pack that may be modified.
3. Click **Edit** next to a file name; the Modify page for the specific text bundle opens.
4. Use **Toggle Comments** in the Action Bar to choose whether or not to display comments included in the text bundle. If turned on, these comments appear in the Reference Language column and provide descriptive information about the text strings.
5. Use the **Reference Language** drop-down list to select a different Reference Language. The system default automatically appears, but translators may change this at any time.
6. Translate the text that appears in the New Language column. This text appears in the language of the Language Pack that was selected in Step 3. The text that appears in this column is exactly what will appear in the modified Language Pack.
7. Click **Save**. All content in the New Language column is saved. Any comments or keys that do not appear in this area are removed. For example, if a translator had previously exported the Language Pack, added comments to some of the files, and imported it, these additional comments are removed when the file is saved in the Language Pack Editor.

Search a text bundle

If the user is making small modifications to an existing Language Pack, the search feature may be helpful. This feature allows the user to select all of the text bundles for a specific word or phrase. For example, to create a Language Pack that changes the term 'course' to 'class', use this feature to find all of the places where the term must be changed.

Follow the steps below to search a text bundle:

1. Select **Manage Language Packs** on the Administrator Panel.
2. Select **Modify** next to a Language Pack. The Modify Language Pack page appears.
3. Enter the appropriate term in the **Search file contents for** field and click **Enter**.

4. A list of all of the text bundles that include text strings where this word or phrase appears is displayed.
5. Select **Edit** next to a bundle to modify the file and change the appropriate term. See the instructions above for modifying a text bundle.

SET A COURSE LANGUAGE PACK

Course Language Packs

It is possible for the Administrator to set a Language Pack for a course through the **Course Properties**. This allows users to view a course in a language separate from their system Language Pack.

Course Language Packs

Follow the steps below to set a Language Pack for a course:

1. Click **List/Modify Courses** from the Administrator Panel.
2. Search for a course.
3. Click **Properties** for a course.
4. Click **Course Options**.
5. Click **Set Language Pack**.
6. Select a Language Pack from the drop-down list. Check **Enforce Language Pack** to force all users in the course to view the course Language Pack.
7. Click **Submit**.

If a Language Pack is not chosen for a course the course will display in the user's preferred Language Pack or, if the user has not set a preferred Language Pack, in the system default Language Pack.



NOTE: If a course Language Pack is selected, the Control Panel appears mostly in the course Language Pack (there are a few areas that use the user Language Pack or the system Language Pack). This means that when the Administrator accesses the Properties for a course, the page appears in the selected course Language Pack.

LANGUAGE PACKS AND THE GATEWAY PAGE

About the Gateway Page and Language Packs

The Gateway page includes a welcome message as well as an interface for picking a Language Pack (not to mention buttons for logging in and viewing the catalog).

Impact of Language Packs on the Gateway Page Welcome Message

The standard welcome message included with the Blackboard Academic Suite will change to match the user's chosen Language Pack. The message will not change if it has been customized by replacing the default message with an HTML snippet created by the institution.

If Direct Access is used to bypass the Gateway page, unauthenticated users will see a Language Pack module that is used to select a Language Pack. If the Administrator does not allow Users a choice of Language Packs, this module will not appear.

Choose a Language Pack

Links to available Language Packs appear at the bottom of the Gateway page. If only one Language Pack is made available to users, no options are displayed in this area.

CHAPTER 11 - CREATING A LANGUAGE PACK

Overview

This chapter explains the process for creating a fully internationalized, or translated, Language Pack. A Language Pack presents the Blackboard Academic Suite using language and cultural norms that match a specific audience. When a Language Pack is created, it may be installed on Blackboard and used to present the entire application in a new language.

A Language Pack is made up of files that include all of the text and images that appear in the Blackboard Academic Suite. Files that include settings information, such as date and time format, are also included.

Administrators have the option to use Blackboard's Language Pack Editor to translate text bundles. The Language Pack Editor is a simple tool used for editing bundles in a Language Pack. The tool's user interface displays the text within a bundle in the language selected by the user to allow for easier translation. For additional information, please see the [Language Pack Editor](#) topic.

When creating a completely new Language Pack, as opposed to making customizations or dialect modifications to an existing Language Pack, a number of extra steps are necessary. Modifications to image text and help documentation may be desired for a full translation.

This chapter explains the process of creating a new Language Pack from start to finish, including the different workflow options available to users.



NOTE: Blackboard has made the Language Packs Catalog available to clients for delivering Language Packs. Clients may post and download new Language Packs to and from the Language Packs Catalog. The Catalog also includes the Blackboard SDK and information necessary to maintaining a Language Pack. This includes the image template directory, help manuals, and files that explain changes made to the product for new releases.

In this chapter

This chapter includes the following topics:

SECTION	DESCRIPTION
Planning	Outlines the steps and offers a checklist for creating a Language Pack.
Prerequisites	Explains software and skills necessary to create a Language Pack; along with other introductory material.
Getting Started	Explains the two methods that may be used to begin the process.
Text bundles	Describes the process and tips for editing text bundles.
Update the Manifest	Explains which changes should be made to the manifest.
Edit Language Settings	Describes how specific properties files should be translated.
Images	Explains the resources needed for creating images.
Edit Images	Outlines the steps for creating new images.

SECTION	DESCRIPTION
Image Troubleshooting	Explains common situations that may arise and explains how to workaround them.
User Manuals	Describes the Blackboard manuals and explains how to include them in a Language Pack.

LANGUAGE PACK PLANNING

Overview

This checklist presents an overview of the process for creating a Language Pack that can be used with the Blackboard Academic Suite. It is very important that users review the process and plan the necessary time and resources before creating a Language Pack. Maintenance needs should also be considered. Whenever a new version of the Blackboard application is installed, Language Pack translations will need to be updated. This does not apply to Blackboard supported Language Packs; these are maintained by Blackboard.

Please note that Blackboard Content System files are included in the Language Pack directory, regardless of whether or not the institution has a license for this application. While these files appear in the Language Pack, the institution's license determines the visibility of this product once the Language Pack is installed. If the Language Pack will be shared with other institutions, the translators may wish to translate these text bundles for those institutions that use this product.

Checklist

The following is an overview of the steps for creating a Language Pack.

- **Read** the Creating a Language Pack chapter thoroughly. Efficient planning and execution requires a full understanding of the process. This chapter includes information critical to the success of a Language Pack.
- **Plan** resources and time allocations before creating a Language Pack. Also, check that all of the necessary software is available. See the [Prerequisites](#) topic in this chapter for additional information.
- **Copy, import or export** an existing Language Pack. This is done through the Administrator Panel in the Blackboard Academic Suite. See the [Getting Started](#) topic for additional information.
- **Review the Manifest** for changes. This step is only necessary if the Language Pack is exported from Blackboard Academic Suite
- **Edit text bundles** in the Blackboard Language Pack Editor, or in the text editor of your choice. See the [Text bundles](#) topic for additional information.
- **Edit properties files** in the Language Pack. There are certain properties files that require specific background information before they are edited. These files are related to the settings, and date/time information. See the [Edit Language Settings](#) topic for additional information.
- **Edit image files** in the Language Pack. This process allows the user to create images appropriate for their locale. See the [Images](#) topic for additional information.
- **Translate manuals** and redirect the links within the application to point to them. See the [User Manuals](#) topic for additional information.

PREREQUISITES

Overview

The following information is important to review before creating a Language Pack.

Preferred Technical Skills

Aside from administrator knowledge of the Blackboard Academic Suite, creating a Language Pack requires some specific technical skills. These include the following:

- Administrator access to the Blackboard Academic Suite
- Experience installing software
- Ability to use text and image editors
- Experience editing images

These skills may be divided among multiple people. For example, a Blackboard Administrator must complete all functions that take place through the UI, such as copying and importing Language Packs. A separate translator may work on the Language Pack once it is sitting outside of the Blackboard Academic Suite. This person must have experience with text and image editors.



NOTE: Users must be a Blackboard Administrator to access the Language Pack Editor.

Hardware and Software Requirements

The creation of a completely new Language Pack requires that translators have access to some specific software. This includes:

For editing text strings, one of the following

- The Blackboard Language Pack Editor
- Microsoft® Word 2002 or higher
- Text editors, such as Notepad
- Native-to-ASCII converter – this tool is only required for translators creating Language Packs with multi byte characters outside of the Language Pack Editor.

For editing images:

- Adobe® Photoshop 6.0 or higher

For editing documentation, one of the following:

- Macromedia® Robohelp X5 or higher
- Microsoft® Word 2002 or higher

A test environment of the Blackboard Academic Suite should be set up for translators. This allows them to view changes that are made as the Language Pack is created. For example, work on editing text bundles can be checked so that the new text appears correctly in the UI and images that are altered may be viewed to make sure no formatting errors were introduced.

Maintenance Requirements

It is important to consider and plan for ongoing maintenance when making the decision to create a Language Pack. Once a Language Pack is created it must be maintained with future Blackboard releases; this requires both a time and resource commitment.

As Blackboard releases upgrades, information will be published in the Language Packs Catalog. This will include information on text bundles and images that have been added, modified, and removed. A list of new and removed text bundles will be provided, as well as, a list of text strings that have been added, removed or modified. New user manuals will also be posted.

Glossary of terms

Language packs consist of a number of components. These are defined below:

TERM	DEFINITION
Image	A picture that appears in the UI, such as a button or an icon. Image files for all images in the application are included in the Language Pack directory.
Language settings	Data included in properties files that affect the entire system. For example, the format for dates and punctuation. A number of files within the Language Pack contain this information.
Manifest	An xml file, named bb-lp-manifest.xml, that appears in the top-level of a Language Pack directory. It includes important metadata, or information, about the overall Language Pack.
Text bundle	A file that consists of a set of related text strings. For example, an announcements.properties file includes text strings related to the announcements feature. Each text bundles include keys and text strings. Keys signify the name and location of the text string and appear to the left of the equal (=) character.
Text string	Text strings are the actual strings of text in a text bundle that must be translated. Each text string appears to the right of a key after the equal (=) character.

GETTING STARTED

Overview

All new Language Packs are created by editing and altering an existing one. A number of different workflows are available to complete this process. The workflow chosen depends on the skill level of the translator and the extent of the translation they would like to create. This topic explains these workflows and the pros and cons for each.

For additional information on using the Language Pack Editor, please see the [Chapter 10 – Language Packs](#).

Import and modify a Language Pack

This process is appropriate for users who would like to make translate some or all of the text in an existing Language Pack. It is not an appropriate solution for users who would like to translate images. Importing an existing Language Pack has some benefits since it makes changes to the new manifest automatically and it allows the translator to use the Blackboard Language Pack Editor for editing text bundles and properties files.

Follow the steps below to import a Language Pack:

1. Select **Manage Language Packs** on the Administrator Panel.
2. Select **Import** in the Action Bar.
3. Complete the Import Language Pack page. See Import Language Pack for additional information.
4. Once the Language Pack has been imported, use the Language Pack Editor to translate the text bundles.

Copy and modify a Language Pack

Similar to import, copying an existing Language Pack makes changes to the new manifest automatically and allows the translator to use the Blackboard Language Pack Editor for editing text bundles and properties files. This option is not an appropriate solution for users who would like to translate images in the Language Pack.

Follow the steps below to copy an existing Language Pack:

1. Select **Manage Language Packs** on the Administrator Panel.
2. Select **Copy** next to an existing Language Pack.
3. Complete the Copy page. See the Copy Language Pack for additional information.
4. After the copy is complete, use the Language Pack Editor to modify the text bundles.

Export and modify a Language Pack

Users may export an existing Language Pack and go through all of the steps manually to create a new Language Pack. If this method is used, the user must update the manifest. Some translators may want to update the manifest, in order to change information about the vendor, release number, and other metadata regarding the Language Pack that isn't accessed through the automated process.

This is a good solution for users who would like to create a complete Language Pack or for users who would like to use a specific text editor for translating text bundles. Once the Language Pack is exported the images may be translated and any text editor may be used.

Follow the steps below to export a Language Pack:

1. Select **Manage Language Packs** on the Administrator Panel.
2. Select **Export** next to an existing Language Pack. This will be the copied language, meaning that the user will work off of it to create the new Language Pack. For example, if a user speaks both English and French, and he or she is creating a French Language Pack, exporting the English Language Pack as the copied language would make sense.

When the exported package is opened, two top level items appear. The manifest file and the locale name directory. The locale name directory contains all of the images and text bundles. The manifest file includes metadata about the Language pack, such as the name, vendor information, and release number.

3. After completing the translating the text bundles and image files (if desired), the Administrator imports the new Language Pack through the Administrator Panel.



- **Warning: The structure of this file must be preserved.** Do not rearrange or reorder any files within the directory.



TIP: Translators may use a combination of the above methods if they would like to use the Language Pack Editor, but also translate the images in a Language Pack and access the manifest after it has been properly created. Copy the Language Pack on the Manage Language Packs page. Use the Language Pack Editor to translate the text bundles in the copied Language Pack. Next, export the copied Language Pack to a local system. Translate the images, review the manifest, and then import the complete Language Pack back into the system.

TEXT BUNDLES

Overview

Editing text bundles is a large part of creating a new Language Pack. The localization process extracts all text strings in the system into text bundles, which represent a logical grouping of the text strings by location, topic or subsystem. The editing process involves translating all of these text bundles into the appropriate language. This topic includes information on the software needed for this process, as well as tips and troubleshooting techniques.

It is important to note that there is not always a one to one relationship between the pages in the UI and the text strings in a properties file. For example, a single properties file may contain text strings that appear on multiple pages in the system.

The information in text strings may include page or section headers, instructional text on page, error messaging, or text that appears within images.

Text Editors

If a copy of the Language Pack was made through the UI, the Language Pack Editor may be used to modify text bundles. If the Language Pack was exported, users may use a text editor of their choosing, as the Language Pack Editor is only available when working from the Administrator Panel. Any text editor of choice may be used, including Notepad.



NOTE: It is helpful to turn off word wrap in the text editor, as this makes viewing the separation between text strings easier.

Keys and Text Strings

The text bundles include keys and text strings. Keys signify the name and location of the text string and appear to the left of the equal (=) character. Text strings are the actual strings of text that must be translated. These appear to the right of the equal characters.

Do not add or remove keys or text strings, this will result in an incomplete UI or broken and partial strings.



- **Warning: Do not change the keys.** It is very important that the keys in the text bundles are not touched. If the keys are changed and the application cannot find the correctly translated text string, English appears on the page as the fallback language.

HTML in text bundles

Very little HTML is embedded in the text bundles of the Language Pack and Blackboard recommends not adding additional HTML during the translation process. There are a limited number of HTML tag that are acceptable, these are below:

1. Anchor a link - `<A> `
2. Bold text - ` `

3. Copyright - ©
4. Apostrophe - ’
5. Trademark - ™



NOTE: Adding additional style formatting to text strings (for example, adding bold and italics) is not recommended. If style formatting is needed, simple HTML should be used. Do not remove any HTML that appears in the original text strings.

Parameters and variables

Parameterized text, also known as placeholder, appears in brackets {} within text bundles, for example as {number or text variable}. Do not change or remove the text that appears within a {} when working with text bundles; this will result in the loss of dynamic information necessary for the translation to appear correctly. The following are some types of information that appears as variables:

1. Date / Time
2. Product
3. Course / Organization
4. Role names
5. Administrator
6. Text specific to the context of the text bundle, such as the names of content types



NOTE: It is possible to move the entire placeholder (the brackets and text within them) to another location within the text string. Do not change the text within the brackets.

Placeholders for variables may also appear as @x@ within text bundles. Do not modify these placeholders. These variables indicate database fields that should be used in the specific text string.

Comments

Comments are included in some of the text bundles; this information does not appear in the application UI. Comments are information about the text bundle that may be useful for developers and translators. Comments begin with a number character (#) and do not need to be translated

Line breaks

Line breaks in text strings appear as \ or \\. In general, it is recommended that translators not remove or modify these characters as this will effect how text appears in the UI. Simply adding a hard return will not be recognized as a line break.



NOTE: Some languages, such as those using multi byte characters, may require that line breaks are added or modified so that text appears appropriately in the UI.

Escaping whitespace

In some areas of the UI, whitespace, or a number of blank spaces, appears before or after a text string. Whitespace at the beginning or end of a text string is indicated by a colon and must be escaped with a backslash. For example, the following adds additional whitespace to the beginning of a text string:

```
= \  \ This is a text string.
```

When this line of text appears in the UI, blank spaces appear before “This”, the first word of the sentence. Whitespace within a text string does not have to be escaped; the system recognizes space characters embedded within the text string.

Separator characters

Colons (:) and hyphens (-) are used frequently in the text strings to separate parts of the text. In many text strings they appear as part of the sentence or text, and may be translated accordingly. These characters also appear in some text bundles and are used as separators for labels. The following explains how these specific text strings should be translated:

In the `common.properties` file:

1. `common.text.colon={text}`: Adjust the spacing around the colon or substitute a different separator for the colon. Do not modify the text enclosed in the curly brackets.
2. `separator.colon=`: Adjust the spacing around the colon or substitute a different separator for the colon.
3. `separator.hyphen=-`: Adjust the spacing around the hyphen or substitute a different separator for the hyphen.

In the `PerlStrings.properties` file:

1. `txt_colon={0.text}`: Adjust the spacing around the hyphen or substitute a different separator for the hyphen. Do not modify the text enclosed in the the curly brackets

There are several instances where identical text strings appear, one with a colon and one without. To maintain consistency, and avoid user confusion, the translation for the two strings should be identical; just add the colon (or separator) to the one where it is appropriate.

Do not translate list

Some terms and phrases within the text bundles should not be translated or altered in any way. In many cases, these terms have legal and trademark implications

In addition to the terms below, the copyright and patent footer on the Login page should not be translated or modified. This text reads “Copyright © 1997-2004 Blackboard Inc. Patents Pending. All rights reserved.”



NOTE: Third party terminology should never be translated. If the translator needs to make changes to any third party terminology, contact the specific company.

Bb	Content System Menu	Kerberos
Bb One	Content System Tab	Mac
Behind the Blackboard	Course Cartridge	Microsoft IIS
Blackboard	Course Cartridge Catalog	Microsoft Internet Explorer
Blackboard Academic Suite	Coursesite	Microsoft Service Packs
Blackboard Backpack	Dublin Core Metadata	Microsoft SQL Server
Blackboard Commerce Suite	e-Reserves	Microsoft Windows
Blackboard Community System	e-Reserves Folder	Netscape
Blackboard Content Collection	IMS Content Packaging	NLN
Blackboard Content System	IMS Metadata	Oracle
Blackboard Learning System	My Blackboard	Pentium
Blackboard Learning System – Basic Edition	NLN Content	Red Hat Linux
Blackboard Learning System – ML	Play with Blocks	SCO
Blackboard Portal System	Powered by Blackboard	SCORM
Blackboard Product Support	SCORM Content	sendmail
Blackboard Resource Center	The Electric Blackboard®	Sun
Blackboard Transaction System	ActiveState Perl	Sun Solaris
Blackboard.com	AICC	Tomcat
Bringing Education Online	Apache	UNIX
Building Blocks	Dell	VA Linux
Chalk	Horizon Live	WebEQ
Chalk Title	IMS	Winzip
ChalkBox	IP Address	
Chalkware	Java	
Content System	Java™ Developer's Kit (JDK™)	

Saving and encoding files

This section does not apply to translators working in the Language Pack Editor.

After a text bundle has been translated, it must be saved so the changes appear in the new Language Pack. This is done simply as a save operation to save the new file over the old one. The encoding for these files should be ANSI if the file only contains Unicode characters.



NOTE FOR TRANSLATORS USING MULTI BYTE CHARACTERS: If a file contains multi byte characters, these characters must be escaped. The easiest way to do this is to create a UTF-8 file and run a Native-to-ASCII converter. This tool, available in the Java™ Development Kit, converts a file that has native-encoded characters (characters which are non-Latin-1 and non-Unicode) to one with Unicode-encoded characters. Files must be saved as ANSI before importing the Language Pack into Blackboard.

Precautions for using the Language Pack Editor

If the Language Pack Editor is used for translating bundles, only the keys of the text bundles that match the current Blackboard version will be kept. This also affects upgrades. When a text bundle is opened in the Language Pack Editor, any keys that do not match the keys of the Blackboard version being used, are removed once the page is submitted; this makes it easier for translators to update bundles from one version to the next when using the Language Pack Editor.

Additionally, if the translator adds comments to a bundle when working in another text editor, these comments are lost when a bundle is saved using the Language Pack Editor.

Testing text bundles

It is strongly recommended that the translator test the new text bundles before the Language Pack is made available on the system. This can be done by setting up a test server. Check the text in the UI that has been revised and confirm that no problems have been introduced and the translations make sense.

Language pack defaults

If keys and text strings are removed from a bundle, the system automatically defaults to English for these strings of text. When a user views the UI after the Language Pack is installed, English appears in place of the removed string. This only occurs if both the key and text string are removed; if the text string is deleted, but the key remains, a blank area appears in place of the text when viewed in the system.

If text strings in a bundle are left unmodified, they automatically appear in the copied language when viewed in the system. For example, if the translator exports a French Language Pack and uses it to create a Spanish Language Pack, any unmodified strings will appear in French.

UPDATE THE MANIFEST

Overview

The manifest file, named bb-lp-manifest.xml, includes important metadata, or information about the overall Language Pack. This includes the name of the Language Pack, information about the language, the version of Blackboard the Language Pack was created for, the URLs for the documentation, and vendor information.



NOTE: Users who decide to export a Language Pack must update the manifest file manually. If the Copy operation is used to create a new Language Pack, the system will update the manifest automatically; translators may skip this section.

Manifest Updates

The following changes should be made to the text strings in the manifest:

KEY	DESCRIPTION
Name value	Enter the name of the Language Pack; this should reflect the name of the Locale value. An identifier may be added to the name in parentheses. For example, if the Language Pack is for a specific region the name may be Spanish (Region1). This value is displayed to users in the application when they select the Language Pack.
Locale value	<p>This value must correspond with the top level directory name, otherwise the Language Pack will not import properly. It should conform to the internet standard for country and language codes, using the language code, followed by the country code. For example, then code for English is en_US. Information about the standard ISO 3166 country codes and the ISO 639 language codes is available on the internet.</p> <p>There is also an option to include a subtag after the country code. This subtag must be alphanumeric and may include up to 16 characters. It is used only to differentiate Language Packs for the translator; it is not used by the system. For example, if two Spanish Language Packs are created using different colloquial styles, the locale values may be es_ES_Spanish1 and es_ES_Spanish2.</p> <p>This value is called the Code on the Manage Language Packs page in the UI.</p>
Description value	Enter a short description for this Language Pack.
Version value	Enter the version information for this Language Pack. This value reflects the Language Pack; not the Blackboard version.
bbversion value	Enter the version of the Blackboard Academic Suite which this Language Pack was created for.
Id value	Enter the ID for the vendor or institution creating the Language Pack.

KEY	DESCRIPTION
Name value	Enter the name of the vendor or institution.
Url value	Enter the URL for the vendor or institution.
Description value	Enter a description of the vendor or institution.

EDIT LANGUAGE SETTINGS

Overview

Some of the properties files contain language settings, which is delicate data that affects the entire system. These files require specific modifications when a new Language Pack is created. This topic explains how these files affect the system and which information should be modified.

LocaleSettings.properties file

The LocaleSettings.properties file contains time and calendar information that needs to be localized. This means that they need to be modified to reflect the customs of the target users. There are also parts of this file that should not be altered; these sections are noted by comments in the files.

The following explains the keys and text strings in this file that require updates:

KEY	DESCRIPTION
LOCALE_SETTINGS.DATE_ORDER.00519	Arrange the letters in the correct order for the date display. Do not translate, only these values will be recognized by the application.
LOCALE_SETTINGS.TIME_ORDER.00519	Arrange the text in the correct order for the time display. Do not translate, only these values will be recognized by the application.
LOCALE_SETTINGS.DAY_FULL.02098	Translate the days of the week. Do not alter the order that the text appears.
LOCALE_SETTINGS.MONTH_SHORT.00520	Translate the abbreviation for each month. Do not alter the order that the text appears.
LOCALE_SETTINGS.MONTH_FULL.02100	Translate the full names of the months. Do not alter the order that the text appears.
LOCALE_SETTINGS.AM_PM.00522	Translate AM and PM. Do not alter the order of the text.
number_format.decimal_point	Replace the period character (.) with the appropriate character for a decimal point.
number_format.thousands_sep	Replace the comma character (,) with the appropriate character to indicate thousands.
number_format.exponent	Replace the eE characters with the appropriate character for an exponent.

KEY	DESCRIPTION
LOCALE_SETTINGS.DAY_SHORT.02097	Translate the abbreviations for each day. Do not alter the order that the text appears.
LOCALE_SETTINGS.24HR_SUPPORT.03208	Enter 1 if 24 hour product support is available; enter 0 if it is not.
LOCALE_SETTINGS.date_display_pattern	Arrange the characters in the pattern displayed to users to indicate a date.
LOCALE_SETTINGS.internal_date_format	Arrange the characters in the pattern the system should use to display a date.

DateSettings.properties file

The DateSettings.properties file contains information about how the date is displayed in different areas of the application. The file is organized by format for specific types of information, for example the format for Announcements and the format for timestamp are included. For each format, arrange the values in the area in the appropriate pattern for the display.

For example, the values for the abbreviated date display format are:

`%b = month abbreviation`

`%d = day of month`

`%Y = 4 digit year`

The key for this information is BBI18N.06659.

To create a date format for a month abbreviation, day, year pattern (for example, Jan 1, 2005) the key and text string appear as follows:

BBI18N.06659=%d %b %Y

There are two keys at the top of this file that must be translated. They are explained below:

Key	Description
BBI18N.LANG_NAME	Enter the name of the language for this Language Pack.
BBI18N.WINDOWS_LOCALE	Enter the country code recognized by Windows.

The section of the file that includes all of the keys for time information should also be translated. These keys all begin with BBI18N.TIME.

js_calendar.properties file

The js_calendar.properties file contains calendar information related to months, days and the abbreviations for these.

The following explains the keys and text strings in this file that require updates:

KEY	DESCRIPTION
month.long	Keys that begin with this string are used to define the full names of the 12 months. Translate these text strings into the appropriate months.
month.short	Keys that begin with this string are used to define the abbreviated names of the 12 months. Translate these text strings into the appropriate month abbreviations.
day.long	Keys that begin with this string are used to define the abbreviated names of the seven days of the week. Translate these text strings into the appropriate days.
day.short	Keys that begin with this string are used to define the abbreviated names of the seven days of the week. Translate these text strings into the appropriate day abbreviations.
format.full	<p>Arrange the values in the appropriate pattern for the date format that includes the long day. For example, a Sunday Mar. 3, 2004 format equals the following pattern: {6} {3}. {2}, {0}</p> <p>The following is a key to the values:</p> <ul style="list-style-type: none"> {0} – year, for example 2004 {1} – numerical month, for example March equals 3 {2} – numerical day {3} – abbreviated month, for example Mar. {4} – long month, for example March {5} – abbreviated day, for example Mon. {6} – long day, for example Monday
format.full_abr	Arrange the values in the appropriate pattern for the date format that includes the abbreviated day. See the format.full field for a key to the values.
format.month_year	Arrange the values in the appropriate pattern for the date format that includes only the month and year. See the format.full field for a key to the values.
picker.title	Translate the text string 'Calendar: Select Date'
picker.today	Translate the text string 'Today is:'
picker.alt.previous_month	Translate the text string 'Previous month'
picker.alt.next_month	Translate the text string 'Next month'

IMAGES

Overview

Translators may need to create images that match the new Language Pack. Not all the images used in Blackboard must be translated, only those with text on them. To translate the text found on images, an image editor and templates are used to create images which display the appropriate language. These new images are then saved to the proper directory in the Language Pack.



NOTE: The Language Pack must be exported before any changes are made to image files. Translators who are copying a Language Pack and using the Language Pack Editor will not be able to modify image files.

File types and Image editors

Blackboard provides Adobe Photoshop (PSD) files for translators to use during image creation. These files are actually image templates that are edited and saved in the Language Pack directory. Blackboard recommends using Adobe Photoshop for editing the image files. These files may be saved as either .gif or .jpg files to be used within the Blackboard application.

Image Template table

The Image Template table includes information about images and image templates. The columns included in this table are explained below:

- **File name** The name of the image file.
- **Directory path** The path to the image file within the Language Pack directory.
- **Text** The exact text that appears within the image. This text may be translated to suit the Language Pack.
- **Template** The template that corresponds to the specific image. This is the template used when translating and modifying an image for a Language Pack. Please note that a single template may correspond with multiple images.



NOTE: Image templates may be downloaded from the Language Packs Catalog.

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
cancel_off.gif	/collab/images/cancel_of f.gif	Cancel	FormButtonOff_20_69_13.psd
cancel_on.gif	/collab/images/cancel_o n.gif	Cancel	FormButtonClick_20_69_13.p sd
closewindow_cli ck.gif	/collab/images/closewind ow_click.gif	Close Window	FormButtonOff_20_110_13.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
closewindow_off.gif	/collab/images/closewindow_off.gif	Close Window	FormButtonClick_20_110_13.psd
display_doc.gif	/collab/images/display_doc.gif	Display	IconArrowAfterText.psd
insert_off.gif	/collab/images/insert_off.gif	Insert	IconArrowBeforeText_50.psd
inserteq_off.gif	/collab/images/inserteq_off.gif	Insert Equation	IconArrowBeforeText_125.psd
ok_off.gif	/collab/images/ok_off.gif	OK	FormButtonOff_20_69_13.psd
ok_on.gif	/collab/images/ok_on.gif	OK	FormButtonClick_20_69_13.psd
submit_click.gif	/collab/images/submit_click.gif	Submit	FormButtonOff_20_69_13.psd
submit_off.gif	/collab/images/submit_off.gif	Submit	FormButtonClick_20_69_13.psd
vc_breakouts_off.gif	/collab/images/vc_breakouts_off.gif	Breakouts	IconArrowBeforeText_75.psd
vc_clear_off.gif	/collab/images/vc_clear_off.gif	Clear	IconClearBeforeText.psd
vc_compose_off.gif	/collab/images/vc_compose_off.gif	Compose	IconComposeBeforeText.psd
vc_controls_off.gif	/collab/images/vc_controls_off.gif	Controls	IconControlsBeforeText.psd
vc_end_off.gif	/collab/images/vc_end_off.gif	End	IconEndBeforeText.psd
vc_expel_user.gif	/collab/images/vc_expel_user.gif	Expel User	IconEndBeforeText.psd
vc_private_message.gif	/collab/images/vc_private_message.gif	Private Message	IconArrowBeforeText_125.psd
vc_send_off.gif	/collab/images/vc_send_off.gif	Send	IconArrowBeforeText_50.psd
vc_user_info.gif	/collab/images/vc_user_info.gif	User Info	IconUserInfoBeforeText.psd
vc_view_off.gif	/collab/images/vc_view_off.gif	View	IconViewBeforeText.psd
go.gif	/images/ci/actionbar/go.gif	Go	GoSquare.psd
add_off.gif	/images/ci/formbtns/add_off.gif	Add	FormButtonOff_20_69_13.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
addanotherrole_off.gif	/images/ci/formbtns/addanotherrole_off.gif	Add Another Role	FormButtonOff_20_110_13.psd
addanotherterm_off.gif	/images/ci/formbtns/addanotherterm_off.gif	Add Another Term	FormButtonOff_20_110_13.psd
back_off.gif	/images/ci/formbtns/back_off.gif	Back	FormButtonOff_20_69_13.psd
browse_off.gif	/images/ci/formbtns/browse_off.gif	Browse	FormButtonOff_20_69_13.psd
calculate_off.gif	/images/ci/formbtns/calculate_off.gif	Calculate	FormButtonOff_20_69_13.psd
cancel_click.gif	/images/ci/formbtns/cancel_click.gif	Cancel	FormButtonClick_20_69_13.psd
cancel_off.gif	/images/ci/formbtns/cancel_off.gif	Cancel	FormButtonOff_20_69_13.psd
clear_off.gif	/images/ci/formbtns/clear_off.gif	Clear	FormButtonOff_20_69_13.psd
closewindow_off.gif	/images/ci/formbtns/closewindow_off.gif	Close Window	FormButtonOff_20_110_13.psd
continue_disabled.gif	/images/ci/formbtns/continue_off.gif	Continue	FormButtonOff_20_69_13.psd
continue_off.gif	/images/ci/formbtns/continue_disabled.gif	Continue	FormButtonOff_20_69_13disabled.psd
delete_off.gif	/images/ci/formbtns/delete_off.gif	Delete	FormButtonOff_20_69_13.psd
download_off.gif	/images/ci/formbtns/download_off.gif	Download	FormButtonOff_20_69_13.psd
genaddanother_off.gif	/images/ci/formbtns/genaddanother_off.gif	Add Another	FormButtonOff_20_110_13.psd
gotomessages_off.gif	/images/ci/formbtns/gotomessage_off.gif	Go to Message	FormButtonOff_20_110_13.psd
import_off.gif	/images/ci/formbtns/import_off.gif	Import	FormButtonOff_20_69_13.psd
login_off.gif	/images/ci/formbtns/login_off.gif	Login	FormButtonOff_20_69_13.psd
modify_off.gif	/images/ci/formbtns/modify_off.gif	Modify	FormButtonOff_20_69_13.psd
next_off.gif	/images/ci/formbtns/next_off.gif	Next	FormButtonOff_20_69_13.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
ok_click.gif	/images/ci/formbtns/ok_click.gif	OK	FormButtonClick_20_69_13.psd
ok_off.gif	/images/ci/formbtns/ok_off.gif	OK	FormButtonOff_20_69_13.psd
preview_off.gif	/images/ci/formbtns/preview_off.gif	Preview	FormButtonOff_20_69_13.psd
previous_off.gif	/images/ci/formbtns/previous_off.gif	Previous	FormButtonOff_20_69_13.psd
reset_off.gif	/images/ci/formbtns/reset_off.gif	Return	FormButtonOff_20_69_13.psd
return_off.gif	/images/ci/formbtns/reset_off.gif	Reset	FormButtonOff_20_69_13.psd
save_off.gif	/images/ci/formbtns/save_off.gif	Save	FormButtonOff_20_69_13.psd
search_off.gif	/images/ci/formbtns/search_off.gif	Search	FormButtonOff_20_69_13.psd
submit_click.gif	/images/ci/formbtns/submit_click.gif	Submit	FormButtonClick_20_69_13.psd
submit_off.gif	/images/ci/formbtns/submit_off.gif	Submit	FormButtonOff_20_69_13.psd
wait_off.gif	/images/ci/formbtns/wait_off.gif	Wait	FormButtonOff_20_69_13.psd
options-hide.gif	/images/ci/headers/options-hide.gif	HIDE OPTIONS	HideOptions.psd
options-show.gif	/images/ci/headers/options-show.gif	SHOW OPTIONS	ShowOptions.psd
0.gif	/images/ci/icons/0.gif	0	StepNumber.psd
1.gif	/images/ci/icons/1.gif	1	StepNumber.psd
2.gif	/images/ci/icons/2.gif	2	StepNumber.psd
3.gif	/images/ci/icons/3.gif	3	StepNumber.psd
4.gif	/images/ci/icons/4.gif	4	StepNumber.psd
5.gif	/images/ci/icons/5.gif	5	StepNumber.psd
6.gif	/images/ci/icons/6.gif	6	StepNumber.psd
7.gif	/images/ci/icons/7.gif	7	StepNumber.psd
8.gif	/images/ci/icons/8.gif	8	StepNumber.psd
9.gif	/images/ci/icons/9.gif	9	StepNumber.psd
10.gif	/images/ci/icons/10.gif	10	StepNumber.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
discussion_collect.gif	/images/ci/icons/discussion_collect.gif	COLLECT	DiscussionCollect.psd
discussion_deselect.gif	/images/ci/icons/discussion_deselect.gif	DESELECT	DiscussionDeselect.psd
discussion_invert.gif	/images/ci/icons/discussion_invert.gif	INVERT	DiscussionInvert.psd
discussion_lock.gif	/images/ci/icons/discussion_lock.gif	LOCK	DiscussionLock.psd
discussion_read.gif	/images/ci/icons/discussion_read.gif	READ	DiscussionRead.psd
discussion_remove.gif	/images/ci/icons/discussion_remove.gif	REMOVE	DiscussionRemove.psd
discussion_select.gif	/images/ci/icons/discussion_select.gif	SELECT ALL	DiscussionSelectAll.psd
discussion_unlock.gif	/images/ci/icons/discussion_unlock.gif	UNLOCK	DiscussionUnLock.psd
discussion_unread.gif	/images/ci/icons/discussion_unread.gif	UNREAD	DiscussionUnRead.psd
discussion_unselect.gif	/images/ci/icons/discussion_unselect.gif	UNSELECT	DiscussionUnSelect
add_off.gif	/images/ci/listbtns/add_off.gif	Add	ListButtonOff_16_50_6char.psd
add_on.gif	/images/ci/listbtns/add_on.gif	Add	ListButtonOn_16_50_6char.psd
add_up_off.gif	/images/ci/listbtns/add_up_off.gif	Add	AddUpOff.psd
addanotherfile_off.gif	/images/ci/listbtns/addanotherfile_off.gif	Add Another File	ListButtonOff_16_90_14char.psd
addcategory_off.gif	/images/ci/listbtns/addcategory_off.gif	Add Category	ListButtonOff_16_90_14char.psd
addcategory_on.gif	/images/ci/listbtns/addcategory_on.gif	Add Category	ListButtonOn_16_90_14char.psd
addfile_off.gif	/images/ci/listbtns/addfile_off.gif	Add File	ListButtonOff_16_50_6char.psd
addfile_on.gif	/images/ci/listbtns/addfile_on.gif	Add File	ListButtonOn_16_50_6char.psd
addimagefile_off.gif	/images/ci/listbtns/addimagefile_off.gif	Add Image / File	ListButtonOff_16_90_14char.psd
addimagefile_on.gif	/images/ci/listbtns/addimagefile_on.gif	Add Image / File	ListButtonOn_16_90_14char.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
addobserver_off.gif	/images/ci/listbtns/addobserver_off.gif	Add Observer	ListButtonOff_16_90_14char.psd
addquestion_off.gif	/images/ci/listbtns/addquestion_off.gif	Add Question	ListButtonOff_16_90_14char.psd
addquestion_on.gif	/images/ci/listbtns/addquestion_on.gif	Add Question	ListButtonOn_16_90_14char.psd
addtolibrary_off.gif	/images/ci/listbtns/addtolibrary_off.gif	Add to Library	ListButtonOff_16_90_14char.psd
addtolibrary_on.gif	/images/ci/listbtns/addtolibrary_on.gif	Add to Library	ListButtonOn_16_90_14char.psd
approve_off.gif	/images/ci/listbtns/approve_off.gif	Approve	ListButtonOff_16_50_6char.psd
approve_on.gif	/images/ci/listbtns/approve_on.gif	Approve	ListButtonOn_16_50_6char.psd
archives_off.gif	/images/ci/listbtns/archives_off.gif	Archives	ListButtonOff_16_50_6char.psd
browse_off.gif	/images/ci/listbtns/browse_off.gif	Browse	ListButtonOff_16_50_6char.psd
categorize_off.gif	/images/ci/listbtns/categorize_off.gif	Categorize	ListButtonOff_16_90_14char.psd
categorymanager_off.gif	/images/ci/listbtns/categorymanager_off.gif	Category Manager	ListButtonOff_16_90_14char.psd
clearattempt_off.gif	/images/ci/listbtns/clearattempt_off.gif	Clear Attempt	ListButtonOff_16_90_14char.psd
configure_off.gif	/images/ci/listbtns/configure_off.gif	Configure	ListButtonOff_16_50_6char.psd
contents_off.gif	/images/ci/listbtns/contents_off.gif	Contents	ListButtonOff_16_50_6char.psd
copy_off.gif	/images/ci/listbtns/copy_off.gif	Copy	ListButtonOff_16_50_6char.psd
courses_off.gif	/images/ci/listbtns/courses_off.gif	Courses	ListButtonOff_16_50_6char.psd
create_off.gif	/images/ci/listbtns/create_off.gif	Create	ListButtonOff_16_50_6char.psd
describe_off.gif	/images/ci/listbtns/describe_off.gif	Describe	ListButtonOff_16_50_6char.psd
download_off.gif	/images/ci/listbtns/download_off.gif	Download	ListButtonOff_16_50_6char.psd
enroll_off.gif	/images/ci/listbtns/enroll_off.gif	Enroll	ListButtonOff_16_50_6char.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
entry_coursecatelog.gif	/images/ci/listbtns/entry_coursecatalog.gif	Course Catalog	Entry.psd
entry_createaccount.gif	/images/ci/listbtns/entry_createaccount.gif	Create Account	Entry.psd
entry_login.gif	/images/ci/listbtns/entry_login.gif	Login	Entry.psd
export_off.gif	/images/ci/listbtns/export_off.gif	Export	ListButtonOff_16_50_6char.psd
grades_off.gif	/images/ci/listbtns/grades_off.gif	Grades	ListButtonOff_16_50_6char.psd
grades_on.gif	/images/ci/listbtns/grades_on.gif	Grades	ListButtonOn_16_50_6char.psd
join_off.gif	/images/ci/listbtns/join_off.gif	Join	ListButtonOff_16_50_6char.psd
layout_off.gif	/images/ci/listbtns/layout_off.gif	Layout	ListButtonOff_16_50_6char.psd
listall_off.gif	/images/ci/listbtns/listall_off.gif	List All	ListButtonOff_16_50_6char.psd
login_off.gif	/images/ci/listbtns/login_off.gif	Login	ListButtonOff_16_50_6char.psd
manage_off.gif	/images/ci/listbtns/manage_off.gif	Manage	ListButtonOff_16_50_6char.psd
modify_off.gif	/images/ci/listbtns/modify_off.gif	Modify	ListButtonOff_16_50_6char.psd
modify_on.gif	/images/ci/listbtns/modify_on.gif	Modify	ListButtonOn_16_50_6char.psd
moduladmin_off.gif	/images/ci/listbtns/moduladmin_off.gif	Module Admin	ListButtonOff_16_90_14char.psd
ok_off.gif	/images/ci/listbtns/ok_off.gif	OK	FormButtonOff_20_69_13.psd
password_off.gif	/images/ci/listbtns/password_off.gif	Password	ListButtonOff_16_50_6char.psd
preview_off.gif	/images/ci/listbtns/preview_off.gif	Preview	ListButtonOff_16_50_6char.psd
properties_off.gif	/images/ci/listbtns/properties_off.gif	Properties	ListButtonOff_16_90_14char.psd
recordings_off.gif	/images/ci/listbtns/recordings_off.gif	Recordings	ListButtonOff_16_90_14char.psd
remove_off.gif	/images/ci/listbtns/remove_off.gif	Remove	ListButtonOff_16_50_6char.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
remove_on.gif	/images/ci/listbtns/remove_on.gif	Remove	ListButtonOn_16_50_6char.psd
rename_off.gif	/images/ci/listbtns/rename_off.gif	Rename	ListButtonOff_16_50_6char.psd
reply_off.gif	/images/ci/listbtns/reply_off.gif	Reply	ListButtonOff_16_50_6char.psd
request_off.gif	/images/ci/listbtns/request_off.gif	Request	ListButtonOff_16_50_6char.psd
reset_off.gif	/images/ci/listbtns/reset_off.gif	Reset	ListButtonOff_16_50_6char.psd
search_off.gif	/images/ci/listbtns/search_off.gif	Search	ListButtonOff_16_50_6char.psd
select_off.gif	/images/ci/listbtns/select_off.gif	Select	ListButtonOff_16_50_6char.psd
tracking_off.gif	/images/ci/listbtns/tracking_off.gif	Tracking	ListButtonOff_16_50_6char.psd
update_off.gif	/images/ci/listbtns/update_off.gif	Update	ListButtonOff_16_50_6char.psd
view_off.gif	/images/ci/listbtns/view_off.gif	View	ListButtonOff_16_50_6char.psd
header_institution.gif	/images/ci/logos/header_institution.gif	Your Institution University	HeaderInstitution.gif
advanced_0.gif	/images/ci/misc/advanced_0.gif	ADVANCED	Advanced_0.psd
advanced_1.gif	/images/ci/misc/advanced_1.gif	ADVANCED	Advanced_1.psd
az_0.gif	/images/ci/misc/az_0.gif	STARTS WITH	StartsWith_0.psd
az_1.gif	/images/ci/misc/az_1.gif	STARTS WITH	StartsWith_1.psd
button_nav.jpg	/images/ci/misc/button_nav.jpg	"Announcements, Course Information, Staff Information, Course Documents, Assignments, Communication"	ButtonNav.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
go.gif	/images/ci/misc/go.gif	GO!	GoRound.psd
go_btn_off.gif	/images/ci/misc/go_btn_off.gif	GO	GoSquare.psd
list_0.gif	/images/ci/misc/list_0.gif	LIST ALL	ListAll_0.psd
list_1.gif	/images/ci/misc/list_1.gif	LIST ALL	ListAll_1.psd
search_0.gif	/images/ci/misc/search_0.gif	SEARCH	Search_0.psd
search_1.gif	/images/ci/misc/search_1.gif	SEARCH	Search_1.psd
search_btn_off.gif	/images/ci/misc/text_nav.jpg	"Announcements, Course Information, Staff Information, Course Documents, Assignments, Communication"	TextNav.psd
text_nav.jpg	/images/ci/misc/search_btn_off.gif	Search	SearchSmall.psd
view30_0.gif	/images/ci/misc/view30_0.gif	VIEW LAST 30 DAYS	ViewTab_24_115_Gray.psd
view30_1.gif	/images/ci/misc/view30_1.gif	VIEW LAST 30 DAYS	ViewTab_24_115_White.psd
view7_0.gif	/images/ci/misc/view7_0.gif	VIEW LAST 7 DAYS	ViewTab_24_115_Gray.psd
view7_1.gif	/images/ci/misc/view7_1.gif	VIEW LAST 7 DAYS	ViewTab_24_115_White.psd
viewall_0.gif	/images/ci/misc/viewall_0.gif	VIEW ALL	ViewTab_24_115_Gray.psd
viewall_1.gif	/images/ci/misc/viewall_1.gif	VIEW ALL	ViewTab_24_115_White.psd
viewday_0.gif	/images/ci/misc/viewday_0.gif	VIEW DAY	ViewTab_24_115_Gray.psd
viewday_1.gif	/images/ci/misc/viewday_1.gif	VIEW DAY	ViewTab_24_115_White.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
viewmonth_0.gif	/images/ci/misc/viewmonth_0.gif	VIEW MONTH	ViewTab_24_115_Gray.psd
viewmonth_1.gif	/images/ci/misc/viewmonth_1.gif	VIEW MONTH	ViewTab_24_115_White.psd
viewtoday_0.gif	/images/ci/misc/viewtoday_0.gif	VIEW TODAY	ViewTab_24_115_Gray.psd
viewtoday_1.gif	/images/ci/misc/viewtoday_1.gif	VIEW TODAY	ViewTab_24_115_White.psd
viewweek_0.gif	/images/ci/misc/viewweek_0.gif	VIEW WEEK	ViewTab_24_115_Gray.psd
viewweek_1.gif	/images/ci/misc/viewweek_1.gif	VIEW WEEK	ViewTab_24_115_White.psd
viewyear_0.gif	/images/ci/misc/viewyear_0.gif	VIEW YEAR	ViewTab_24_115_Gray.psd
viewyear_1.gif	/images/ci/misc/viewyear_1.gif	VIEW YEAR	ViewTab_24_115_White.psd
announceadd_off.gif	/images/ci/toolbtns/announceadd_off.gif	Add Announcement	AddAnnouncementButton.psd
archiveadd_off.gif	/images/ci/toolbtns/archiveadd_off.gif	Add Archive	AddArchiveButton.psd
archivesearch_off.gif	/images/ci/toolbtns/archivesearch_off.gif	Search Archive	SearchArchiveButton.psd
assessmentcopy_add.gif	/images/ci/toolbtns/assessmentcopy_add.gif	Copy Assessment	CopyAssessmentButton.psd
assessmentmodify_off.gif	/images/ci/toolbtns/assessmentmodify_off.gif	Modify Assessment	ModifyAssessmentButton.psd
categoryadd_off.gif	/images/ci/toolbtns/categoryadd_off.gif	Add Category	AddCategoryButtonBig.psd
contactadd_off.gif	/images/ci/toolbtns/contactadd_off.gif	Add Contact	AddContactButton.psd
dataexport_off.gif	/images/ci/toolbtns/dataexport_off.gif	Export Data	ExportDataButtonBig.psd
discussionadd_off.gif	/images/ci/toolbtns/discussionadd_off.gif	Discussion Board	DiscussionBoardButton.psd
emailcompose_off.gif	/images/ci/toolbtns/emailcompose_off.gif	Compose E-mail	ComposeEmailButton.psd
emaillogout_off.gif	/images/ci/toolbtns/emaillogout_off.gif	E-mail Logout	EmailLogoutButton.psd
emailpreferences_off.gif	/images/ci/toolbtns/emailpreferences_off.gif	E-mail Preferences	EmailPreferencesButton.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
fileadd_off.gif	/images/ci/toolbtns/fileadd_off.gif	Add File	Add FileButton.psd
filesend_off.gif	/images/ci/toolbtns/filesend_off.gif	Send File	SendFileButton.psd
filterchange_off.gif	/images/ci/toolbtns/filterchange_off.gif	Change Filter	ChangeFilterButton.psd
folderadd	/images/ci/toolbtns/folderadd_off.gif	Add Folder	AddFolderButton.psd
forumadd_off.gif	/images/ci/toolbtns/forumadd_off.gif	Add Forum	AddForumButton.psd
forumsearch_off.gif	/images/ci/toolbtns/forumsearch_off.gif	Search Forum	SearchForumButton.psd
groupadd_off.gif	/images/ci/toolbtns/groupadd_off.gif	Add Group	AddGroupButton.psd
itemadd_off.gif	/images/ci/toolbtns/itemadd_off.gif	Add Item	AddItemButton.psd
lessonremove_off.gif	/images/ci/toolbtns/lessonremove_off.gif	Remove Lesson	RemoveLessonButtonBig.psd
print_off.gif	/images/ci/toolbtns/print_off.gif	Print	PrintButton.psd
profilecreate_off.gif	/images/ci/toolbtns/profilecreate_off.gif	Create Profile	CreateProfileButtonBig.psd
taskadd_off.gif	/images/ci/toolbtns/taskadd_off.gif	Add Task	AddTaskButton.psd
threadadd_off.gif	/images/ci/toolbtns/threadadd_off.gif	Add New Thread	AddNewThreadButton.psd
threadremove_off.gif	/images/ci/toolbtns/threadremove_off.gif	Remove Thread	RemoveThreadButton.psd
epi_edit.gif	/images/console/icons/epi_edit.gif	Edit	EditSmall.psd
header_institution.gif	/images/console/logos/header_institution.gif	Your Institution University	HeaderInstitution.gif
portal_tabs.gif	/images/console/misc/portal_tabs.gif	active tab; tab	PortalTabs.psd
db-addAdmin.gif	/images/db/db-addAdmin.gif	MODERATE	LightGrayButton.psd
db-archives.gif	/images/db/db-archives.gif	Archives	Archives.psd
db-back.gif	/images/db/db-back.gif	Back	Back.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
db-backtoarchives.gif	/images/db/db-backtoarchives.gif	Back to Archives	BackToArchives.psd
db-backtoforums.gif	/images/db/db-backtoforums.gif	Back to Forum View	BackToForumView.psd
db-backtolist.gif	/images/db/db-backtolist.gif	Back to List	BackToList.psd
db-blockuser.gif	/images/db/db-blockuser.gif	BLOCK	LightGrayButton.psd
db-cancel.gif	/images/db/db-cancel.gif	CANCEL	LightGrayButton.psd
db-closeall.gif	/images/db/db-closeall.gif	COLLAPSE ALL	CollapseAll.psd
db-collect.gif	/images/db/db-collect.gif	Collect	WhiteButton.psd
db-config.gif	/images/db/db-config.gif	Config	WhiteButton.psd
db-createarchive.gif	/images/db/db-createarchive.gif	ADD ARCHIVE	LightGrayButton.psd
db-createforum.gif	/images/db/db-createforum.gif	ADD FORUM	LightGrayButton.psd
db-down.gif	/images/db/db-down.gif	Follow	PlainButton.psd
db-edit.gif	/images/db/db-edit.gif	Edit	Edit.psd
db-hideoptions.gif	/images/db/db-hideoptions.gif	HIDE OPTIONS	HideOptions_Folder.psd
db-load.gif	/images/db/db-load.gif	Go to Message	FormButtonOff_20_110_13.psd
db-lock.gif	/images/db/db-lock.gif	Lock	WhiteButton.psd
db-lockededit.gif	/images/db/db-lockededit.gif	Edit	LockedEdit.psd
db-lockedremove.gif	/images/db/db-lockedremove.gif	Remove	LockedRemove.psd
db-lockedresponse.gif	/images/db/db-lockedresponse.gif	Respond	LockedResponse.psd
db-markread.gif	/images/db/db-markread.gif	Mark Read	WhiteButton.psd
db-markunread.gif	/images/db/db-markunread.gif	Mark Unread	WhiteButton.psd
db-modify.gif	/images/db/db-modify.gif	Modify	LightGrayButton.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
db-newonly.gif	/images/db/db-newonly.gif	New-Only VIEW	PlainBorderTopBottom.psd
db-newthread.gif	/images/db/db-newthread.gif	Start New Thread	StartNewThread.psd
db-next.gif	/images/db/db-next-off.gif	Next Message	NextMessage.psd
db-next-off.gif	/images/db/db-next.gif	Next Message	NextMessage2.psd
db-openall.gif	/images/db/db-openall.gif	EXPAND ALL	ExpandAll.psd
db-opennew.gif	/images/db/db-opennew.gif	VIEW UNREAD MESSAGE S	ViewUnreadMessages.psd
db-opennow.gif	/images/db/db-openown.gif	Open to Own Msgs	PlainBorderTopBottom.psd
db-optionremove.gif	/images/db/db-optionremove.gif	Remove	WhiteButton.psd
db-page-first.gif	/images/db/db-page-first.gif	First	FirstPage.psd
db-page-last.gif	/images/db/db-page-last.gif	Last	LastPage.psd
db-page-next.gif	/images/db/db-page-next.gif	Next	NextPage.psd
db-page-prev.gif	/images/db/db-page-prev.gif	Prev	PrevPage.psd
db-postmessage.gif	/images/db/db-postmessage.gif	Publish	PlainButton.psd
db-prev.gif	/images/db/db-prev-off.gif	Previous Message	PreviousMessage.psd
db-preview.gif	/images/db/db-prev.gif	Previous Message	PreviousMessage2.psd
db-prev-off.gif	/images/db/db-preview.gif	PREVIEW	LightGrayButton.psd
db-publish.gif	/images/db/db-publish.gif	Publish	Publish.psd
db-remAdmin.gif	/images/db/db-remAdmin.gif	NORMAL	LightGrayButton.psd
db-remove.gif	/images/db/db-remove.gif	REMOVE	LightGrayButton.psd
db-respond.gif	/images/db/db-respond.gif	REPLY	LightGrayButton.psd

FILE NAME	DIRECTORY PATH	TEXT	TEMPLATE
db-save.gif	/images/db/db-save.gif	SUBMIT	LightGraySubmit.psd
db-search.gif	/images/db/db-search-go.gif	SEARCH	Search.psd
db-search-go.gif	/images/db/db-search.gif	Search	LightGrayButton.psd
db-searchmail.gif	/images/db/db-searchsmall.gif	SEARCH	Search_Q.psd
db-selectall.gif	/images/db/db-selectall.gif	Select All	WhiteButton.psd
db-selectinvert.gif	/images/db/db-selectinvert.gif	Invert	WhiteButton.psd
db-showoptions.gif	/images/db/db-showoptions.gif	SHOW OPTIONS	ShowOptions_Folder.psd
db-skipdn.gif	/images/db/db-skipdn.gif	Skip	SkipDown.psd
db-skipup.gif	/images/db/db-skipup.gif	Skip	SkipUp.psd
db-standard.gif	/images/db/db-standard.gif	VIEW ALL MESSAGES	ViewMessages.psd
db-threaded.gif	/images/db/db-threaded.gif	Threaded View	PlainBorderTopBottom.psd
db-unblockuser.gif	/images/db/db-unblockuser.gif	UNBLOCK	LightGrayButton.psd
db-unlock.gif	/images/db/db-unlock.gif	UNLOCK	WhiteButton.psd
db-unselect.gif	/images/db/db-unselectall.gif	Unselect All	WhiteButton.psd
db-up.gif	/images/db/db-up.gif	Back	PlainButton.psd
s2.gif	/images/db/s2.gif	New	New.psd
s3.gif	/images/db/s3.gif	New	NewLock.psd
tiny_back.gif	/images/db/tiny_back.gif	Back	Back.psd
picker.gif	/images/swatches/picker.gif	Pick	ListButtonOff_16_80_12charPicker

EDIT IMAGES

Overview

There is a specific process translators must use to edit and save images. This process includes the following steps:

- edit the image using a template
- resize the image (only if necessary)
- save the image in the correct format and to the correct location

This section assumes that all work is being done in Adobe Photoshop.

Create an Image

Follow the steps below to create an image from a template:

1. Select an image to translate.
2. Choose the corresponding template from the Image Template table.
3. Open the template in Adobe Photoshop.
4. Use the Text Tool to select the text in the image that will be translated.
5. Enter the correct text (writing over the text that appears in the template).
6. If the translated text fits on the template, resizing is not necessary; move on to the Saving Images section. If the translated text does not fit on the template, see the section below, Resizing Images.

Resizing Image

Resizing images may cause issues with inconsistency and rendering; therefore, images should only be resized if the translated text does not fit on the template. Some templates also have larger sizes to accommodate longer strings of text.

If resizing is necessary, try to keep the size of images that are changed consistent. This is more user-friendly and avoids layout issues in the UI. It is important that translators use the process documented below to resize images. Do not resize images by directly changing the Image Size Setting or by using the Scale tool to drag the image and create a larger size.

Some images cannot be resized; these images are noted in the Image Template table. If an image cannot be resized, use one of the following workarounds:

- Use a shorter term or phrase when translating the text
- Change the size of the font to allow the text to fit on the image

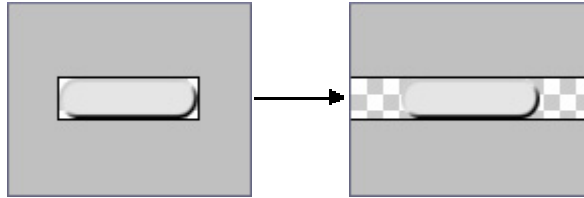
Follow the steps below to resize an image:



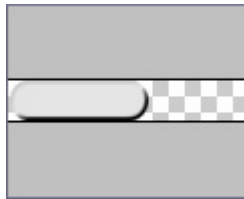
NOTE: If possible, only change the width of the image to accommodate the text; only adjust the height if it is necessary.

1. Open the image in Adobe Photoshop.
2. Click **Image** in the Action Bar, and then select **Canvas Size**. This opens the Canvas Size panel.

3. Select **Pixels** for the **Width** and **Height** options.
4. Make the canvas large enough to fit the text by increasing the values for **Width** and **Height**. Close the Canvas Size panel.



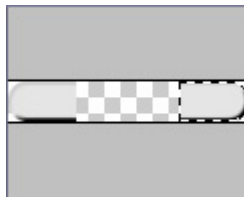
5. Check that the layer with the image background is selected as the working layer.
6. Use the Move tool to move the image to the left side of the canvas.



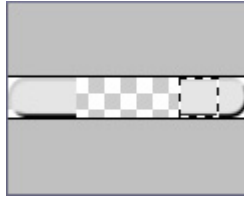
7. Use the Marquee tool to select the right half of the image.



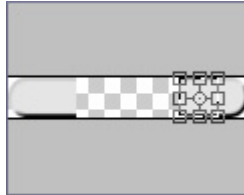
8. Use the Move tool to move the selected half of the image to the right side of the canvas.



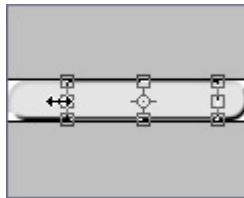
9. Use the Marquee tool to select a portion of the image from the middle of the right half of the image. Check that the selection goes from the top to the bottom of the image and is only a few pixels wide.



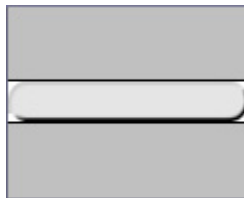
10. Select the Move tool again. In the Action Bar select **Edit > Transform > Scale**. This will allow you to scale the selected portion of the image.



11. Select the left anchor on the selected area and drag it to the left until it meets the left half of the image.



12. Commit the scale and deselect the image.



13. Reposition the text layer over the image.

Saving Images

The final step in translating an image is saving it to the correct location, with the correct file name. Follow the steps below to save an image:

1. Note the file type of the image; this information is included in the Image Template table.
2. In the Adobe Photoshop Action Bar, select **File > Save for Web**.
3. Choose the correct file format from the **Optimized File Format** drop-down list. All files are either JPEG or GIF.

4. Optimize the file using the following guidelines:
 - JPEG – Set **Quality** to 60 and **Blur** to 0.
 - GIF – Set **Colors** to 64 and check the **Transparency** option.
5. Click **Save**.
6. In the Language Pack, find for the location of the image file. This information is stored in the Image Template table.
7. Either select the file name in the Save window or re-enter the existing file name. The file name and extension are case sensitive and must exactly match the name of the existing file.
8. Click **Save** in the Save window.
9. A text string appears asking if you would like to replace the existing file. Click **Replace** to overwrite the existing file with the translated one.
10. Close the template.

IMAGE TROUBLESHOOTING

Overview

Translators may run into several different scenarios when translating images. These scenarios, and steps for remedying them, are outlined in this topic.

Troubleshooting scenarios

Scenario #1

Issue: An image file is saved as the wrong name. If this happens, the Blackboard application points to the original, non-translated version of the image.

Solution: Resave the image file, replacing the original one. Match the file name exactly to that of the original file.

Scenario #2

Issue: An image file is saved with the wrong format or extension. If this happens, the Blackboard application points to the original, non-translated version of the image.

Solution: Resave the image file in the correct format.

Scenario #3

Issue: An image file is accidentally deleted. If this happens, the Blackboard application cannot find the image and a broken image indicator appears in the UI.

Solution: Recreate the image file using the Image Template. Save the new image with the appropriate file name to the correct location in the directory.

Untranslated Browse button

The **Browse** button is used throughout the application to allow users to search for files. The text that appears on this button is not controlled by Blackboard, but rather by the operating system or browser. Users will find that the text on this image does not always appear in that of the Language Pack, but may appear in the language associated with their operating system or browser.

USER MANUALS

Overview

Blackboard provides a ZIP file of the user manuals that may be translated when creating a new Language Pack. This ZIP file is available in the Language Packs Catalog. As with the rest of the application, the user manuals require maintenance when the system is upgraded.

These ZIP files include both Macromedia© Robohelp files and Microsoft© Word files. Translators may use Macromedia© Robohelp, or any other authoring tool, to translate these manuals.



NOTE: A separate agreement in the Learning Pack Catalog must be accepted in order to gain access to the user manuals.

User manuals

Blackboard provides four user manuals that are accessed from within the system. They are as follows:

- User Manual – Available from the Course Menu. Explains the Blackboard Learning System and Blackboard Community System functionality from the user's perspective.
- Content System User Manual – Available from the Content System menu. Explains the Blackboard Content System functionality from the user's perspective.
- Instructor Manual – Available from the Control Panel. Explains all features and functionality available within a course or organization.
- Administrator Manual – Available from the Administrator Panel. Explains how to manage the Blackboard Academic Suite using the Administrator Panel.

Redirecting links to the user manuals

The Language Pack creator hosts the user manuals on a server, where they may be accessed by users through links in the application. The URLs that point to these documents are updated in the `documentation.properties` file. If new URLs are not added to this file, the links within the application will point to the user manuals included with the copied or imported Language Pack.

The following table explains the keys that appear in the `documentation.properties` file and the information that should be entered in the text string:

KEY	DESCRIPTION
<code>documentation.href.online_admin</code>	Enter the URL for the Blackboard Academic Suite Administrator Manual.
<code>documentation.href.cp_online_manual</code>	Enter the URL for the Blackboard Academic Suite Instructor Manual.

KEY	DESCRIPTION
documentation.href.student_manual	Enter the URL for the Blackboard Academic Suite User Manual.
documentation.href.cs_manual	Enter the URL for the Blackboard Content System User Manual.

CHAPTER 12 - BLACKBOARD BACKPACK

Overview

Blackboard Backpack is a client-side software application that enables users to synchronize their Blackboard materials for offline use. Using this powerful learning tool, Students can access their learning materials from anywhere at anytime, without having to have an Internet connection. The following items are synchronized from Courses and Organizations: content, announcements, calendar items, tasks. Blackboard Backpack also synchronizes Microsoft Outlook calendar items, address book and tasks.

This chapter explains the Blackboard Backpack and how the Administrator manages them.



NOTE: The Blackboard Backpack client application does not any custom authentication model that does not use form-based authentication, including Shibboleth authentication.

In this chapter

This chapter includes the following topics.

TOPIC	DESCRIPTION
Blackboard Backpack Availability	This topic describes how to manage the tools and links for Blackboard Backpack.
Configure Blackboard Backpack	This topic explains how to synchronization controls for Blackboard Backpack.
Add Download Control	This topic describes how to add Download Controls to manage tool synchronization.

BLACKBOARD BACKPACK AVAILABILITY

Overview

Administrators can manage the availability of Blackboard Backpack from the Blackboard Backpack Availability page. The availability of Blackboard Backpack links and the Blackboard Backpack synchronization tool may be managed separately.

Find this page

Follow these steps to access the Blackboard Backpack Availability page.

1. Open the Administrator Panel.
2. Click **Blackboard Backpack** under Tools and Utilities.
3. Click **Blackboard Backpack Availability**..

Fields

FIELD	DESCRIPTION
Blackboard Backpack Links Availability	
Display Blackboard Backpack Links	Select Yes to display links and buttons in the application to download the Blackboard Backpack. If enabled, links appear on the Login page and the Login module and buttons appear on the Login page and the Gateway page. This option does not enable and disable the Blackboard Backpack module. The module may be enabled or disabled from Manage Modules .
Blackboard Backpack Tool Availability	
Enable Blackboard Backpack	Select Yes to make the synchronization tool available to users. This tool allows them to synchronize their Blackboard Backpack with the Blackboard application.

CONFIGURE BLACKBOARD BACKPACK

Overview

The Configure Blackboard Backpack page allows Administrators to control synchronization. From this page, Administrators can add Download Controls. A Download Control allows the Administrator to control download traffic during peak hours, ensuring that the institution's Blackboard server is not clogged with download requests when it is most used. Administrators may create multiple Download Controls, as long as the time period for each Download Control does not overlap. For example, the Administrator may not create a control that limits file downloads on Mondays from 8am to 5pm, and then create another control that limits file downloads on Mondays from 4pm to 8pm.

Find this page

Follow these steps to access the Configure Blackboard Backpack page.

1. Open the Administrator Panel.
2. Click **Blackboard Backpack** under Tools and Utilities.
3. Click **Configure Blackboard Backpack**.

Functions

The following functions appear on the Configure Blackboard Backpack page.

To . . .	CLICK . . .
add a download control	Add Download Control. The Add Download Control page appears.
clear the current Download Controls	Reset All. All Download Controls are removed.
remove a Download Control	Remove next to the appropriate Download Control.

ADD DOWNLOAD CONTROL

Overview

A Download Control allows the Administrator to control download traffic during peak hours for the Blackboard Backpack synchronization tool. This ensures that the institution's Blackboard server is not clogged with download requests when it is most used.

This page refers to files and packets. A file refers to the content downloaded from Blackboard during a synchronization. Each file is divided into packets by the system; for example, if the packet size is set to 10 Kb, a 100Kb file is divided into 10 packets. This ensures a smooth synchronization and prevents the Blackboard server from becoming overburdened.

Find this page

Follow these steps to access the Add Download Control page.

1. Open the Administrator Panel.
2. Click **Blackboard Backpack** under Tools and Utilities.
3. Click **Configure Blackboard Backpack..**
4. Click **Add Download Control**.

Fields

FIELD	DESCRIPTION
General Properties	
Title [r]	Enter a name for the Download Control
Day of Week [r]	Use the drop-down list to select the day of the week this Download Control will be enforced.
Start Time [r]	Select the time of day the Download Control begins.
End Time [r]	Select the time of day the Download Control ends.
Maximum File Size	
File size (KB) [r]	Enter the maximum size file that can be automatically download. If a file exceeds this limit, the user is prompted and asked whether or not the file should be downloaded. The default is -1; this indicates a unlimited size.
Time Between files	
File Wait (seconds) [r]	Enter the number of seconds the synchronization tool waits between files. This helps to ensure the server is not overloaded. The default is 5 seconds.
Maximum Packet Size	
Packet Size (Kb) [r]	Enter the maximum size of a packet in kilobytes. The default is 1024 kb (~1 Mb).

Time Between packets

Packet Wait (ms)[r] Enter the amount of time, in milliseconds, that the server waits between downloading packets. The default is 200 milliseconds.

PART 6 - SECURITY

Overview

This part of the *Blackboard Academic Suite* Administrator Manual details the security features on the Administrator Panel. There are also several topics in this part of the manual that detail administrative tasks and features that are used outside of the Administrator Panel.

Part 6 – Security and Integration includes the following chapters.

CHAPTER	DESCRIPTION
Security	This chapter details the features for securing connections that pass sensitive data to and from the <i>Blackboard Academic Suite</i> .
Customize the Login and Gateway Pages	This chapter details the tools and the process for customizing the appearance and available functions of the Login and Gateway pages.

CHAPTER 1—SECURITY

Overview

This chapter describes the SSL feature available on the Administrator Panel and explains how to integrate the system with Shibboleth.

In this chapter

Chapter 1—Security includes the following topics.

TOPIC	DESCRIPTION
SSL Choice	This topic covers the SSL Choice page. Before making any changes to the SSL Choice settings the Administrator must configure the IIS or Apache™ Web server for SSL.
Shibboleth Integration	This topic explains how to set up Shibboleth with the <i>Blackboard Learning System</i> ,

SSL CHOICE

Overview

If IIS (Windows) or Apache (UNIX) is configured to support SSL, then the communication between users and the *Blackboard Academic Suite* can be configured using the SSL Choice feature. SSL Choice allows Administrators to determine if none, all, or some of the *Blackboard Learning System* is secured with SSL.

SSL Choice is not available with the *Blackboard Learning System - Basic Edition*.



NOTE: If the SSL Choice is set to use SSL before SSL is configured in IIS or Apache the Blackboard Academic Suite will not be accessible! To ensure that users can always login, configure IIS or Apache for SSL prior to changing the security options on the SSL Choice page. Please see the *Blackboard Academic Suite Setup Guide* for your operating system to learn how to install and configure SSL.

If planning on using SSL, Blackboard recommends enforcing SSL on the entire system. This ensures that all proprietary data is secured. If the choice option is chosen, it is important to update SSL settings whenever a new tool is enabled or a Building Block added.

Find this page

Select **SSL Choice** on the Administrator Panel.

Fields

The table below details the fields on the SSL Choice page.

FIELD	DESCRIPTION
Entire System	
Disable SSL System-wide	Select this option and SSL will not be used to secure any of the communication between users and the <i>Blackboard Academic Suite</i> .
Enable SSL System-wide	Select this option and SSL will be used to secure all of the communication between users and the <i>Blackboard Academic Suite</i> .
Enable SSL for the following areas	Select this option to determine which areas of the <i>Blackboard Academic Suite</i> will be secured through SSL. Select the different areas from the check boxes on this page.
System Specific Areas	
Select the check box for each area that should be secured using SSL.	
Blackboard Tools	
Select the check box for each tool, tab, or course content area that should be secured using SSL.	

FIELD	DESCRIPTION
Building Block Tools	Select the check box for each Building Block that should be secured using SSL.

SHIBBOLETH INTEGRATION

Overview

The Shibboleth initiative is developing an open, standards-based solution to meet the needs for organizations to exchange information about their users in a secure, and privacy-preserving manner. This document offers a brief overview of Shibboleth and explains how it is installed on the *Blackboard Learning System*.

Shibboleth allows organizations to exchange information about users securely and privately. Shibboleth is designed to provide a way for a person using a web browser (for example, Internet Explorer or Netscape Navigator,) accessing a target site to be authorized to access a target site using information housed at the user's security domain. This permits users to access controlled information securely from anywhere without additional passwords, or needlessly compromising privacy. For example, if a Student is taking classes at two universities, and both schools use Shibboleth, the Student may have a single user name and password to access information at both universities' Web sites.

Shibboleth is fully supported as a custom authentication option for *Blackboard Learning System* on UNIX operating systems. Due to the experimental nature of the underlying Shibboleth technologies, and limited operational expertise available for Shibboleth, Blackboard recommends customers consider running a restricted, pilot implementation on a test or development server before making this feature generally available on their system.



NOTE: The Blackboard Backpack client application does not support Shibboleth authentication.

Installing Shibboleth

The following section explains how to install Shibboleth and how to set up Shibboleth with the *Blackboard Learning System*. These instructions only apply to setting up the *Blackboard Learning System* as a Shibboleth target.



NOTE: Shibboleth has only been tested with *Blackboard Learning Systems* on UNIX Operating Systems.

Part I – Installation

1. Install *Blackboard Learning System* and enable OpenSSL.
2. Configure SSL for *Blackboard Learning System*. Save the certificate files under `blackboard/apps/httpd/conf/certs/`. These are formatted as `.cer`, `.crt` and `.key`.
3. Download the correct Shibboleth package for the operating system and install it. The package is located at <http://shibboleth.internet2.edu/>.
4. Follow the Shibboleth v1.1 instructions to install the package. Check that the most current libraries are installed. The Shibboleth directions contain detailed instructions for updating libraries.

The institution needs a signed CA certificate, for example, from Verisign. This is the same certificate used for SSL.

Part II – Configure Shibboleth and Blackboard Learning System

1. Edit the `blackboard/apps/httpd/conf/httpd.conf` to include the `/opt/shibboleth/etc/shibboleth/apache.config` file. This step must be repeated when `PushConfigUpdates` is run. `PushConfigUpdates` may overwrite this setting.
2. Add the following to `apache.config` in the Shibboleth file system. This instructs Shibboleth to protect all files beginning with `'webapps'`. The `apache.config` and `.ini` files are located in `/opt/shibboleth/etc/shibboleth`

```
<Location /webapps>
  AuthType shibboleth
  require affiliation ~ ^member@.+&
  # This rule below accepts any valid principal name passed from the
  # Origin.
  require user ~ ^.+&
</Location>
```

3. The value of the “require” directive is dependent on the Attribute Acceptance and Attribute Release Policies for the Target and Origin, respectively. Check with the Shibboleth federation administration for details on what attributes will be released to your Target.
4. Add the following custom attributes to `apache.config` `ShibMapAttribute urn:mace:dir:attribute-def:eduPersonPrincipalName Shib-EP-BBUSER-NAME`

If you configure AJP13 as the Apache/Tomcat protocol, you may omit this value. Edit the Blackboard Tomcat `server.xml` to use AJP13 as the connector protocol. This should be done using the `Ajp13Connector` configuration. The AJP12 protocol readers in Tomcat have a bug that prevents `REMOTE_USER` from being properly propagated to Tomcat from Apache. Additionally, the Coyote connectors have not been tested with Shibboleth. For example (make sure you’ve disabled any other listeners that may be listening on the same port)

```
<Connector
  className="org.apache.jsp.tomcat4.Ajp13Connector"
  port="8009"
  minProcessors="50"
  maxProcessors="100"
  tomcatAuthentication="false"/>
```

5. Edit `/opt/shibboleth/etc/shibboleth/shibboleth.ini` file to point to the correct WAYF server. Shibboleth should default to the correct location

```
wayfURL = http //servername.blackboard.com 8080/shibboleth/HS
```

Point to the location of the certificate file, the key file, cafile and the password (omit the line breaks after the '=')

```
certfile=
/usr/local/blackboard/apps/httpd/conf/certs/server.crt
keyfile=
/usr/local/blackboard/apps/httpd/conf/certs/server.key
calist=/usr/local/blackboard/apps/httpd/conf/certs/qa-b64.cer
keypass='password'
```

6. Add PEM-encoded HS certificate to the trust.xml file in /opt/shibboleth/etc/shibboleth. This certificate is the one created as the signing certificate of the origin.

```
<KeyAuthority>
<ds: KeyInfo>
<ds: X509Data>
    <ds: X509Certificate>
        Add PEM-encoded HS here
        .
        .
</ds: X509Certificate>
</ds: X509Data>
</ds: KeyInfo>
<Subject>qamigl2.qa.dc.blackboard.com</Subject>
</KeyAuthority>
```

7. Change the authentication type in Blackboard the Blackboard bb-config.properties file.


```
bbconfig.auth.type=shib
```
8. Uncomment all the Shibboleth Authentication Properties in the Blackboard authentication.properties file.
9. Edit site.xml file under /opt/shibboleth/etc/shibboleth to point to a valid origin server. See example below.

```
<OriginSite Name="qamigl2.qa.dc.blackboard.com">
<Alias>Blackboard QA Testing Origin</Alias>
<Contact Type="technical" Name="John Doe" Email="jdoe@blackboard.com"/>
<HandleServiceLocation="http://qamigl2.qa.dc.blackboard.com
8080/shibboleth/HS" Name="qamigl2.qa.dc.blackboard.com"/>
<Domain>qa.dc.blackboard.com</Domain>
</OriginSite>
```

10. Start the `shar` executable on the Shibboleth server


```
/opt/shibboleth/bin/shar -f
```
11. Restart the Blackboard web services

```
/usr/local/blackboard/tools/admin/ServiceController.sh services.restart
```

Certificates and keys

The following information explains certificates that are needed for Shibboleth.

- The certificate must be signed by an authority.
- If a Test Certificate is used, then the Administrator must coordinate with representatives from Shibboleth to be added to the trusted list of institutions (this is referred to as In Queue)

User Login

Users of a system that participates in Shibboleth will go through the following steps to login

1. Click **Login** on the *Blackboard Learning System* Login page.
2. Choose the institution from the drop-down list.
3. Enter login and password information and click **Login**.
4. Users may enter the URL for another institution that participates in Shibboleth and enter that school's Web site.

CHAPTER 2— CUSTOMIZE THE LOGIN AND GATEWAY PAGES

Overview

This chapter describes the tools for customizing the appearance and available features on the Login and Gateway pages.

In this chapter

Chapter 2—Customize the Login and Gateway Pages includes the following topics.

TOPIC	DESCRIPTION
Login Page Customization	This topic covers the Login Page Customization page and the process for customizing a Login page.
Gateway Page Customization	This topic covers the process for customizing the appearance of the Gateway page.
System Settings	This topic covers the System Settings page. This page includes settings for managing the features on the Login page.
Gateway Options	This topic covers the Gateway Options page. This page includes settings for managing the features that appear on the Gateway page.

LOGIN PAGE CUSTOMIZATION

Overview

Administrators can download Login Page Templates supplied with *Blackboard Academic Suite* and configure them for their system. If a Login Page Template breaks, or is not appropriate for the institution, the default Login page can be restored so that users can access the system with minimal interruption.

Find this page

Click **Customize Login Page** on the Administrator Panel.

Functions

The following functions are accessible through the Login Page Customization page

To . . .	CLICK . . .
download a template for the Login page	Download Login Page Template. The template download will begin.
upload a customized Login page	Upload Customized Login Page. The Upload Customized Login page will appear. From this page the path to a customized Login page is entered. The customized Login page is then uploaded and set as the Login page.
reset the Login page to the default	Reset to Default Login Page. The Login page will be set to the default.

Create a customized Login page

Follow these steps to create a customized Login page.

1. Go to the Administrator Panel.
2. Click **Customize Login Page** on the Administrator Panel.
3. Click **Download Login Page Template**.
4. A download window Web browser will appear. If a download window does not appear, right-click on **Download Login Page Template** and choose the **Save Target As . . .** option.
5. The "login" file will be saved to the directory.
6. Open the "login" file with a text editor.
7. The colors, appearance of text, and the text itself can be edited. It is also possible to create a link to an image.
8. Save the "login" file with the same file name.
9. Login into *Blackboard Learning System* and go to the Administrator Panel.

10. Click **Customize Login Page** on the Administrator Panel.
11. Click **Upload Customized Login Page**.
12. Enter the path to the new "login" file in the **File** field. If you do not know the exact path, click **Browse** to search for the file.
13. Logout and test the new Login page.
14. If the page fails and you are unable to login in, enter the following address in your Web browser to bring up the default login page:
`http://domain_name.host_name/webapps/login?action=default_login`.

After logging in, return to **Customize Login Page** and click the link to restore the default Login page. This will allow users to once again login.

GATEWAY PAGE CUSTOMIZATION

Overview

The Gateway page is the first page that users see when accessing the *Blackboard Academic Suite* (unless the Administrator opts to use Portal Direct Entry). The Gateway page includes the following buttons

- **Login:** Directs the user to the Login page.
- **Course Catalog:** Directs the user to the Course Catalog. This button may be disabled by the Administrator.
- **Create Account:** Directs the user to the Create Account page. This button may be turned off by the Administrator. This button should be turned off unless the Administrator wants anyone with access to the URL to create accounts.
- **Download Bbackpack:** Directs user to Bbackpack, where this application may be downloaded by users. This button may be disabled by the Administrator.

The Gateway page also includes a default welcome message and image from Blackboard Inc.



NOTE: The Gateway page must be customized by editing the gateway.bb file in the branding directory for each Virtual Installation

Customize the buttons on the Gateway page

To customize the buttons on the Gateway page please see [Gateway Options](#).

Customize the welcome message and image

The welcome message and image can be customized by replacing an HTML fragment in the file system. It is possible for each Virtual Installation to have its own customized welcome message and image. Follow the steps below to replace the HTML fragment that generates the welcome message and image with one customized for the institution.

1. Access the URL for the Virtual Installation and verify that the Gateway page appears.
2. Within the blackboard file system change directories to /content/vi/vi_ID/branding. Where vi_ID is the name of the Virtual Installation.
3. Save a copy of the gateway.bb file so that it can be restored to the default.
4. Edit or replace the gateway.bb file with another HTML fragment.
5. Access the URL for the Virtual Installation and verify that the welcome message and image appear as desired.

SYSTEM SETTINGS

Overview

The System Settings page controls the availability of two features: Allow Guest Access and Forgotten Password.

Allowing Guest Access will enable anyone to access the system. If Guest Access is allowed in Courses and Organizations, then these users may view the portions of any courses or organizations that are not secured against Guest access by the Instructor or Leader. Guests will see the portal content available to the Institution Role of Guest and have system access as the Administrative User Role of Guest.



NOTE: It is also possible to create users with an Administrative User Role of Guest. By doing so, the Administrator can control Guest access by requiring all Guests to obtain that Username and password for a Guest account

The Forgotten Password feature enables a link on the Login page that will direct Users to a page where the password for their account can be requested. The password will be sent to the email address associated with the User account. It is also possible to set the link to another URL. This is useful if using an Authentication method other than the default *Blackboard Learning System* challenge and response. For example, if LDAP is configured as the Authentication method then the link can be directed to a page connected to the LDAP server. The URL can be configured on the [Gateway Options](#) page.

Find this page

Click **System Settings** on the Administrator Panel.

Fields

The table below details the fields on the Integration Password page.

FIELD	DESCRIPTION
Guest Access	
Allow Guest Access	Select Allow and users who do not have an account (non-authenticated users) may access the system, such as portal areas. Select Do Not Allow and users without an account will not have any access to the system.
Allow Guest Access to Courses	Select Allow and users who do not have user accounts (non-authenticated users) may access courses on the system. If Do Not Allow is selected, Instructors will not be able to make areas in their courses available to Guests.
Allow Guest Access to Organizations	Select Allow and users who do not have user accounts (non-authenticated users) may access organizations. If Do Not Allow is selected, Leaders will not be able to make areas in their organizations available to Guests.
Forgotten Password	

FIELD	DESCRIPTION
	Select Allow under Forgotten Password to enable the link that allows users to request that the password for the account.

GATEWAY OPTIONS

Overview

Several of the buttons and options on the Gateway Page and the Login page can be customized. The Gateway page is the first page users typically see when accessing *Blackboard Academic Suite*. It can include buttons for creating an account and allowing anyone to browse the Catalog.

For security and data integrity reasons, it is not recommended that users be allowed to create accounts.

The Gateway page can be bypassed completely and site visitors will be taken directly to the portal as a Guest. Users can then login using the Login button in the header frame. The Gateway Options page also includes an option for changing the URL that handles User requests for lost passwords.

Find this page

Click **Gateway Options** on the Administrator Panel.

Fields

The table below details the fields on the Gateway Options page.

FIELD	DESCRIPTION
Enable Course Catalog on Gateway	
Course Catalog on Gateway	Select Enable to display a button that links to the Course Catalog on the Gateway page.
Enable New User Account Creation on Gateway	
User Account Generation on Gateway	Select Enable to display a button on the Gateway page that lets visitors create a User account. The User account is created with a Institution Role of Student and an Admin User Role of None.
Set URL for Forgotten Password	
URL for Forgotten Password	If using an authentication system other than the standard <i>Blackboard Learning System</i> challenge-response, the URL to a page where users can request a forgotten password can be set here. When entering a URL, be sure to enter the URL completely, for example, http://www.blackboard.com and not www.blackboard.com or blackboard.com.
Enable Direct Access	
Direct Access	Select Enable to skip the Gateway page entirely and send site visitors directly to the portal as guests. Users can login using the button in the header frame. If this setting is changed from Enable to Disable , please restart the server to avoid experiencing errors. The Login Module may only be enabled if Portal Direct Entry is enabled.



NOTE: Portal Direct Entry is only available to users with the *Blackboard Community System*.

PART 7 - ASSISTANCE

Introduction

Assistance allows the Administrator to research the online Knowledge Base, browse the online version of the *Blackboard Academic Suite* Administrator Manual, and contact Blackboard support.

Assistance

Assistance appears in the bottom right of the Administrator Panel.

Online Support Site

Click Online Support Site to open the Behind the Blackboard extranet in another browser window.

Online Admin Manual

Click Online Admin Manual to open the *Blackboard Academic Suite* Administrator Manual in another browser window.

Designate Support Contact

Click [Designate Support Contact](#) to set an email address as the primary contact point for user assistance.

Accessibility tips

For information on how to make the *Blackboard Academic Suite* more accessible to all users see the [Accessibility Tips](#) topic.

DESIGNATE LOCAL SUPPORT CONTACT

Overview

Administrators enter a support contact for Instructors and Students from the Designate Local Support Contact page. The email address provided by the Administrator will be linked to the Support button in course and organizations. Instructors and Students will submit questions and requests through this button.

Find this page

Select **Designate Local Support Contact** on the Administrator Panel.

Field

Enter an email address in the **Email Address** field. This address will be the institution support contact for Instructors and Students. The **Support** button in course and organizations will be linked to this address.

PART 8 - BLACKBOARD CONTENT SYSTEM

Overview

The *Blackboard Content System* is a file repository with several sophisticated features for working with content. It is fully integrated with the *Blackboard Learning System* and the *Blackboard Community System*—making use of a similar interface as well as creating repositories for *Blackboard Learning System* courses and users.

This chapter reviews how to manage the *Blackboard Content System* through the Administrator Panel.

In this part

Part 8—*Blackboard Content System* includes the following chapters.

CHAPTER	DESCRIPTION
Content	This chapter reviews how content is managed within the Content Collection.
Organizing Content	This chapter explains the best way to organize folders, permissions, and content for courses and the institution.
Managing the Library	This chapter explains the role of librarians and how eReserves are managed.
Portfolios	This chapter reviews the tools available for creating and managing Portfolios.
Learning Objects Catalog	This chapter reviews options for managing the Learning Objects Catalog.
Custom Metadata	This chapter reviews how Custom Metadata is created.
Display Options	This chapter reviews the options available for displaying the Content Collection menu and Content list.
Content System Settings	This chapter reviews the options available for managing the Content Collection menu and tools.
Technical Settings	This chapter reviews the technical settings in the <i>Blackboard Content System</i> .
Customizing the User Interface	This chapter describes how the Administrator can modify the UI to suit the needs of the institution.

CHAPTER 1 – CONTENT

Overview

This chapter explains the how content is managed within the *Blackboard Content System*.

In this chapter

Chapter 1 - Content includes the following topics.

TOPIC	DESCRIPTION
Manage Content	This topic explains how content is organized and managed by Administrators.
Web Folders	This topic explains how Web Folder operate within the Content Collection.
Copy Files to CS	This topic explains how Administrators may copy items from the <i>Blackboard Learning System</i> to the Content Collection.
Removing Users and Courses	This topic explains how to manage the removal of users and courses from the Content Collection.

MANAGE CONTENT

Overview

Administrators can manage all content in the Content Collection through Manage Content in the Administrator Panel or through the Content Collection tab. Administrators are automatically granted Manage permissions to all files and folders; this allows them to perform any action on all files and folders. These actions include

- Move, copy, rename, and delete all files and folders
- Create files and folders in all directories
- Manage all files and folders. This includes modifying locks, quotas and permissions.
- Search all files and folders

Details information about using and managing content may be found in the *Blackboard Content System User Manual*.

Accessing Content Collection folders

All personal folders appear when the Administrator opens the Users, Courses, e-Reserves, or Organizations folders. For example, when courses is opened, only folders for courses in which the Administrator is enrolled or in which he or she is the Instructor will appear.

Administrators may access and manage ALL Users, Courses, e-Reserves and Organizations folders in the Content Collection. All folders and files may be opened through the **Find Folder**, **Search** and **Go To Location** tools.

When the library or institution folders are opened, all folders that are available in the Content Collection appear.

Creating Course and User folders

When a new course or user is added to the *Blackboard Learning System*, corresponding folders in the users or courses folders in the Content Collection are not automatically created. A personal folder in users is automatically created the first time the user enters the Content Collection. A course folder in courses is automatically created when the Instructor enters the Content Collection. Students in a course will not see a course folder unless the Instructor or Administrator grants them permissions to do so.

An Administrator will not be able to locate a user's home folder (for example, /users/studentA) or a course folder (for example, /courses/courseId) until the user has entered the Content Collection at least one time. When the user first enters, the Content Collection generates all appropriate folders for the user.

Additional Notes

Administrators should keep the following in mind while managing content:

- Administrators may assign Workflow tasks through the Administrator Panel. Tasks must be modified and tracked through the Content Collection Tab.
- Administrators may modify the quota of course folders. A quota should only be set for these folders to manage hardware limits. If possible, leave this field blank.
- Take care when granting permissions to areas of the Content Collection, as all folders and items inherit permissions from the parent folder. For example, if permissions were granted in the /courses directory, these permissions would also exist for everything in the /courses directory.

WEB FOLDERS

Overview

The WebDAV Internet standard is used for sharing files via the Internet regardless of platform (Windows, Macintosh, Linux, Sun Solaris, and so forth). In the *Blackboard Content System*, Web Folders allows users to access content from the Content Collection as if it were it any other network drive or folder.

Administrators can configure settings and locking options for files on the Web Folders page. Locks enable users to 'lock' an item; when an item is locked it can be viewed by others, but cannot be modified (even if the others have Write permission to modify the item). Administrators can enable locks on the Tool Settings page. The Web Folders page allows Administrators to set the length of time for locks.



NOTE ON AUTHENTICATION AND WEB FOLDERS: Web Folders require compatibility with basic or digest authentication schemes. Microsoft®.NET Passport, Kerberos, and other distributed authentication mechanisms may be incompatible with direct access to Web Folders. Institutions using one of these authentication types may be able to take advantage of Web folders by first authenticating with the *Blackboard Learning System*, and then launching the Web Folder from within the user interface.

Find this page

Follow these steps to open the Web Folders page.

1. Open the Administrator Panel.
2. Select **Web Folders** under Content System

Fields

The following fields are available on the Web Folders page.

FIELD	DESCRIPTION
General WebDAV Settings	
Web Folders Available	Select Yes or No to determine if Web Folders will be available to users.
WebDAV Lock Options	
Maximum lifetime of a lock	Enter in seconds the maximum length of time granted for a lock. The lock expires after the maximum lifetime is reached, which ensures that files do not remain locked indefinitely.
Minimum lifetime of a lock	Enter in seconds the minimum amount of time granted for a lock.

FIELD	DESCRIPTION
Lock timeout delay	Enter in seconds the length of time for the grace period between the time a lock expires when it times out. During this grace period clients may refresh the lock. This grace period is designed for clients who may not request early enough that a lock be refreshed. For example, clients with inaccurate clocks or clients who do not take into account network latency. Default value is 10 seconds.
Unique string for tokens	Enter a unique string to be used for the WebDAV RFC token. Enter a string that will be different from that used by any other WebDAV server. A good unique string would be a GUID or a URL with a domain name owned by the company operating the WebDAV site. The system will base a unique lock token upon this string.
WebDAV Compression Options	
Allow compression	Some WebDAV clients prefer to receive compressed files. Compressing files over WebDAV reduces bandwidth requirements, but increases CPU usage. If your server generally has free CPU resources but your network is constrained, select Yes to enable WebDAV compression.
Minimum size file to compress	Enter the minimum size of a file to compress. All files smaller than this value will not be compressed, even if compression is requested. Not compressing very small, and often commonly used files, reduces CPU requirements.
Maximum size file to compress	Enter the maximum size of a file that may be compressed. All files larger than this value will not be compressed, even if compression is requested. Compressing very large files is generally very resource intensive.
Mime types available for compression	Enter the extensions for files that will automatically be compressed if requested by the client. Files with extensions appearing in this field will only be compressed if they are of type "application/octet-stream".
Allow Chunk transfer-encoding	Chunk transfer encoding allows data to be sent in a series of Chunk transfer encoding allows data to be sent in a series of chunks to reduce the strain on the server strain when sending a large amount of data. Select Yes or No to allow chunk transfer-encoding. If Yes is selected, the <i>Blackboard Content System</i> will make partial responses when the client supports transfer-encoding.

COPY FILES TO THE CONTENT COLLECTION

Overview

The Copy Files to CS tool enables Administrators to copy content from a course in the *Blackboard Learning System* to a folder in the Content Collection. For example, if an Instructor has added files to a course, these files may be copied to the Content Collection using this tool. Items that are added to the Content Collection may be used in new courses, shared with other users, and added to Portfolios.

This tool is meant for adding new content to the Content Collection; it does not detect Content Collection items that have been added to a course or make any changes to the course.

Find this page

Follow these steps to open the Copy Files to CS page.

1. Open the Administrator Panel.
2. Select **Copy Files to CS** under Courses. The Copy Files to CS page will appear.

Fields

The fields below appear on the Copy Links to CS page.

FIELD	DESCRIPTION
Select a Course	
Source Course ID	Enter a Course ID or click Browse to search for a course. Files will be copied from this source course to the Content Collection.
Select Destination (appears after Submit selected for Source Course)	
Content Areas	Select the check boxes for those areas that will be copied. In each area selected, attached files will be copied to the Content Collection.
	The Administrator may copy content to any folder in the Content Collection.
Select Destination	This field defaults to the location of the course folder in Course Content in the Content Collection. The path to a different folder may be entered.

Run tool multiple times

The Copy Files to CS tool may be run on the same course multiple times. This may be helpful in the following situations

- Too much or too little content was selected to copy and a clean copy is needed.

- If files were copied at the beginning of the term, the process may need to be run at the end of the term to copy additional files that have been uploaded.

Each time this tool is run, a new set of folders appears in the Content Collection. If the content is copied to the same area, for example Course Content, the Copied Content folder is appended with the number of the copy. For example, the folder created after the tool is run a second time is named 'Course ID' Copied Content (2).

Types of content that may be copied

The Copy Files to CS tool copies files that have been attached to course Content Areas. These files are originally added to the course through the File to Attach option available on specific pages in the application or the third row action buttons in the Text Box Editor.

The Copy Files to CS tool copies items attached to the following:

- Content folders
- Content items
- Course links
- Assignments
- Instructions
- External links
- Learning units



NOTE: All attachments associated with unprotected course cartridges are copied; protected cartridge content will not be copied.

Types of content that are not copied

Attachments added to the following areas of a course are NOT added to the Content Collection through the Copy files to CS tool

- Attachments added to any Assessment areas (this includes Tests, Surveys and Question Pools)
- Attachments added to Discussion Board messages, including Group Discussion Board messages
- Files uploaded to the Digital Drop Box by Instructors
- Items added to the Grade Assignment page by the Instructor are not copied. These items include comments for a specific user and are sent when the Assignment is graded. (Items added to the Add Assignment page by an Instructor are copied)

Student files added to a course are also not copied, this includes

- Files uploaded to the Digital Drop Box by users
- Files uploaded by users to Assignments

File Structure in the *Blackboard Content System*

All files copied to the Content Collection are stored in the destination folder selected on the Select Areas to Extract page. All of the content from the course is stored in a folder with the following naming convention: 'Course ID' Copied Content. The structure of files within Copied Content will mimic the structure of the files in the course.

Example:

The copy from History100 included Course Documents and Course Information.

Course Documents folder contained:

- A course item with the file Syllabus.doc attached
- A course folder named Chapter One (no items attached to the folder)
- In the Chapter One folder - A course item with the file WeekOne.doc attached

Course Information folder contained:

- A course item with the file CourseOverview.doc attached

The structure of files within the Content Collection will be as follows

```
>History 100 folder
  >History100 Copied Content folder
    >Course Documents folder
      >Syllabus.doc
    >Chapter One folder
      >WeekOne.doc
    >Course Information folder
      >CourseOverview.doc
```

Copying special file attachments

There are a few cases where copied content receives special treatment in the Content Collection

- Content uploaded to the *Blackboard Learning System* as package files (for example, zip files) where the user selected to **unpackage this file** are copied to the Content Collection in the zip file format with the unpackaged items under a folder with the following format: **dir_fileattachmentname.fileextension**. For example, a file called "unzipme.zip" is unpackaged at the root of the Course Information folder. The Content Collection will have both the unzipme.zip file at the root of the Course Information folder and also dir_unzipme.zip that contains the contents of the original file.
- All files uploaded through the Text Box Editor are copied to individual subfolders named **embedded(unique#)**. This is also true for files uploaded through the Text field when the Text Box Editor is not available.
- When an HTML file that contains references to images is uploaded, the user is prompted to upload the images. These are "missing images". Missing images are copied to a folder with the following format: **dir_fileattachmentname.fileextension**.
- All files uploaded through the Text Box Editor are copied to individual subfolders named **embedded(unique#)**. This is also true for files uploaded through the Text field when the Text Box Editor is not available.

- When an HTML file that contains references to images is uploaded, the user is prompted to upload the images. These are “missing images”. Missing images are copied to a folder with the following format: **dir_fileattachmentname.fileextension**.

Extracting files with the same name

The Content Collection does not allow a folder to contain multiple files with the same name; this type of duplication is permitted within courses in the *Blackboard Learning System*.

When files and folders with the same name are copied to the same folder in the Content Collection, the names will be appended with a number. For example, if two files named Syllabus.doc are copied to the same folder, they will appear as Syllabus.doc and Syllabus1.doc.

MANAGING THE REMOVAL OF USERS AND COURSES

Overview

It is important that Administrators clean up the *Blackboard Content System* on a regular basis, such as at the end of each semester. As courses, organizations and users are removed from the *Blackboard Learning System*, the Administrator must remove them from the *Blackboard Content System*.

Removing courses

When a course is removed from the *Blackboard Learning System* (Administrator Panel > Remove Course), the Administrator must remove it from the *Blackboard Content System*. Courses that are removed no longer appear in the *Blackboard Content System*; however, they are not removed. The Administrator may search for the course and it will display in the search results. Users who have permissions to the course folder (aside from Course User permissions) may also search for and locate the course.

If a new course is created in the *Blackboard Learning System* with the same Course ID as the course that was deleted, issues will arise if the course was not removed from the *Blackboard Content System*. The course will not be created in the *Blackboard Content System*, because it already exists.

Follow the steps below to remove a course from the *Blackboard Content System*

1. Select **Manage Content** on the Administrator Panel.
2. Select **Search Content** and search for the course folder.
3. Select the check box next to the course folder on the Search Results page and select **Remove**.

Removing users

When a user is removed from the *Blackboard Learning System* (Administrator Panel > Remove Users from System), the user is not automatically removed from the *Blackboard Content System*. The user's folder will no longer appear, but it may be searched and located. The Administrator must remove the user from the *Blackboard Content System* so issues do not arise.

If the user is not removed from the *Blackboard Content System* and a user with the same username is added to the *Blackboard Learning System*, a folder with this username will appear in the *Blackboard Content System*. However, this will be the folder for the original user, with all of the original contents and permissions intact.

Follow the steps below to remove a user from the *Blackboard Content System*

1. Select **Manage Content** on the Administrator Panel.
2. Select **Search Content** and search for the user's folder.
3. Select the check box next to the user on the Search Results page and select **Remove**.

CHAPTER 2 – ORGANIZING CONTENT

About organizing and managing content

The Content Collection allows users to store, share, and publish content within personal user folders, course folders and institution folders. This document explains how to organize and manage content in ways that are beneficial to them and to other users in the system.

In this chapter

This chapter includes information on the following topics

Topic	Description
Organize content in folders	Describes how content is organized within folders.
Organize folder permissions	Explains how folder permissions are managed
Tools for sharing and finding content	Describes tools available for searching and sharing content.
Organize course content	Explains how to organize content and permissions for courses.
Organize Institution folders	Explains how to organize content and permissions in the institution folder.

ORGANIZE CONTENT IN FOLDERS

About Organizing Content

Before adding any content to the Content Collection, users should plan out how they will manage their content. This will allow them to organize content in a way which best meets their individual needs. Similarly, if Administrators design the folder structure according to the institution's needs, more effective planning, training and messaging can be applied.

Files in the Content Collection are organized in a tree structure of nested folders up to, and including, the content area level. This means that each folder may contain other subfolders and files. The term "items" refers to files and folders.

A folder stores both files and other folders. Folders are automatically available to the user who added the folder but must be shared if other users are to view the folder and its contents. It is important to remember that all folders are contained within other folders up to the root (/) folder. Root folders are folders in which all other folders are placed. Content areas, such as Users, Courses, Institution, and Library, are simply folders stored under the root folder.



NOTE: The system does not allow subfolders with the same name in a single parent folder. For example, two folders named Group Projects may not be created in the top-level of the username folder. The system also does not allow files with the same name to exist in a folder. The system is case-sensitive, however, so as long as files and folders have different capitalizations, the characters can be the same. For example, Group Project and Group project folders can be created in the same parent folder.

Private content space and Public content space

Creating separate folders for personal content (private space) and folders that are available to other users (public space) is very helpful. This method allows the user to have certain folders available only to them, where they can store personal content. For example, one personal folder may contain papers and projects that are in progress, while another contains professional content that is not ready to be shared, such as resumes and cover letters for jobs. Additional permissions for these personal folders are not granted to anyone else.

When a document is ready to be shared, it may be copied or moved to a public folder. For example, if an Instructor is working on a course document he or she can create the draft in a personal folder, and then move it to a shared folder when it is complete. The shared folder is shared with all users enrolled in the class (public space that is set to be available to only course members), and allows for collaboration.

Creating a private folder

A private folder is created in the same way as other folders in the Content Collection, through the **Add Folder** option. The permissions granted on the folder determine whether or not it is private.

- In the username folder, a private folder is a subfolder that is not shared with any other users. A user may create a subfolder in his or her username folder and not grant any other users permissions to it.
- In a course folder, a private folder may be specifically for the Instructor, or it may also be accessible by users with other course roles. For example, a private subfolder may be

created with permissions granted to the Instructor, Teaching Assistant, and Course Builder. This folder would not be available to any Students enrolled in the course.

Creating a Public folder

Similar to private folders, public folders are created in the same way as other folders, using the Add Folder option. The permissions granted on a folder determine whether or not it becomes to multiple users and groups of users. Any user with Manage Permissions may share the item with a wider audience.

- In a username folder, a public folder may be created and shared with a group of users collaborating on a project.
- In a course folder, a public folder may be created and shared with all users enrolled in the course. This folder would include course information or articles that the whole class needs to read.

ORGANIZE FOLDER PERMISSIONS

Organizing folders

It is helpful if users organize folders in a way that allows them to manage permissions by folder, rather than by file. For example, create a folder that contains all files used in a group project. This way the entire folder may be shared with the group members, rather than trying to manage permissions on separate items stored in different folders.

Only Read permission should be added to a top-level folder, for example the username folder. Anytime a Permission is added or changed on the top-level folder, check any subfolders or files designated as Private and verify that additional permissions have not inadvertently been added that would expose protected information.

Sharing Folders

When adding folders and files to the Content Collection, keep in mind which users and user lists the content will be shared with. Try to create folders in which all items are to be shared with the same users. When items shared with the same users are spread out among different folders, it may become very difficult to manage. For example, if the user plans on creating documents that will be applicable to all users at the institution, they should create a folder that will be shared with All System Users, then add the specific items to this folder.

Sharing files

Files are automatically available to the user that added the file but must be shared if other users are to view the item.

Files inherit permissions from the folder they reside in. This means that if a file is added to a folder that already has Read and Write permission for certain users or user lists, the those same users will also have Read and Write permission on the newly added file.

Overwrite Option on Folders

When modifying or adding permissions to a parent folder, the user has the option to force all files and subfolders to inherit these permissions. For example, if the Read and Write permissions are added to the folder, and an item within the folder has Read, Write, and Remove permissions, Remove permissions would be removed from the file. All subfolders and files within the parent folder would be granted Read and Write permissions.

If this option is not selected, the files and subfolders are automatically granted any additional permission given to the parent folder, but existing permissions are not removed. For example, if Read, Write and Manage permissions are added to the folder, and an item within the folder has Read, Write, and Remove permissions, the permissions for the file would remain Read, Write and Remove, and Manage would be added.

After modifying permissions on a folder, the user may modify the permissions on an item, but these will be overwritten the next time permissions on the parent folder are modified. This is one reason storing items with the same purpose and audience in a single folder makes managing permissions much easier.

TOOLS FOR SHARING AND FINDING CONTENT

About Tools for sharing and finding content

A number of tools are available to facilitate sharing content and searching for content that has been shared. These options are dependent on the level of the folder shared, for example granting permission on a top-level folder versus a subfolder. Remember that when a folder is shared, permissions are granted to all content in the folder.

Find Folder

The Find Folder option allows users to search for top-level folders they have permissions to, for example if another user has granted him or her Read permission on a username folder. When a user is granted permissions to a top-level folder, the Find Folder option allows the user to locate the folder and add it to his or her Content Collection menu, making it easy to access the folder on a regular basis.

Users may decide to share a top-level folder with another user, and then adjust the permissions on the content within, limiting the content this user may access. For example, grant the user Read permission on the username folder. Then open the folder and remove Read permission for the content this user should not view. The user may still use the Find Folder option, but they will only view specific content in the folder.

Search

Search allows users to locate all files and folders that have been shared with them. When a search is performed only those items to which a user has permissions will be returned. If permissions are granted on a nested folder (and not the top-level folder) the user may search for the folder and bookmark it; the Find Folder option may not be used on nested folders.

Go To Location

Go to Location allows users to go directly to a specific folder that has been shared with them in the Content Collection. This time-saver allows users to enter the path to open a folder and Bookmark the location at the same time.

Bookmarks

Bookmarks enable quick access to frequently used content without having to navigate through several folders. Bookmarks can be organized into folders and subfolders as needed by the user. This tool is helpful when permissions are granted on a nested folder, since the Find Folder tool may not be used.

Workflow Activities

If a user is expected to take action or respond to an item, it is helpful to send a Workflow Activity with the item. When a Workflow Activity is created users are selected to share the item with and permissions are granted. An option may also be selected to send an email to these users stating that this item has been shared with them and that a Workflow Activity is attached to it.

Passes

Passes may be used to share a file with a user for a specific amount of time. This is especially useful for sharing files with users who do not have system accounts. When a pass is created, the user decides whether to grant Read or Read and Write permission to the file with the pass. When the time allotted for the pass is over, the user will no longer be able to access the file.

Portfolios

Portfolios allow users to collect and organize files into custom Web pages. These Portfolios can then be presented to individuals and groups of users. It is important that users consider the permissions granted to files that are linked to in a Portfolio. If another user has permissions (other than Read) to a file that is linked to a Portfolio, the file may be modified or removed, resulting in issues for the Portfolio users.

ORGANIZE COURSE CONTENT

Organize course content

Administrators often consider whether or not to make the Courses folder in the Content Collection available to Instructors, content designers and/or Students.

Uses for the Courses and Organizations folders

The Courses and Organizations folders can be used in several ways

- As a sandbox for Instructors, Teaching Assistants and Course Builders to create and share documentation amongst themselves, which may be linked to from inside the course for sharing with the course members.
- As a space for Students to directly access or collaborate on some of the course content.
- To provide workspace and access to documents for broad user groups, such as all the Instructors who are teaching in a department or all Instructors who are interested in a specific research topic.

Using the /Courses or /Organization folders as a Sandbox

The Course folder may be used as a sandbox for each course's Instructors, Teaching Assistants and Course Builders to create and share documentation amongst themselves. Additional permissions do not have to be applied, because these roles already have default Full permission for their courses.

Once content is created in the Course folder, it may be linked to from inside the course for sharing with the course members.

Allowing Students selective access to Course or Organization folders

Instructors may want Students to have access to the course folder in order to collaborate on group projects or write to collective documentation. For this to happen, permission should be extended to Students in the course on the top-level course folder (named using the Course ID). Sub-folders may be made selectively unavailable by removing Student permission to these 'private' folders.

Providing storage, workspace and access for content collections

Realistically, many institutions will have groups of users who are not members of the same courses or organizations who should have access to the same content.

To enable this, the System Administrator could create a Course ID or Organization ID for a non-existent course, for example 'BotanyLevel1', and then enroll all users who will interact with content for that topic as Instructors, Course Builders or Students in the course.

The following is an example of how this course may be set up

- Give content managers and the role of Instructor in the course to grant them Manage permission to all content. This will allow them to link to the material from their courses.
- Give content creators the role of Course Builder in a course and grant them Write permission to all content (remove the default Manage permission for Course Builders, or create a new portal role with only Read and Write access on the course folder).

- If content consumers (Instructors) will link to the material directly from their courses, they must be Instructors in the course. Otherwise, they only need Read access to view the material, and can first copy the material into their own course folders before linking to it.

Make the course unavailable to ensure that it can be accessed from the Content Collection /courses area, but cannot be accessed from e-Reserves or from the Course catalog or Courses portal modules.

As long as the Course ID is not deleted, the course folder will appear in the Content Collection. This model allows content to be accessible beyond the timeline of an individual course.

Folder Creation in the Course Content Area

The Course and Organization folders use existing IDs (Course IDs and Organization IDs) to create subfolders. For example, if a course in the *Blackboard Learning System* has a Course ID of Biology100, the Course folder in the Content Collection is automatically named Biology100. Folders cannot be manually added to the Courses or Organizations top level folders, but subfolders may be added using Add Folder once inside the specific Course or Organization folder.

Default Access to the Course Content Area

Administrators should consider who has access to Courses folders. By default, the system is set up to give Full permission to the Instructor, Teaching Assistants and Course Builders. This also means that the folder is generated the first time one of these users clicks on the Content Collection tab.

These default role designations may be modified on the Administrator Panel > Settings > Default Folder Creation Settings > /courses Management page. Selecting additional course roles grants Full permissions to those users. If users such as Students should only have Read access in an area, the permission must be modified on the Manage Permission folder for that individual course after the course folder has been generated.

ORGANIZE INSTITUTION FOLDERS

Organize the Institution folder

There are two main areas found in the Institution folder, one for institution content and one for library content.

In addition or as an alternative in order to serve the needs of members in a broader context than just a single course or organization for storage and access to course content. Folders can be created for whole departments, for library branches, or for any group of users that exists in the institution's setting.

In addition to using the Course Content area, the Institution area can be used to serve the needs of users in a broader context than just a single course or organization. Folders can be created for whole departments, for library branches, or for any group of users that exists in the institution's setting.

Setting up this area involves creating subfolders, then setting permission on those folders to control access to them. The Institution area gives All System Users Read permission to the Institution folder. This permission is extended to all subfolders under the Institution folder. After creating a subfolder, use the Manage Permission page to manage access to it.

A typical use case would be to create subfolders in the Institution or Library folders, remove All System Users Read access to the subfolder, and grant specific permission on the subfolder so that only a specific group of users sees the folder, and a smaller subset of those users can write to, remove items from, or manage the subfolders. Specific examples are discussed below.

The eReserves subfolder in the Library folder has separate rules and uses associated with it. Please see Additional Documentation below for specific eReserve information.

Master course content in the Institution folder

The temporary nature of course folders makes it beneficial to put content that is public in nature and could be useful to many Instructors in a centralized place. In this way, folders for types of content can be created, such as the Biology folder, the French folder, and the Algebra folder.

The following is an example of how the permissions would be set up

1. Remove All System Users Read access on the subfolders.
2. Grant full permissions (Read, Write, Remove and Manage) to any users or user group who should manage this area. Users with Manage permission would create additional subfolders, assign permissions, and set folder properties.
3. Think about which users or groups of users will be creating the content for a subfolder, and assign Read and Write access to them.
4. Give Read access to Instructors or Course Builders who might want to use the content. Instructors will not directly link to this content from their course, because they do not have Manage permission on the files. Instead, they could copy the file into their course or user folder and link to it there if needed.

Library content in the Library folder

Similar to the example above, the Library folder can be used to set up subfolders for the Law Library and the Medical Library, for example, and then grant the librarians of those institutions additional permissions. One or more librarian who manages the folder would have Manage access, and other librarians may have Read, Write and possibly also Remove permissions. Faculty, staff and Students who should see the content in a specific folder would be granted Read permission

based on a user list or an institution role. Remember to remove All User Accounts Read access from folders considered protected or private for a certain subset of the institution community.

Private and public folders

The Administrator may choose to create private and public subfolders within the Institution area.

- Private Folders – Access to a private folder is limited to one or a few users. For example, a folder may be created to which only the librarians have access. They may use this area to manage documents about library processes and procedures.
- Public Folder – Content in public folders is usually made available to a large number of users. For example, a folder including all of the schedules for athletic teams may be created and shared with All System Accounts.



NOTE: The Administrator may decide to retain the Institution area as a public information area and not store protected content in this area

CHAPTER 3 – MANAGING THE LIBRARY

About the Library

Administrators are responsible for enabling and managing areas within the Library in the Content Collection. This document explains the role of Administrators in the Library, and provides details for managing Library permissions and availability.

In this chapter

This chapter includes information on the following topics

TOPIC	DESCRIPTION
Library Contents	Explains the Library folder and contents.
Managing eReserves	Explains how to enable eReserves and manage this area
Librarians	Describes the features available to Librarians and how to create Librarians.

LIBRARY CONTENTS

About the Library

The Library is used to post eReserves, electronic manuscripts, and other institution resources. It allows integration with the *Blackboard Learning System*, making it a powerful way to share and distribute library materials.

The two main areas within the Library are Library Content and eReserves. Additional areas may also be added to the Library to meet specific institution needs by adding subfolders in this area.

What is Library Content?

Library Content is a folder within the Library that can be organized according to the institution's specific needs. This area is intended for content that may be shared across the entire institution. By default, all system users automatically have read access to all items in Library Content.

What are eReserves?

eReserves is an area within the Library that contains materials for which access must be controlled, such as documents with copyrights. The Administrator must enable eReserves before this area is available in the system. eReserves are only available for courses; eReserves are not available for organizations.

This section of the Library is automatically organized by course; each course in the *Blackboard Learning System* has a corresponding folder in eReserves. Additional folders may not be added to eReserves. Folders and items in the top-level eReserves folder cannot be manipulated; for example, a course folder may not be moved, deleted or renamed.



NOTE: By default, only the Administrator has permission to manage the folders in the Library. The Administrator must grant permissions to other users who will be managing and organizing the Library. Permissions may be granted to top-level folders or only to certain subfolders. Any user who has Manage permission on the top level folder can grant permissions for folders within it.

MANAGING eRESERVES

About eReserves

The Administrator must enable eReserves before it is available to any users. Once eReserves is enabled, a course folder for each course will be created within this area. Follow the steps below to enable eReserves:

1. Select **eReserves** on the System Administrator Panel. The Manage eReserves page will appear.
2. Select **Yes** on the Manage eReserves page.

What happens if eReserves is enabled after the Content Collection has been in use?

The Administrator may enable eReserves at any time; even after users have actively been using the Content Collection for some time. If eReserves is enabled after the Content Collection has been in use, course folders within eReserves will be generated the first time the Instructor, Teacher's Assistant, or Course Builder accesses the Content Collection.

What happens if eReserves is disabled?

If the eReserves function is disabled by the Administrator, folders for new courses will not be created within eReserves. Existing content will not be removed from eReserve, but the eReserves area will no longer appear under the Library in the left-side navigation area. The Search and Go To Location features may be used to find content in eReserves.

If the eReserves function is re-enabled, course folders that had not appeared (while it was disabled) will appear the first time the Instructor, Teacher's Assistant, or Course Builder accesses the Content Collection.

How are eReserve Course Folders created?

The Administrator can use the create-course-directory command line tool to create directories for courses in the Content Collection and corresponding folders in eReserves. This tool is especially helpful if the Administrator wishes to activate the eReserve folders in advance of the Instructor, Teacher's Assistant, or Course Builder accessing the Content Collection. A sample use case for this would be to allow librarians to upload materials before a semester begins.



NOTE: The course must already exist in the *Blackboard Learning System* before running this Command Line Tool.

The following is the syntax for this command

```
create-course-directory <course ID>
```

The following is an example of the syntax to create a course directory for history100

```
create-course-directory history100
```

Automatic folder creation by Instructors

If the Administrator does not generate the eReserve course directory by using the Command Line Tool, course folders within eReserves are automatically generated the first time the Instructor, Teaching Assistant or Course Builder accesses the Content Collection. At this point, all users enrolled in the course would be able to see the course folder in eReserves.



NOTE: When the Instructor, Teacher's Assistant, or Course Builder accesses the Content Collection, all courses where they hold these roles are generated in the /courses folder and in the /eReserves/courses folder simultaneously.

LIBRARIANS

About librarians

Librarians are responsible for managing content within one or more areas of the Library in the Content Collection; these users are granted read, write, manage, and remove permissions to an area(s) of the Library. Initially, no librarians exist in the system. Users may be granted librarian permissions by the Administrator.



NOTE: Any combination of permissions may be granted to a user that is considered a librarian. A user needs Read and Write permissions in this area to add files, Manage to set permissions and file settings, and Remove to delete items.

How is a librarian created?

Administrators may grant users permissions to be a librarian. A librarian may add permissions for others within the area(s) of the Library he or she has Manage permission. As the Administrator, you may decide to grant a single user librarian permissions for the entire Library. This librarian could then be responsible for creating other librarians and overseeing the management of all content in the Library.

To create a librarian with permissions to the Library area, follow the steps below

1. Select **Manage Content** on the System Administrator Panel.
2. Open the Content Collection Tab, and select **Library Content**.
3. Select **Modify** next to the library folder. The Modify: library page will appear.
4. Select **Permissions**; the Manage Permissions: library page will appear.
5. Select **Add Users**. The Add User: library page will appear.
6. Complete the Add User library page with the following information

FIELD	DESCRIPTION
Choose User(s) [r]	
	Enter the name of the user who will have librarian permissions to the entire Library. This user must have an account in the <i>Blackboard Learning System</i> . The Browse option may be used to locate the user more easily.
Set Permissions	
Permissions [r]	A librarian has full permissions to content within his or her area. Check each box including Read, Write, Remove, and Manage.
Folder Options	
Apply to this folder, files within this folder, and all sub-folders and their files [r]	Select this button; the librarian will have the same permissions to the Library and all the items and subfolders nested within the Library.
Overwrite any existing permissions for this user list	Select this check box only if the user had any previous permissions to the Library or an area within the Library. This will overwrite past permissions with the new permissions selected on this page.
Apply to this folder only	Do not select this option. If this button is selected, the librarian would only have permissions to the items in this folder. The librarian would not have privileges to any subfolders added to this area.

CHAPTER 4 – PORTFOLIOS

Overview

This chapter explains the Portfolio features in the Content Collection.

In this chapter

Chapter 4 - Portfolios includes the following topics.

TOPIC	DESCRIPTION
Portfolio Templates	This topic covers Portfolio Templates. Administrators may add, create and remove Portfolio templates.
Portfolio Settings	This topic covers Portfolio Settings. Administrators can make Portfolios available to all users on the system or to select Institution Roles.
Manage Portfolios	This topic explains how Administrators manage Portfolios for all users on the system.

PORTFOLIO TEMPLATES

Overview

Templates are used in Portfolios to create custom Web pages. The Administrator may create a series of templates that users can then choose to use when creating a Portfolio. A number of templates are included in the *Blackboard Content System*; these may also be modified by the Administrator to suit the needs of the institution.



NOTE: Existing Portfolio pages will not be changed when a template is modified, removed, or made unavailable.

Find this page

Follow these steps to open the Portfolio Templates page.

1. Open the Administrator Panel.
2. Select **Portfolio Templates** under Content System.

Function

The following functions are available on the Portfolio Templates page.

To . . .	CLICK . . .
add a template	Add Template. The Add Portfolio Template page will appear.
remove a template	the check box next to each template that should be removed then click Remove in the action bar. The template will be removed from the system.
make changes to a template	Modify next to the template. The Modify Template page will appear. Administrators modify the template and availability from this page.

ADD PORTFOLIO TEMPLATE

Overview

Administrators create templates and set template availability from the Add Template page.



NOTE: Administrators may place images and media files that are included in Portfolio Templates, in a publicly available folder within the Content Collection. For example, they may create a publicly available folder in Institution for Portfolio Template images.

Find this page

Follow these steps to open the Add Template page.

1. Open the Administrator Panel.
2. Select **Portfolio Templates** under Content System.
3. Select **Add Portfolio Template**.

Fields

The following fields are available on the Add Template page.

FIELD	DESCRIPTION
Add Template	
Name	Enter a name for the template.
Item	Create the template in this area using the Text Box Editor. These options are available if the Text Box Editor is enabled.
Template Options	
Select Yes or No to make this template available to users. Administrators can create templates and make them available at a later date using this feature.	

PORTFOLIO SETTINGS

Overview

Administrators may make Portfolios available to users with specific roles on the Portfolio Settings page.

Find this page

Follow these steps to open Portfolio Settings page.

1. Select **Portfolios** under Content System on the Administrator Panel.
2. Select **Portfolio Settings**.

Field Descriptions

The following fields are available on the Portfolio Settings page.

PORTFOLIO AVAILABILITY

System Availability	Select Yes or No to make Portfolios available on the system. If Yes is selected, select the User Roles that may create Portfolios.
Everyone	Select this option to make Portfolios available to everyone in the system. If this option is selected, no roles are placed in the Selected Roles list.
Select Roles	Select which roles will have access to Portfolios in the Available Roles box. Use the arrows to move these roles into the Selected Roles list. Portfolios are available to users with roles that appear in the Selected Roles list. If roles are selected, No must be selected in the Everyone field.



NOTE: If the *Blackboard Community System* is not installed, the options for selecting roles will not appear.

MANAGE PORTFOLIOS

Overview

Portfolios are collections of content organized into customized Web pages. Administrators may access and manage the Portfolios for all users in the system from the Manage Portfolios page. The following options are available to Administrators:

- Modify Portfolio properties, such as the name, menu colors and availability
- Add, modify and remove users and courses that share the Portfolio
- Manage Portfolio comments
- Verify links to Content Collection items in the Portfolio
- Download the Portfolio

Details information about creating and managing Portfolios may be found in the *Blackboard Content System* User Manual.

Find this page

Follow these steps to open the Manage Portfolios page.

1. Open the Administrator Panel.
2. Select **Manage Portfolios** under Content System.

Field

Enter the username for the user who's Portfolios you need to access and select Submit. Select Browse to search the system for a username. Portfolios may only be shared with one user at a time.

CHAPTER 5 – LEARNING OBJECTS CATALOG

Overview

This chapter explains the Learning Objects Catalog features in the *Blackboard Content System*. Administrators can determine the availability of tools related to the Learning Objects Catalog, and make these tools and the ability to submit entries to the catalog available based on user role.



NOTE: Some of these options are only available to clients with the *Blackboard Community System*.

In this chapter

Chapter 5 - Learning Objects Catalog includes the following topics.

TOPIC	DESCRIPTION
Catalog Management Options	Set the availability of Manage Catalog tool. If the tool is available, select which roles have access to it.
Catalog Availability	Set the availability of the catalog.
Catalog Entry Options	Select which Institution roles may submit entries to the catalog.

CATALOG MANAGEMENT OPTIONS

Overview

The Manage Catalog tool may be set to available or unavailable system wide. If it is set to available, users with specific roles are selected to manage the Learning Objects catalog. This includes adding and modifying catalog categories and managing catalog entries. This tool appears in the Content Collection menu for all catalog managers.



NOTE: Specific roles may be selected to manage the Catalog if the Blackboard Community System is installed. If the *Blackboard Community System* is not installed, only Administrators may act as catalog managers.

Find this page

Follow these steps to open Catalog Management Options page.

1. Select **Learning Objects Catalog** under Content System on the Administrator Panel.
2. Select **Catalog Management Options**.

Field Descriptions

The following fields are available on the Catalog Management Options page.

INTERNAL CATALOG: MANAGE CATALOG OPTIONS

System Availability	Select Yes or No to make the Manage Catalog tool available on the system. If Yes is selected, select which user roles this functionality is available to. If No is selected, this functionality is only available to System Administrators.
Available to	Select which roles have access the Manage Catalog tool. This tool appears in the Content Collection Menu for users with the roles selected. Select the roles in the Available Roles list and use the arrows to move these roles into the Selected Roles list. Manage Catalog is available to users with roles that appear in the Selected Roles list.



NOTE: If the *Blackboard Community System* is not installed, the options for selecting roles will not appear.

CATALOG AVAILABILITY

Overview

The View Catalog tool allows users to browse and search the Learning Objects catalog. This tool may be made available to everyone on the system, or only to users with specific roles. The Administrator may also choose to make the View Catalog tool unavailable system wide. These settings are selected on the Catalog Availability page. The View Catalog tool appears on the Content Collection Menu for users with roles specified on this page.

Find this page

Follow these steps to open the Catalog Availability page.

1. Select **Learning Objects Catalog** under Content System on the Administrator Panel.
2. Select **Catalog Availability**.

Field Descriptions

The following fields are available on the Catalog Availability page.

INTERNAL CATALOG: MANAGE CATALOG OPTIONS

System Availability	Select Yes or No to make the View Catalog tool available on the system. If Yes is selected, select which user roles this functionality is available to. If No is selected, View Catalog will not be available to any users on the system.
Available to	Select Everyone to make the View Catalog tool available to all users on the system. To make the tool available to users with specific roles, choose Selected Roles . If Selected Roles is chosen, select roles in the multi-select box below.
Selected Roles	Roles are only added to this list if Selected Roles is chosen in the Available to field. The View Catalog tool appears in the Content Collection Menu for users with the roles in this list. Select the roles in the Available Roles list and use the arrows to move these roles into the Selected Roles list.



NOTE: If the *Blackboard Community System* is not installed, the options for selecting roles will not appear.

CATALOG ENTRY OPTIONS

Overview

The Catalog Entry Options page allows the Administrator to select the system availability of submitting entries to the Learning Objects catalog. If Catalog Entry is available, users with the selected roles may submit a Content Collection item to the catalog. Catalog managers decide if these entries are approved or rejected.

Find this page

Follow these steps to open the Catalog Entry Options page.

1. Select **Learning Objects Catalog** under Content System on the Administrator Panel.
2. Select **Catalog Entry Options**.

Field Descriptions

The following fields are available on the Catalog Entry Options page.

INTERNAL CATALOG: MANAGE CATALOG OPTIONS

System Availability	Select Yes or No to make catalog entry submission available on the system. If Yes is selected, select which user roles this functionality is available to. If No is selected, catalog entries may not be submitted by any users on the system.
Available to	Select Everyone to allow all users to submit entries to the Catalog. To make the tool available to users with specific roles, choose Selected Roles . If Selected Roles is chosen, select roles in the multi-select box below.
Selected Roles	Roles are only added to this list if Selected Roles is chosen in the Available to field. Catalog entry submission is available to users with roles that appear on this list. Select the roles in the Available Roles list and use the arrows to move these roles into the Selected Roles list.
Public Catalog Entry Options	In the future, the institution may decide to add entries to a Public Catalog. Select Yes if this entry should be included in a Public Catalog. If No is selected, the entry will not be marked for Public Catalogs. If a Public Catalog is made available in the future, this option would have to be selected for each entry that is included.



NOTE: If the *Blackboard Community System* is not installed, the options for selecting roles will not appear.

CHAPTER 6 – CUSTOM METADATA

Overview

This chapter explains the custom metadata features in the *Blackboard Content System*.

In this chapter

Chapter 6 - Custom Metadata includes the following topics.

TOPIC	DESCRIPTION
Manage Custom Metadata	This topic covers the Manage Custom Metadata Fields page. Administrators create and modify custom metadata from this page.
Add Metadata Field	This topic covers the Add Metadata Field. Administrators may add metadata field from this page.
Custom Metadata Set Properties	This topic covers the Custom Metadata Set Properties page. Administrators may modify the custom metadata properties from this page.

MANAGE CUSTOM METADATA FIELDS

Overview

Metadata is descriptive information about an item in the Content Collection. Metadata can be used in searches within the Content Collection or to ensure that an item is interoperable with other systems. Administrators may create, modify and manage custom metadata fields for their institution on the Custom Metadata page. Custom Metadata fields appear in the metadata options for each item that is added to the Content Collection.

Find this page

Follow these steps to open the Manage Custom Metadata Fields page.

1. Open the Administrator Panel.
2. Select **Custom Metadata** under Content System.
3. Select **Manage Custom Metadata Fields**.

Function

The following functions are available on the Manage Custom Metadata Fields page.

To . . .	CLICK . . .
add a metadata field	Add Field . The Add Metadata Field page will appear.
remove a field	the check box next to each field that should be removed then click Remove in the action bar. The field will be removed from the system.
make changes to a custom metadata field	Modify next to the field. The Modify Metadata Field page will appear.

ADD METADATA FIELD

Overview

Administrators create custom metadata fields for their institution on the Add Metadata Field page. These fields appear in the metadata options for each item that is added to the Content Collection.

Find this page

Follow these steps to open the Add Metadata Field page.

1. Open the Administrator Panel.
2. Select **Custom Metadata** under Content System.
3. Select **Add Field**.

Fields

The following fields are available on the Add Metadata Field page.

FIELD	DESCRIPTION
Define Metadata Field	
Display Name [r]	Enter a name for the metadata field. The Display Name is shown to end users.
Key Name [r]	Enter a unique identifier. This identifier is separate from the display name of the field so that the Administrator can use a more technical or non-intuitive name that will not change and can be mapped to field names in other systems. This identifier cannot begin with an integer, for example, "1abc" would be invalid. Integers may be used within or at the end of the identifier.

Removing Custom Metadata

If an Administrator removes a Custom Metadata field that users have populated, the field and values will no longer appear. If this same metadata field is re-added to the system, the values that had been previously added by users will re-appear.

CUSTOM METADATA SET PROPERTIES

Overview

Administrators change the properties for the institution's Custom Metadata on the Custom Metadata Properties page.

Find this page

Follow these steps to open the Custom Metadata Set Properties page.

1. Open the Administrator Panel.
2. Select **Custom Metadata** under Content System.
3. Select **Custom Metadata Set Properties**.

Fields

The following fields are available on the Custom Metadata Set Properties page.

FIELD	DESCRIPTION
Custom Metadata Display Name	
Display Name [r]	Enter a name for Custom Metadata. This name will appear to users in place of the "Custom Metadata" title.
Namespace [r]	Namespaces are used to prevent collisions among sets of metadata. The namespace for the system should reflect the name of the institution or Blackboard installation in order to keep it from colliding or being confused with custom metadata on other systems.

CHAPTER 7 – DISPLAY OPTIONS

Overview

This chapter explains the Display option features in the *Blackboard Content System*.

In this chapter

Chapter 7 - Display Options includes the following topics.

TOPIC	DESCRIPTION
Content List Display Options	This topic covers the Content List Display Options page. Administrators customize the actions and columns available to users from this page.
Menu Display Options	This topic covers the Menu Display Options page. Administrators customize the left-side menu in the Content System view from this page.
Manage Shortcut View	This topic covers the Manage Shortcut View page. Administrators manage the names and availability of options in the Shortcut View from this page.
Shortcut Properties	This topic covers the Shortcut Properties page. Administrators manage the display of the Shortcut View from this page.
Manage Folder View	This topic covers the Manage Folder View page. Administrators manage the names and availability of options in the Folder View from this page.
Folder View Properties	This topic covers the Folder Properties page. Administrators manage the display of the Folder View from this page.

CONTENT LIST DISPLAY OPTIONS

Overview

Administrators may set which actions can be performed on the Content List page by users. For example, the option to copy items may be made available, or hidden from the Content List page. Administrators may also set which columns appear on the page.

Find this page

Follow these steps to open the Content List Display Options page.

1. Open the Administrator Panel.
2. Select **Display Options** under Content System.
3. Select **Content List Display Options**.

Fields

The following fields are available on the Content List Display Options page.

FIELD	DESCRIPTION
Display Actions	Click Yes or No to select which items will appear in the Action Bar. Actions that do not appear are hidden; they are not disabled.
Display Columns	Click Yes or No to select which columns will be displayed in the Content List.
Quota Information	Select Yes or No to determine if quota information for the files will appear.
Set Default Items per Page	Select the number of items that will be displayed on the page before the user must page to the next window to view additional records.

MENU DISPLAY OPTIONS

Overview

Administrators may customize the presentation of the left-hand navigation menu to users. For example, they can allow users to view the menu in only the Shortcut View or the Folder View. They may also select a default view if both options are available.

Find this page

Follow these steps to open the Menu Display Options page.

1. Open the Administrator Panel.
2. Select **Display Options** under Content System.
3. Select **Menu Display Options**.

Fields

The following fields are available on the Menu Display Options page.

FIELD	DESCRIPTION
Menu Display Options	
Content Collection Menu View	Select the menu view that will be available to users.
Folder View Options	
Display Expand All/Collapse All icons	Select Yes for the Expand/Collapse icons to display to users. These icons are only displayed in the Folder View of the menu. Select No and the Expand/Collapse icons will be hidden.
Display Refresh	Select Yes and the Refresh option will be available to users. This option is only displayed in the Folder View. Selecting this option enables users to update the left-side navigation menu to display any changes that have been made to the menu. Select No and the Refresh option will not be available to users.

User Preference

If the Administrator selects to enable both the Folder and Shortcut view, the user's preference will override the default set by the Administrator. For example, if the User selects the Shortcut view, the Shortcut view will appear, even if the Administrator has set the default to the Folder view.

MANAGE SHORTCUT VIEW

Overview

The Manage Shortcut View page is used to control the appearance of the Shortcut View in the Content Collection Menu. The Shortcut View includes icons that open the content areas in the main panel. Changes to the Shortcut view will NOT impact the Folder view of the Content Collection.

Find this page

Follow these steps to open the Manage Shortcut View page.

1. Open the Administrator Panel.
2. Select **Display Options** under Content System.
3. Select **Manage Shortcut View**.

Function

Click the [Manage](#) link for an area to edit the shortcut name or change the availability for that area.

SHORTCUT PROPERTIES

Overview

The icons that appear in the shortcut view can be renamed and toggled on and off.

Find this page

Follow these steps to open the Shortcut Properties page.

1. Open the Administrator Panel.
2. Select **Display Options** under Content System.
3. Select **Manage Shortcut View**.
4. Click **Manage** for a content area.

Fields

The following fields are available on the Shortcut Properties page.

FIELD	DESCRIPTION
Shortcut Name	
Shortcut Name [r]	Edit the name of the content area. The current name will display in this field.
Shortcut Availability	
Select Yes or No to display a shortcut to the content area. If No is selected this area will not appear on the left-side navigation menu. This area is hidden, not disabled, in the system.	

MANAGE FOLDER VIEW

Overview

The Manage Folder View page is used to control the appearance of the Folder view in the Content Collection Menu. The Folder view displays a tree of the folders in each area of the Content Collection. Users may expand and collapse folders and subfolders, as well as access Tools and Portfolios. Changes to the Folder view will NOT impact the Shortcut view of the Content Collection.

Find this page

Follow these steps to open the Manage Folder View page.

1. Open the Administrator Panel.
2. Select **Display Options** under Content System.
3. Select **Manage Folder View**.

Function

Click the [Manage](#) link for an area to edit the name, style or change the availability.

FOLDER VIEW PROPERTIES

Overview

The names of areas that appear in the Folder View may be changed on the Folder View Properties page. The Administrator may also change the color of the header areas and the area availability.

Find this page

Follow these steps to open the Folder View Properties page.

1. Open the Administrator Panel.
2. Select **Display Options** under Content System.
3. Select **Manage Folder View**.
4. Click **Manage** for a content area.

Fields

The following fields are available on the Folder View Properties page.

FIELD	DESCRIPTION
Shortcut Name	
Name [r]	Edit the name of the content area. The current name will display in this field.
Header Color	
Background Color	<p>Click Pick to open a palette. Move the mouse around the color field to see the different color variations. Single-click to select the color that appears.</p> <p>Alternatively, the hexadecimal RGB value can be entered in the text field. Entering the code allows a perfect match to a color. For example, a Portfolio color scheme can be created to match a school's colors.</p> <p>The color selected will be used as the background for the headers in the folder view.</p>
Text Color	<p>Click Pick to open a palette. Move the mouse around the color field to see the different color variations. Single-click to select the color that appears.</p> <p>Alternatively, the hexadecimal RGB value can be entered in the text field. Entering the code allows a perfect match to a color.</p> <p>The color selected will be used as the text for header name in the folder view. Please make sure to select a text color that contrasts with the background color for easy viewing.</p>
Content Area Options	

FIELD	DESCRIPTION
Display the /folder name Content Area in the Content Menu	Select Yes or No to display the folder in the Content Menu. If No is selected the area will not appear on the left-side navigation menu. This area is hidden, not disabled, in the system.

CHAPTER 8 - CONTENT SYSTEM SETTINGS

Overview

This chapter explains the Setting options in the *Blackboard Content System*.

In this chapter

Chapter 8 - Content System Settings includes the following topics.

TOPIC	DESCRIPTION
Virtual Hard Drive	This topic covers the Virtual Hard Drive page. Administrators select the availability of the Virtual Hard Drive for users.
Default Folder Settings	This topic covers the Default Folder Settings page. Administrators select which folders are created by default in a user's <i>Blackboard Content System</i> .
Manage System Creation of Folders /courses and /organizations	This topic covers the Manage System Creation of Folders: /courses and /organizations page. Administrators manage the creation of default folders in /courses and /organizations from this page.
Manage System Creation of Folders /users	This topic covers the Manage System Creation of Folders: /users page. Administrators manage the creation of default folders in /users from this page.
Feature and Tool Availability	This topic covers the Enable/Disable Features and Tools page. Administrators may turn features and tools on and off in the system.
Privacy Settings	This topic covers the Privacy Settings page. Administrators determine which user information may be made available in the user directory.
Copy Settings	This topic covers the Copy Settings page. Administrators select if permission updates to Content Collection items after a course copy are automatic.
e-Reserve Setting	This topic covers the e-Reserve Setting page. Administrators select the availability of e-Reserves in the system.

VIRTUAL HARD DRIVE SETTINGS

Overview

When a user enters the Content Collection for the first time, a folder with his or her name may automatically be created in the users directory. Administrators choose which roles these folders are created for on the Virtual Hard Drive page. For example, the Administrator may choose to have the system create folders for Instructors but not for Students. Users are given full permissions to their folders; this includes read, write, remove, and manage permissions.



NOTE: Administrators may select the default quota for these folders on the Default Folder Settings: /users page.

Find this page

Select **Virtual Hard Drive** under Content System on the Administrator Panel.

Fields

The following fields appear on the Virtual Hard Drive page

FIELD	DESCRIPTION
Virtual Hard Drive Availability	
System Availability	Select Yes to enable the system to automatically create folders for users in the users' directory.
Roles	Folders in the users' directory are automatically created for users with roles that appear in the Selected Roles box. Select roles in the Available Roles box and use the arrows to move these roles to the Selected Roles box.

Changing system availability

Changing the System Availability may have adverse affects on users accessing their files and folders in My Content. If this option is originally set to Yes, then changed to No after users have added items to their user folders, the content will no longer appear. The content will not be removed from the system, but users will be unable to access it. If the System Availability is then returned to Yes, the content will once again appear to users.

Removing Institution Roles

If the Administrator removes an Institution role from the system, the folder creation settings for that user group will be lost.

DEFAULT FOLDER SETTINGS

Overview

The Default Folder Settings page displays the top-level folders, or directories, in the Content Collection. From this page, Administrators may manage the quotas and permissions for folders created by default within the top-level folders.

Find this page

Follow these steps to open the Default Folder Settings page.

1. Open the Administrator Panel.
2. Select **Settings** under Content System. The Settings page will appear.
3. Select **Default Folder Settings**.

Function

The following functions are available on the Default Folder Settings page.

To . . .	CLICK . . .
set permissions and quotas for folders in the /courses directory	Manage next to the /courses directory. The Default Folder Settings: /courses will appear.
set permissions and quotas for folders in the /organizations directory	Manage next to the /organizations directory. The Default Folder Settings: /organizations will appear.
create folders and set quotas for user folders	Manage next to the /users directory. The Default Folder Settings: /users will appear.

MANAGE DEFAULT FOLDER SETTINGS: /COURSES AND /ORGANIZATIONS

Overview

This page allows Administrators to set up permissions and quotas for folders that are created by default in the Content Collection. For example, when a user enters the Content Collection for the first time, folders matching the Course IDs for the courses the user is enrolled in will automatically be created.

Find this page

Follow these steps to open the Default Folder Settings: /courses or /organizations page.

1. Open the Administrator Panel.
2. elect **Settings** under Content System. The Settings page will appear.
3. Select **Default Folder Settings**. The Default Folder Settings page will appear.
4. Select **Manage** next to the /courses folder.

Fields

The Default Folder Settings: /courses or /organizations page includes the following fields.

FIELD	DESCRIPTION
Default Role Settings	
Roles with Full Permissions	Select the user roles that will have full permissions to access the folders created in this area of their Content Collection. Full permissions include Read/Write/Remove/Manage privileges.
Default Quota	
Default Quota	Set a default quota for the folders created within the top-level folders for courses or organizations. Enter '-1' if there should be no quota. The quota cannot be changed for existing folders. If a quota is changed, only newly created folders will have the new quota size. Administrators may change the quota for existing folders on an individual basis. This option is found on the Properties page for each folder.

MANAGE DEFAULT FOLDER SETTINGS /USERS

Overview

When users with specific roles enter the Content Collection for the first time, a folder with their name is automatically created in the users directory. The Default Folder Settings /users page allows Administrators to select the default quota for these folders on the basis of role. Different quotas may be assigned to different roles. Users are given full permissions to their folder; this includes read, write, remove, and manage permissions.



NOTE: The [Virtual Hard Drive](#) page allows Administrators to select which roles have folders automatically created for them in the users directory.

Find this page

Follow these steps to open the Default Folder Settings /users page.

1. Open the Administrator Panel.
2. Select **Settings** under Content System. The Settings page will appear.
3. Select **Default Folder Settings**. The Default Folder Settings page will appear.
4. Select **Manage** next to the /users folder.

Fields

Set a Default Quota for each type of role. For example, Student folders may be set to 20 MB, but Faculty folders may have a quota of 25MB. If a user has multiple Institution roles assigned to them, the quota for his or her user folder is derived from the highest quota assigned to any of these roles. For example, if one of the roles has a quota of 25MB and another has a quota of 35MB, the user would be assigned 35MB.



NOTE: The default quota cannot be changed for existing folders. If a quota is changed, only folders created for new users in that role will have the new quota size. For example, if the quota for Instructors is changed, the folder size for existing Instructors will not change. Folders for new Instructors will have the new quota.

Administrators may change the quota for existing folders on an individual basis. This option is found on the Properties page for the user folder.

Removing Institution Roles

If the Administrator removes an Institution role from the system, the quota settings for that user group will be lost.

FEATURE AND TOOL AVAILABILITY

Overview

Administrators can manage which features and tools within the *Blackboard Content System* are available to users on the Feature and Tool Availability page.

Find this page

Follow these steps to open the Feature and Tool Availability page.

1. Open the Administrator Panel.
2. Select **Settings** under Content System. The Settings page will appear.
3. Select **Feature and Tool Availability**.

Fields

The following fields are available on the Feature and Tool Availability page.

FIELD	DESCRIPTION
Enable / Disable Content System	
Content System Available	Select Yes to make the <i>Blackboard Content System</i> available to Users. Select No and the <i>Blackboard Content System</i> will not be available on the system. If No is selected, neither the Content System tab nor links to Content System Tools will appear in the system.
Enable/Disable Content Features	
Content Passes Available	Select Yes or No to make content passes available on the system.
Versions Available	Select Yes or No to make versioning available on the system.
Locks Available	Select Yes or No to make locks available on the system.
Content Comment Available	Select Yes or No to make comments available on the system.
Content Tracking Available	Select Yes or No to make content tracking available on the system.
Content Metadata Available	Select Yes or No to make content metadata available on the system.
Enable/Disable Tools	
Workflow Activities Available	Select Yes or No to allow users to set up Workflow Activities.
Bookmarks Available	Select Yes or No to make Bookmarks available to users.
Search Available	Select Yes or No to allow users to conduct searches in the system.

FIELD	DESCRIPTION
Go to Location Available	Select Yes or No to allow users to go directly to a specific location in the system.
Help Available	Select Yes or No to make Help available in the <i>Blackboard Content System</i> .
Content System Item Integration	
Content System Item Available	Select Yes to make items stored in the Content Collection may available for use in other areas of the Academic Suite, such as Courses, Organizations and Tabs. If No is selected, the ability to browse to the <i>Blackboard Content System</i> from other areas of the system will be disabled. See Integrate Content Collection Items into the Academic Suite for additional information.

Integrate Content Collection Items into the Academic Suite

Items stored in the Content Collection may be made available for use in other areas of the Academic Suite, such as Courses, Organizations and Tabs. When Content Collection Item Integration is available, the Academic Suite is able to access, attach and link to items stored in the Content Collection. This feature fully employs the Content Collection's storage and reuse potential.

Follow the steps below to make this feature available:

1. Open the Administrator Panel.
2. Select **Settings** under Content System.
3. Select **Feature and Tool Availability**.
4. Select **Yes** for **Content Collection Item Integration Available**. If this option is set to **No**, the user is only allowed to attach files from their local computer

When integration is allowed, users may browse and link to Content Collection items (when the appropriate permission exists) from certain areas of a course, such as the Add Item page, the Add Syllabus page, or the third row of the Text Box Editors. The name of this feature is **Link to Content Collection**. If the Content Collection item is updated, the user will get the newest document each time the link is accessed.

In other areas of the course, such as Assignment submission, the File Upload Question Type, or the Import Question Pool page, users will be able to browse the Content Collection and select a file to copy (when the appropriate permission exists). The name of this feature is **Copy file from Content Collection**. In these cases, the file is attached to the course and no relationship to the Content Collection item is retained. This feature is used in cases where the file must be submitted to the Gradebook, or because it is a zipped file which must be unzipped before it can be used in the new context.

Differences between Tool Availability and Display Options

Feature and tool availability is managed separately from the availability of actions performed on content. Administrators manage which features and tools are available from the Feature and Tool Availability page. The Display Options page, also available from the Administrator Panel, allows Administrators to select which actions may be performed on content. For example, the Search tool is made available through Features and Tools, but the ability to copy content is made available through Display Options. Display Options also manage which information about content is made available to users, such as size and permission information.

PRIVACY SETTINGS

Overview

The Privacy Settings page determines if users' Privacy Settings are respected during a Search of the Content Collection. Users have the option of choosing whether or not their user information is made public in the User Directory of the *Blackboard Learning System*. The Privacy Settings page allows Administrators to determine whether these privacy settings chosen by users will be respected during user searches of the Content Collection.

Find this page

Follow these steps to open the Privacy Settings page.

1. Open the Administrator Panel.
2. Select **Settings** under Content System. The Settings page will appear.
3. Select **Privacy Settings**.

Choose privacy settings

Select **Yes** or **No** to determine if the privacy settings user's set for the User Directory will be respected.

If **Yes** is selected, users who choose not to be listed in the User Directory will not appear during user searches in the Content Collection. If **No** is selected, users who choose not to be listed in the User Directory will appear during user searches in the Content Collection.

If a username does not appear during a user search in the Content Collection, check the settings on this page and also the settings that the user selected in Personal Information in of the *Blackboard Learning System*.

COPY SETTINGS

Overview

The Copy Settings page allows the Administrator to enable options that automatically update permissions to Content Collection items linked to in a course after a course copy operation.

Links to Content Collection items in a course are copied during a course copy operation. Because links to Content Collection items are copied and not physical files, all users must have permission within the Content Collection to view these files. If this tool is not enabled, users in the new course will not have the appropriate permission.



NOTE: The permissions for links to Content Collection items within Assessments (Tests, Surveys, and Questions Pools) are not automatically updated. The Instructor must update the permissions to these items manually through the Content Collection.

Find this page

Follow these steps to open the Copy Settings page.

1. Open the Administrator Panel.
2. Select **Settings** under Content System.
3. Select **Copy Settings**.

Fields

The fields below appear on the Copy Settings page.

FIELD	DESCRIPTION
Update permissions for Content Collection items and folders	All users enrolled in a copied course automatically receive Read permission to Content Collection items linked to in the course. This does not include e-Reserve items that are linked to in the course.
Update permissions for Content Collection items and folders, including e-Reserves	All users enrolled in a copied course automatically receive Read permission to Content Collection items linked to in the course. This includes e-Reserve items that are linked to in the course.
Do not update permissions	Permissions to items linked to in a course are not updated after a course copy. Users who are not enrolled in the source course will not have permission to view these items.

Item permissions in the Content Collection

When a Content Collection item is copied through course copy and the permissions are automatically updated, the new permissions are visible for the item in the Content Collection. When the Content Collection item is viewed in the Content Collection, Read permission will appear for All Course Users.

E-RESERVE SETTING

Overview

e-Reserves allow librarians to make content available to users throughout the system. Content may be made available in the Library Content folder, or placed into a course folder within e-Reserves. Administrators may enable or disable the creation of e-Reserve folders from the Manage e-Reserves page. All users, except Guests and Observers, may view the content in the e-Reserves folders, but only the librarian may add or modify content.

Find this page

Follow these steps to open the e-Reserve Setting page.

1. Open the Administrator Panel.
2. Select **e-Reserves** under Content System.

Field

Select **Yes** to enable the creation of e-Reserve folders for each course in the *Blackboard Learning System*. Select **No** and e-Reserve folders will not be automatically created. If **No** is selected and e-Reserves is enabled at a later date, course folders within e-Reserves for courses added while e-Reserves was disabled, will be automatically generated by the Instructor, Teaching Assistant, or Course Builder.

Create e-Reserve Directory

The create-course-directory command line tool creates a directory for a course with a given course ID and assigns appropriate permissions for that course and roles. This command line tool will also initialize the e-Reserve directory for a course. e-Reserves must be enabled in the system for this to be successful. See the *Blackboard Content System Setup Guide* for additional information.

If the Administrator does not generate the e-Reserve directory, course folders within e-Reserves are automatically generated when the Instructor, Teaching Assistant or Course Builder selects the e-Reserves folder in the file system. For example, if the Instructor for a history class would like to create an e-Reserve folder, he or she would click the e-Reserve folder. A folder with the Course ID of the history class will automatically appear in the e-Reserves area.

Librarian Role

Administrators must create librarians to manage the content of e-Reserves. A librarian is a user who has full permissions to folders in e-Reserves. Librarians are the only users who may add and modify content in this area; all other users, with the exception of Guests and Observers, have read access to this area. Instructors may also add items from e-Reserves to their courses.

Follow the steps below to create a librarian (multiple librarians may be created)

1. Check that e-Reserves has been enabled through the Administrator Panel.
2. Select **Manage Content** from the Administrator Panel.
3. Select library in the file system.
4. Select **Modify** next to e-Reserves. The Modify e-Reserves page will appear.

5. Select **Permissions**. The Manage Permissions e-Reserves Setting page will appear.
6. Select **Add User**. The Add User e-Reserves page will appear.
7. Complete the page. Enter the Username of the librarian in the **Username** field. Select all options (Read, Write, Remove, and Manage) in the **Permissions** field. Click **Submit**.



NOTE: Librarians may access e-Reserve folders using the **Find Folder** option. Course folders within e-Reserves automatically appear in the librarian's file system if the librarian is enrolled in the course.

CHAPTER 9 – TECHNICAL SETTINGS

Overview

This chapter explains the Technical Setting options in the *Blackboard Content System*.

In this chapter

Chapter 9 - Technical Settings includes the following topics.

TOPIC	DESCRIPTION
Log Settings	This topic covers the Log Settings page. Administrators select general log settings and enable tracing for specific logs from this page.
Manage Performance Settings	This topic covers the Manage Performance Settings page. Administrators set up caching for the <i>Blackboard Content System</i> from this page.
Manage Document Stores	This topic covers the Manage Document Stores page. Administrators view the Document Store information from this page.
Manage Document Store Document Store Name	This topic covers the Manage Document Stores: Document Store Name page. Links to areas for managing the settings for Document Stores appear on this page.
JDBC Settings	This topic covers the JDBC Settings page. Administrators set values for JBDBC connections from this page.
Storage Location	This topic covers the Storage Location page. Administrators enter the storage location for Content System files from this page.
Temporary Storage Settings	This topic covers the Temporary Storage Settings page. Administrators enter the temporary storage location for Content System files from this page.
Deletion Audit Trail Report	This topic covers the Deletion Audit Trail Report page. Administrators enter the path and dates for the audit trail report from this page.
Deletion Audit Trail Settings	This topic covers the Deletion Audit Trail Settings page. Administrators enter the amount of time to save the audit trail from this page.
Global Schema Settings	This topic covers the Global Schema Settings page. Administrators enter connection information for the Global Schema from this page.
Bandwidth Properties	This topic covers the Bandwidth Properties page. Links to areas for managing bandwidth appear on this page.

TOPIC	DESCRIPTION
Bandwidth Restrictions	This topic covers the Bandwidth Restrictions page. Information about bandwidth for the different directories appears on this page.
Bandwidth Restrictions /directory name	This topic covers the Bandwidth Restrictions /directory name page. Administrators set the amount of bandwidth for a directory from this page.
Bandwidth Settings	This topic covers the Bandwidth Settings page. Administrators manage bandwidth for the <i>Blackboard Content System</i> from this page.
Authentication Properties	This topic covers the Authentication Properties page. Administrators may allow persistent cookies for the <i>Blackboard Content System</i> from this page.
Full Text Search Settings	This topic covers the Full Text Search Settings page. Administrators set up the time and duration for the system rebuild of full text searches from this page.
System Information	This topic covers the System Information page. This page displays information about the installation, such as build version and installation date.

LOG SETTINGS

Overview

Error and information messages related to the system are generated in the default Tomcat logs. The Log Settings page is used to generate additional information if there is a problem with the system and debugging is necessary; this information is used by Blackboard Product Support to remedy the situation.



NOTE: Administrators DO NOT need to restart Tomcat after enabling log events.

Find this page

Follow these steps to open the Log Setting page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Log Settings**.

Blackboard Content System logs

All *Blackboard Content System* logs are stored in the logs directory under the top-level blackboard directory. Within the logs directory there are folders that store logs as well as an archive folder for logs that have been compressed and stored as a means of managing the size of the log files.

Fields

The following fields are available on the Log Settings page.

FIELD	DESCRIPTION
General Log Settings	
Log events to file	Select Yes to log events in the <i>Blackboard Content System</i> to the Log file. Select No and events will not be logged.
Path/name of Log File	Displays the path to the log file. This field cannot be modified.
Maximum Log File Size (0 for unlimited)	Set the maximum size for a log file.
Number of Saved Log Files (0 for unlimited)	Set the maximum number of logs that are saved.
Log Informational Message	Select Yes or No to log information messages for debugging or statistical information purposes. Fatal messages are logged regardless of this setting.

FIELD	DESCRIPTION
Log Tracing Settings	<p>The log file will automatically include general details for all areas of the <i>Blackboard Content System</i>. Fields that are set to Yes for tracing on this page will include additional details in the log. These options should remain on No, unless the system requires debugging.</p> <p>Turning these options on may result in a significant decrease in system performance.</p>

PERFORMANCE SETTINGS

Overview

The Manage Performance Settings page allows Administrators to specify caching options for files and queries. These settings may improve performance for users in the *Blackboard Content System*.

Find this page

Follow these steps to open the Performance Setting page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Performance Settings**.

Fields

The following fields are available on the Performance Settings page.

FIELD	DESCRIPTION
Performance Settings	
File cache size	Enter the size of the cache in megabytes. Caching files in memory improves performance by reducing the number of read operations from disk. The default setting of 1 MB allows for caching of small, commonly used files. This setting can be increased if desired, but not above 10 MB.
Query statement cache enabled	Select Yes to enable the system to cache query statements. This improves performance if the same query statements are used multiple times. Select No and query statements will not be cached. The default setting is Yes . Enabling query statement caching significantly improves performance, but consumes a small amount of additional memory.

MANAGE DOCUMENT STORES

Overview

The Manage Document Stores page displays the locations and details of Document Stores in the system. Each top level directory in the *Blackboard Content System*, such as /users and /courses, is associated with a Document store. Administrators can manage the configuration settings of each document store, including the following

- JDBC Settings
- Storage and Temporary Storage location and settings
- Deletion Audit Trail Settings and Reports

Find this page

Follow these steps to open the Manage Performance Setting page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Document Stores**.

Function

Select [Manage](#) next to a Document Store to access the Manage Document Store page. This page includes links to areas that allow the Administrator to modify settings and locations related to Document Stores.

MANAGE DOCUMENT STORES: DOCUMENT STORE NAME

Overview

Administrators' may customize the settings for the Document Store and modify the file storage locations from the Manage Document Store page. The Document Store is the top-level directories that contain the files in the *Blackboard Content System*.

Find this page

Follow these steps to open the Manage Document Store page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Document Stores**. The Manage Document Stores page will appear.
4. Select **Manage** next to one of the Document Stores.

Available functions

The following functions are accessible through the Manage Document Store page

To . . .	CLICK . . .
set the JDBC properties	JDBC Settings . The JDBC Settings page will appear.
change the location of the Document Store	Storage Location . The Storage Location page will appear.
set up the temporary storage location for the Document Store	Temporary Storage Location . The Temporary Storage Location page will appear.
generate a report of items that have been deleted from the Document Store	Deletion Audit Trail Report . The Deletion Audit Trail Report page will appear.
set the number of days deleted items will be tracked	Deletion Audit Trail Settings . The Audit Trail Settings page will appear.

JDBC SETTINGS

Overview

Administrators may customize the Java Database Connectivity (JDBC) settings for each Document Store. JDBC is a java standard that allows for java applications such as the *Blackboard Content System* to connect to databases. The *Blackboard Content System* reads information from, and writes to the database using groups connections, also referred to as “pools” of connections. An item, or connection in a pool, allows a java thread to use database resources. Each request for data from end users usually consumes one item from the pool. However, there is not a one-to-one relationship between user requests and number of required connections. When the request is completed, the connection is freed up for another user.

If there are more database requests than available connections, the requests wait in a queue until a database connection is available.

Heavy usage of the *Blackboard Content System* typically requires increasing the maximum connection pool size. This would allow the database to process more requests simultaneously. However, making the maximum pool size too large may degrade the performance of the database because of the additional CPU and memory requirements. Decreasing the maximum pool size reduces the load on the database, but if it is too small, user requests might take longer to process because they would wait longer in a queue until connections are freed.

Institution may have unique usage patterns for each Document Store. For example, if users heavily use Virtual Hard Drive but do not use the Courses area, consider increasing the maximum connections for the /users Document Store, and decreasing this setting for the /courses Document Store.

Find this page

Follow these steps to open the JDBC Settings page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Document Stores**. The Manage Document Store page will open.
4. Select **Manage** next to one of the Document Stores.
5. Select **JDBC Settings**.

Fields

The following fields are available on the JDBC Settings page.

FIELD	DESCRIPTION
JDBC Settings	
Connection Expiration	Occasionally, a connection will remain open but unusable. This is sometimes referred to a “hung java connection”. Automatically expiring all open connections ensures that hung connections eventually close. Enter the number of minutes a database connection will remain open before the system automatically closes it. New connections are created when needed, up to the Maximum Connections setting (below).
Maximum Connections	Enter the maximum number of connections that can exist in the connection pool. If this number is too high, performance may decrease because the database server consumes more resources. If it is too low, requests may take longer to process because they might wait in a queue until a connection becomes available.
Minimum Connections	Enter a minimum for the size of the database connection pool.
Dead Connection Timeout Period	Enter the number of seconds before a ‘dead’ connection will time out and be removed from the pool. A dead connection is one that is not sending any activity between the database and the <i>Blackboard Content System</i> .

STORAGE LOCATION

Overview

To change the physical location of the Content System storage directories, follow these steps:

1. enter the location of the Content System files for the Document Store in the bb-config.properties file.
2. Run PushConfigUpdates.

Please see the Server Administration Guide for detailed information on running PushConfigUpdates.

TEMPORARY STORAGE SETTINGS

Overview

Administrators have the option of setting up a temporary storage location for the Document Store. This duplicate set of data may be used for disaster recovery. In this scenario, a combination of the database backup and this temporary file location, will enable the Administrator to keep the system almost completely up to date in the event of a disaster. This backup location can be set up in either the database or in an external storage location; it cannot be the same as the main storage location.

Find this page

Follow these steps to open the Temporary Storage Settings page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Document Stores**. The Manage Document Store page will open.
4. Select **Manage** next to one of the Document Stores.
5. Select **Temporary Storage Settings**.

Fields

The following fields are available on the Temporary Storage Settings page.

FIELD	DESCRIPTION
Temporary Storage Location	
Temporary Storage Location	Enter the path to the temporary storage location.
Temporary Storage Settings	
Temporary Storage Period	Select Never and files will remain in the temporary location indefinitely. Select the Delete in x days option and to keep files in the temporary storage location for a specific period of time.

Recovering deleted items

If a user removes an item from the *Blackboard Content System* the item will be stored in the temporary storage location for the selected temporary storage period. The Administrator can use the deletion audit trail report to find the exact path to the item in the temporary storage location. Once the item is located, the Administrator may email it to the user.

If the amount of time in the temporary storage period has passed, the Administrator must search for the item in a database backup.

DELETION AUDIT TRAIL REPORT

Overview

This page allows the Administrator to generate a report of data that has been deleted by users from a specific sub-directory in the *Blackboard Content System*. This data is used in selective file recovery; it enables the Administrator to retrieve a single file that was deleted from the *Blackboard Content System* from a backup. This data is only available for as long as it is stored in the [Audit Trail Settings](#).

Find this page

Follow these steps to open the Deletion Audit Trail Report page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Document Stores**. The Manage Document Store page will open.
4. Select **Manage** next to one of the directories.
5. Select **Deletion Audit Trail Report**.

Fields

The following fields are available on the Deletion Audit Trail Report page.

FIELD	DESCRIPTION
Audit Trial Report	
Top-Level Directory name	The top-level directory name appears here.
Sub-Directory Path	Enter the path to the sub-directory from which to generate a report.
From Date	Enter the date on which the report should begin. Use the MM/DD/YY format.
To Date	Enter the date on which the report should end. Use the MM/DD/YY format.

DELETION AUDIT TRAIL SETTINGS

Overview

When using the external storage location, files that have been deleted by users can still be retrieved from backups by the Administrator. The delete audit trail provides the Administrator with the file system location and file name of the deleted file. The Audit Trail Settings page is used to set the number of days the audit trail will be available. Once this amount of time has passed, the audit trail for the deleted file will no longer be available. This small log is stored in the database; the lifetime may be set fairly high without affecting system performance.

Find this page

Follow these steps to open the Audit Trail Settings page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Document Stores**. The Manage Document Store page will open.
4. Select **Manage** next to one of the directories.
5. Select **Deletion Audit Trail Settings**.

Field

Enter the number of days the audit trail will exist after a file is deleted. If zero is entered the audit trail will never be stored.

GLOBAL SCHEMA SETTINGS

Overview

The Global Schema is the structure of the Content System database. It is a database that is separate from the document store databases, and controls connections and information to each of the document stores. The Global Schema Settings page allows the Administrator to modify the settings for database connection times and the size of the connection pool.

Please refer to the [JDBC Settings](#) section for a description of connection pools. The Global Schema requires its own pool of connections, and consumes significantly less connections than each document store.

Find this page

Follow these steps to open the Global Schema Settings page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Global Schema Settings**.

Fields

The following fields are available on the Global Schema Settings page.

FIELD	DESCRIPTION
Global Schema Settings	
Dead connection timeout	Enter the number of seconds before a 'dead' connection will time out and be removed from the pool. A dead connection is one that is not sending any activity between the database and the <i>Blackboard Content System</i> .
Live connection expiration	Occasionally, a connection will remain open but unusable. This is sometimes referred to a "hung java connection", and although the connection is not useable, it is not a dead connection. Automatically expiring all live open connections ensures that hung connections eventually close. Enter the number of minutes a database connection will remain open before the system automatically closes it. New connections are created dynamically when needed, up to the Maximum Connections setting (below).
Maximum size of connection pool	Enter the maximum number of connections that can exist in the connection pool. If this number is too high, performance may decrease because the database server consumes more resources. If it is too low, requests may take longer to process because they might wait in a queue until a connection becomes available.

FIELD	DESCRIPTION
Minimum size of connection pool	Enter the minimum size of the connection pool. Because the number of connections to the Global Schema is typically small, the default of 2 is adequate for most institutions.

BANDWIDTH PROPERTIES

Overview

Administrators' set restrictions on bandwidth and configure the bandwidth settings from the Bandwidth Properties page.

Find this page

Follow these steps to open the Bandwidth Properties page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Bandwidth Properties**.

Available functions

The following functions are accessible through the Bandwidth Properties page

To . . .	CLICK . . .
set bandwidth restrictions for the top-level folders	Bandwidth Restrictions . The Bandwidth Restrictions page will appear.
configure bandwidth settings	Bandwidth Settings . The Bandwidth Settings page will appear.

BANDWIDTH RESTRICTIONS

Overview

Administrators view the bandwidth limits for each directory, and the amounts of bandwidth used on the Bandwidth Restrictions page. Bandwidth is the amount of data that can be transmitted in a specific amount of time, for example bytes per second. Setting a bandwidth for each directory helps manage performance on the system.

Find this page

Follow these steps to open the Bandwidth Settings page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Bandwidth Properties**. The Bandwidth Properties page will open.
4. Select **Bandwidth Restrictions**.

Available Function

Select [Manage](#) next to one of the Directory Names. The Bandwidth Restriction page for that directory will appear, allowing the Administrator to change the amount of bandwidth for that directory.

BANDWIDTH RESTRICTIONS: /DIRECTORY NAME

Overview

Administrators designate the amount of bandwidth available to a directory from the Bandwidth Restrictions: /directory name page.

Find this page

Follow these steps to open the Bandwidth Restrictions page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Bandwidth Properties**. The Bandwidth Properties page will open.
4. Select Bandwidth Restrictions.
5. Select **Manage** next to one of the Directory Names.

Field

Set the amount of bandwidth in MBs that is available to this directory.

BANDWIDTH SETTINGS

Overview

Administrators set up bandwidth settings and checks on the Bandwidth Settings page.

Find this page

Follow these steps to open the Bandwidth Settings page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Bandwidth Properties**. The Bandwidth Properties page will open.
4. Select **Bandwidth Settings**.

Fields

The following fields are available on the Bandwidth Settings page.

FIELD	DESCRIPTION
Bandwidth Settings	
Check bandwidth limits	Use the drop-down list to limit the amount of bandwidth allowed for each user or session.
Default bandwidth quota	Enter a bandwidth quota granted to each user account. This is only applied if the bandwidth has been limited in the Check Bandwidth limits field.
Time over which to apply bandwidth quota	Define the period of time over which a bandwidth quota is measured. For example, if this is set to 1 hour and the Default bandwidth quota is 100MB, a 100MB file could only be downloaded or uploaded once over the course of 1 hour.

AUTHENTICATION PROPERTIES

Overview

Using persistent cookies increases the usability of WebDAV; users are not asked to authenticate multiple times when persistent cookies are used. If persistent cookies are not allowed users may have to authenticate multiple times when accessing content in Web folders.



NOTE: If persistent cookies are used, users must select the **Logout** button to end their session. Simply closing the browser window will not end the session .

Find this page

Follow these steps to open the Authentication Options page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Authentication Properties**.

Fields

Select **Yes** to enable persistent cookies. Select **No** and persistent cookies will not be enabled in the system.

FULL TEXT SEARCH SETTINGS

Overview

The full text search index creates an index of all terms in the documents and file names within the *Blackboard Content System*. When a search is performed, the system queries this index to find results. This method enhances system performance in that the search query uses a stored set of data, rather than querying all active data on the system for each search request.

Administrators set the time and the duration for the system to rebuild the Full Text Search index on the Full Text Search page. If a rebuild is not complete within the duration set, the index will begin rebuilding next time from the point it left off. For best results, Administrators should always try to allow the system to completely rebuild the search indexes.



NOTE: Full Text Search does not index text from encrypted .pdf documents.

Find this page

Follow these steps to open the Full Text Settings page.

1. Open the Administrator Panel.
2. Select **Technical Settings** under Content System. The Technical Settings page will appear.
3. Click **Full Text Search Settings**.

Fields

The following fields are available on the Full Text Settings page.

FIELD	DESCRIPTION
Full Text Settings	
Hour of Day	Select the time for the system to begin rebuilding the Full Text Search indexes.
Duration to Rebuild	Select Until Completion and the system will completely rebuild the search indexes. Select a specific amount of time and the system will rebuild the search indexes for the allotted time. It is recommended that this value is set to a minimum of one hour. The search indexes may not be fully rebuilt when the system stops.
Status of Last Rebuild	Displays the status of the last attempt of the system to rebuild the search indexes.
Last Started	Displays the time the last rebuild of the search indexes began.
Last Finished	Displays the time the last rebuild of the search indexes finished.

FIELD	DESCRIPTION
Immediate Update	If Yes is selected, the full text index will be updated as files are added or modified . Select No , and the index will be updated when the Full Text Search index is rebuilt during the next periodic index. Turning this option on may impact performance. If the value in this field is changed, Tomcat must be restarted for the new setting to take effect.

SYSTEM INFORMATION

Overview

The System Information page displays information about the *Blackboard Content System*, such as the build version and installation date.

Find this page

Follow these steps to open the System Information page.

1. Open the Administrator Panel.
2. Select **System Information** under Content System.

Field

The information on this page is display only; none of the data may be modified.

CHAPTER 10 – CUSTOMIZING THE USER INTERFACE

About Customizing the User Interface

This section is intended for Administrators to use while considering the setup and design of the user interface for the Content System. Before referencing this document, users should be able to identify areas and tools of the Content System. These include, but are not limited to, the following

- Content areas, such as My Content and Course Content
- Tools, such as Portfolios and the Learning Objects Catalog
- Actions that can be performed on an item, appearing in the action bar of the Content List

In this chapter

Chapter 10 - Customizing the User Interface includes the following topics.

TOPIC	DESCRIPTION
Tools and Actions	Describes available tools and actions and how they may be customized.
System Availability versus Display Options	Explains the difference between making tools available and displaying them in the application.
Managing the Folder and Shortcut views	Describes how to make manage the different Content Collection Menu views.
Managing operations on the action bar	Describes how to modify the action bar to suit the users' needs.
Factors to consider during customization	Explains things that should be taken into account, such as institution regulations, when customizing the user interface.

TOOLS AND ACTIONS

About Tools and Actions

Each type of activity in the *Blackboard Content System* is considered an action or a tool. An action is performed on an item stored in the *Blackboard Content System*, such as Copy, Move, or Remove. A tool is an operation or series of actions, and is displayed in the Content Collection Menu (the left frame of the browser). Examples of tools include Portfolios and the Learning Objects Catalog.

Customizing tools and actions

Tools and actions may be customized and controlled system-wide. This table lists tools and actions, their locations in the *Blackboard Content System*, and how their appearance may be customized.

TOOL OR ACTION	DISPLAY LOCATION	CUSTOMIZE DISPLAY OPTIONS
e-Reserves	Sub-folder of Library under section with default name Institution Content	Rename Shortcut
Learning Objects Catalog	Toolbox in the Content Collection Menu	Rename shortcut and tool; Choose color of header and text
Portfolios	Toolbox in the Content Collection Menu	Rename shortcut and tool; Choose color of header and text
Virtual Hard Drive	First area in the Content Collection Menu, called My Content by default	Rename shortcut and tool; Choose color of header and text
Action bar buttons (ten operations)	Action bar above the Content List	Choose to display each button including Web Folders, Add Item, Add Folder, Copy, Move, Remove, Workflows, Email Items, Bookmark Items, and Download Items

SYSTEM AVAILABILITY VERSUS DISPLAY OPTIONS

About System Availability and Display Options

All of the tools and actions in the *Blackboard Content System* may be made available or unavailable system-wide. Administrators also control which users see the tool and the appearance of the tool (such as font and color).

Manage System Availability and Display Options

System availability of a tool is controlled from the tool link in the Content System area on the Administrator Panel. Administrators using the *Blackboard Community System* may make tools available to everyone on the system or only to users with specific Institution Roles. The Display Options page allows Administrators to control whether a tool appears on the Content Collection Menu. Administrators may also customize the appearance of a tool on the menu. The following table explains these concepts

	WHAT IS THIS?	HOW IS IT MANAGED?
System Availability	Make the tool available or unavailable for the entire system.	Each tool has its own link in the Content System area of the Administrator Panel
Display Options	Choose to hide or display a tool or item and select its appearance	Administrator Panel > Display Options (In Content System area)

FOLDER AND SHORTCUT VIEWS

Managing the Folder and Shortcut views

There are a variety of tools available in the *Blackboard Content System*; each of these tools is represented on both the Shortcut View and the Folder View. The Folder View displays more information at a glance, while the Shortcut View provides only high level options. Both the Shortcut and Folder Views allow the Administrator to customize the label for each tool. The Folder View also allows the Administrator to customize the color of the header and label for each tool.



TIP: Full Text Search does not index text from encrypted .pdf documents.

Manage Content List Display Options

Follow the steps below to manage the display of actions on the Action Bar

1. Select **Display Options** in the Content System area of the Administrator Panel.
2. Select **Content List Display Options**.
3. Select **Yes** for each action that should display in the Action Bar.

MANAGING OPERATIONS ON THE ACTION BAR

Manage the Action Bar

The Administrator may customize which actions are displayed on the Content List. Actions that may be performed on items in the list appear in the Action Bar. Examples include Web Folder, Copy, Remove, and Workflow Activities. Web Folders is a tool and an action item. The display of this button on the action bar is selected on the Content List Display Options page, but system availability of the tool is handled from the Web Folders link in the Administrator Panel.



TIP: If Web Folders are made unavailable on the system, it is good practice to remove that action item from user view on the action bar .

Select Content Collection Menu options

Follow the steps below to change the name of a tool in the Shortcut View

1. Select **Display Options** in the Content System area of the Administrator Panel.
2. Select **Manage Shortcut View**.
3. Click **Manage** next to the tool. The Properties page for the tool appears.
4. Enter the new name for the tool in the Shortcut Name field.

Follow the steps below to change the name of a tool in the Folder View

1. Select **Display Options** in the Content System area of the Administrator Panel.
2. Select **Manage Folder View**.
3. Click **Manage** next to the tool. The Properties page for the tool appears.
4. Enter the new name for the tool in the Header Name field.

Follow the steps below to change the color of a tool in the Folder View

1. Select **Display Options** in the Content System area of the Administrator Panel.
2. Select **Manage Folder View**.
3. Click **Manage** next to the tool. The Properties page for the tool appears.
4. Select the colors of the background and text in the Header Color section.

FACTORS TO CONSIDER DURING CUSTOMIZATION

Factors to consider during customization

To determine the best display options for the *Blackboard Content System*, consider the user interface elements from the perspective of the affected user groups and institution standards.

Institution

Color

Most institutions have an established identity that includes a set of colors. The *Blackboard Academic Suite* allows for color customization throughout, including the Content Collection Menu. It is recommended to make color selections for all tools at one time, even if you plan on rolling out the use of some tools later. This will make color selection a one-time task.



TIP: Highly contrasting colors make text easier to read. If an institution's colors are not easy to read against one another, consider using black or white with the colors.

Tools

Consider policy decisions that may affect the use of certain tools on the system. Portal clients may consider making tools available to particular Institution Roles based on policy decisions and rollout plans for the system.

Regulations

Consider any regulations that your institution has placed on file-sharing, use of certain types of files due to copyright laws, or hard drive space and availability. Discuss these regulations with interested parties prior to setting up the *Blackboard Content System*.

Terminology

When displaying a tool for use, consider any institution naming conventions that may be appropriate. For example, if the institution uses the term Class instead of Course, an appropriate name for that area may be Class Content; if the institution has been growing its Learning Objects Catalog by another name, use that name for the toolbox header and shortcut label.

Instructor, Course Builder, Librarian, Catalog Manager, Learner

Access

When setting the availability of tools, consider users who may need to access the tool before it is ready for consumption by general system users. For example, when rolling out the Portfolio tool, you may choose to only provide access to a pilot group of users, such as Professors (this option is only available in the *Blackboard Community System*).

PART 9—ECommerce

Overview

This part of the Administrator Manual covers managing the eCommerce features, specifically, the eMarketplace and MyAccounts.

In this Part

This part contains the following chapters.

CHAPTER	DESCRIPTION
eCommerce Administration	Explains how to set up and configure the system to support the eCommerce features.
eMarketplace	Explains how to manage and use the eMarketplace.
MyAccounts	Explains how to manage and use MyAccounts.

CHAPTER 1—ECommerce ADMINISTRATION

Overview

This chapter includes information on setting up and configuring the system to support the eCommerce features.

In this chapter

This chapter contains the following topics.

TOPIC	DESCRIPTION
Introduction to eCommerce	Describes the eCommerce features and how they work.
Install eCommerce	Explains how to install the hardware and software components required for eCommerce.
Setup eCommerce	Explains how to configure the Blackboard Community System to communicate with the Blackboard Transaction System and the Payment Gateway.
eCommerce Roles	Reviews the new System Admin Roles associated with the eCommerce features.
Reconciliation	Describes the reconciliation process.
Payment Gateway Reports	Introduces the reporting tools available on the Payment Gateway.

INTRODUCTION TO ECOMMERCE

About eCommerce

eCommerce is a technology that establishes a connection between the Blackboard Community System and the Blackboard Transaction System and enables the eMarketplace, MyAccounts, and Payment Gateway eCommerce features.

The eMarketplace enables users to purchase goods and services from the institution and from outside vendors.

MyAccounts enables users to manage their card account at the institution from the Blackboard Community System.

These features will allow administrators to set up a connection between the Blackboard Community System™ and the Blackboard Transaction System™, and between the Bb Community System and the Payment Gateway. The Payment Gateway enables credit card processing for eMarketplace purchases and deposits into the Bb Transaction System accounts via MyAccounts.

Keep in mind that the transactions generated through eCommerce must be reconciled. For more information on reconciling transactions, see [Reconciliation](#). Work with the appropriate finance and technology groups at the institution to ensure that transactions are completed.

eCommerce Features

The following features are added as a part of eCommerce.

- The **Transaction System Settings** establishes a connection from the Bb Community System to the BbTransaction System—UNIX Edition or Windows Edition.
- The Payment Gateway is a credit card processing service powered by Clear Commerce®. Contact Blackboard to create a client account on the Payment Gateway prior to installation.
- Once an account is setup on the Payment Gateway for an institution, the **Payment Gateway Settings** will allow the Administrator to specify the connection information as well as card verification settings.
- The **Payment Gateway Reports** feature provides a link to login to the external Payment Gateway site. This site provides a number of reports on credit card transactions. The Payment Gateway Reports are used on a regular basis for reconciliation of credit card payments with MyAccounts and eMarketplace transactions.
- The **Manage Payment Methods** function allows Administrators to enable and disable the use of credit cards in the system. There is a fixed list of credit cards that clients may select for use with the eMarketplace and MyAccounts. For each of these credit cards, the Administrator may set up a convenience fee, which is either a fixed dollar amount or a percentage of the transaction and is added to each credit card transaction that deposits money into the institution's card office account.

INSTALL ECOMMERCE FEATURES

Installation Process

The eCommerce features are installed with the *Blackboard Community System*. Before using the eCommerce features, some additional software must be installed to enable communication between the *Blackboard Community System* and the *Blackboard Transaction System*. When using the Blackboard Transaction System—UNIX Edition, a Lantronix device must also be set up and installed. Please contact Blackboard for assistance in installing eCommerce features.

Please note that any Blackboard Community System updates will require assistance from Blackboard Support. Please contact your support representative to arrange for an update.

SETUP ECOMMERCE

Managing eCommerce

Initial setup of eCommerce on the Bb Community System includes the following processes:

- Configure Transaction System Settings
- Configure Payment Gateway Settings
- Configure Credit Card Options

These tasks will typically be done by the eCommerce Administrator, a new system role created to allow privileges to users responsible for the administration of the eMarketplace and MyAccounts. The eCommerce Administrator system role is available when Application Pack 3 is installed with a Blackboard Community System license. The System Administrator also has access to these features.

The eCommerce Administrator must work with the Blackboard Transaction System Administrator to ensure a smooth integration. Make sure that all of the necessary prerequisites for eCommerce are met before continuing.

The initial eCommerce Setup is configured with assistance from Blackboard. Please contact your Blackboard Account Manager to arrange for the installation and configuration of eCommerce features.

Configure Transaction System Settings

Follow these steps to establish a connection to the Blackboard Transaction System.

1. Contact the Blackboard Transaction System Administrator and ask for the required connection information. See the table below for specific information about each required field. Ask the Blackboard Transaction System Administrator to create a Point of Sale (POS) for the eMarketplace.
2. Click **Manage eCommerce** from the Admin Panel.
3. Click **Transaction System Settings**.
4. Select the **System Type**.
5. Complete the **OptiServ Settings** if connecting to a UNIX version of the Blackboard Transaction System. Use the table below as a guide.

FIELD	DESCRIPTION
Server	The server name that hosts the OptiServ component. In most configurations, the OptiServ component is installed on the Blackboard Community System server.
Port	The port used to communicate with the OptiServ component.
Key	The key used for Twofish encrypted communication with the Optiserv component. This is a string representing a 128-bit hexadecimal number. Once set, the key should not be changed. Changing the key will invalidate all existing card numbers as the key is used to encrypt and decrypt card numbers. The Key must be 16 characters.

6. Enter the **Network Configuration Properties**. Use the table below as a guide.

FIELD	DESCRIPTION
Institution Name	The name of the institution.
Card Description	A description of the card. For example, "My University Card."
Offline Message	A message that will display to users when the Blackboard Community System cannot connect to the Blackboard Transaction System.
Transaction System Host Name	Fully qualified domain name or IP address of the Transaction System Server. This value must not include a protocol.
TCP/IP Port	The port on the Transaction System server over which the two systems will communicate. For UNIX, the default value is 2345. For Windows, the default value is 3784.
Secret Key	28-bit Rijindael encryption key used to secure communications between the systems.
Number of Retry Failures	The number of attempts to connect to the Transaction System before reporting an error.
Retry Timeout	Amount of time, in seconds, to wait while trying to connect to the Transaction System before retrying. Set a value between 0 and 120.
Cardholder Identifier	Attribute used to identify cardholders.
Card Number Verification	Attributes used to confirm the identity of the card holder. Options include the external person key or the Student ID. Further, First Name and Last Name can be used for verification.
Guest Deposit Identifier	The attribute Guests use to find an account. Options are: Card Number, Student ID, and eMail. Guests are able to make deposits into a User's account using the Guest Deposit module.

7. Click **Submit**.

Configure Payment Gateway Settings

Follow these steps to configure the Payment Gateway.

1. Contact Blackboard to create a Payment Gateway account. Blackboard will provide you with the account information necessary to establish a connection.
2. Click **Manage eCommerce** on the Admin Panel.
3. Click **Payment Gateway**.
4. Click **Payment Gateway Settings**.
5. Fill out the fields. In most cases, the connection information for the Payment Gateway will be supplied by your Account Manager at Blackboard. Use the table below as a guide when filling out the fields.

FIELD	DESCRIPTION
Server Host	Host name of the Payment Gateway.
Server Port	Port on the Payment Gateway server.
Username	Username for logging into the Payment Gateway.
Password	Password for logging into the Payment Gateway.
Customer Email	Email address at the institution that will receive messages from the Payment Gateway.
Client ID	The institution's ID at the Payment Gateway.
Card Verification	Determines if a CV value is required to validate credit card transactions. The CV value is a 3 or 4 digit number that appears on the credit card but is not a part of the credit card number.
Mode	Select an option for testing. When the e-Commerce functions are ready for users, change this setting to Production .

6. Click **Submit**.

Configure Credit Card Options

Follow these steps to configure a brand of credit card for use in the system.

1. Click **Manage eCommerce** on the Admin Panel.
2. Click **Payment Gateway**.
3. Click **Manage Payment Methods**.
4. Click **Modify** for one of the listed credit card brands.
5. Select **Yes** to make the credit card **Available** as a purchasing option.
6. Select a **Convenience Fee**. The fee only applies to deposits through MyAccounts. The options are **None**, **Percentage**, or **Flat Rate**.
7. Click **Submit**.

ECommerce ROLES

About e-Commerce Roles

e-Commerce introduces several new features that require some updates to roles within the system. Specifically, new administration roles are used to manage e-Commerce features and existing user roles are expanded by the addition of new features.

eCommerce Admin Roles

The table below details the new Admin roles associated with eCommerce.

ROLE	DESCRIPTION
eCommerce Admin	Privileges to manage all aspects of the eCommerce features.
eMarketplace Admin	Privileges to manage categories, vendors, products, and orders in the eMarketplace.
Card Office Administrator	Privileges to manage card-related activities.

User Roles and eCommerce

The table below details how different users interact with the eCommerce features.

ROLE	DESCRIPTION
User	Users may purchase items from the eMarketplace Tab and manage their card account from the MyAccounts module.
Guest	Guests may make a deposit in a user's card account using the Guest Deposit module.
Vendor	Vendors have access to manage their own products directly from the eMarketplace tab. Vendor is not an actual role, rather, it is a designation assigned by the Administrator that allows a user to offer products for sale.

RECONCILIATION

About Reconciliation

Reconciliation is the process of verifying that all funds are processed correctly. Reconciliation is a manual process that requires a financial administrator at the institution to review transactions and make payments to the appropriate vendors.

Reconciling transactions regularly will ensure successful business practices. Daily reconciliation will ensure that the process does not grow too cumbersome.

Reconcile Campus Card Purchases and Deposits

Products ordered from the eMarketplace and paid for with a card issued by the institution and are automatically debited from the Blackboard Transaction System. Reconciliation verifies that transactions were handled properly.

Remember that Vendors should be paid after orders are fulfilled!

The steps below outline a sample process that may be followed to reconcile purchases made with an institution card.

1. Create an email folder and an email rule to separate and store all incoming messages that include "Deposit Confirmation" in the **Subject**. MyAccounts will generate an email when a deposit is successfully made.
2. Print and total the email messages for a date range.
3. Login to the Blackboard Community System.
4. Click **Manage Orders** from the Admin Panel.
5. View Orders where the fulfillment date occurs during the date range. Narrow down the list by sorting where **Payment Type** is **Campus Card** and **Status** is **Fulfilled**.
6. Print the list of orders.
7. Login to the Blackboard Transaction System. Create and run a report showing deposits and Campus Card orders.
8. Compare the totals on the Transaction System report to the Deposit Confirmations and fulfilled orders.
9. Keep a record of these daily totals to reconcile with your bank statements at the end of the month.

Reconcile Purchases Made with a Credit Card

Credit card transactions are processed through the Payment Gateway. The Payment Gateway interacts with the credit card company to obtain pre-authorization and debit funds when the order has been fulfilled. Funds are paid to the institution. It is the responsibility of the institution to then pay vendors.

The steps below outline a sample process that may be followed to reconcile credit card transactions.

1. Login to the Blackboard Community System.
2. Click Manage eCommerce on the Admin Panel.
3. Click Payment Gateway Reports.
4. Login to the Payment Gateway.

5. Generate a report of transactions for a date range with a **Transaction State** of **Shipped** and a **Transaction Result** of **Approved**.
6. Return to the Blackboard Community System Admin Panel.
7. Click **Manage Orders** from the Admin Panel.
8. View Orders where the fulfillment date occurs during the date range. Narrow down the list by sorting where **Payment Type** is **Credit Card** and **Status** is **Fulfilled**.
9. Print the list of orders.
10. Compare the fulfilled orders and completed transactions. At this time, make payments to vendors for fulfilled orders.
11. Keep a record of these daily totals to reconcile with your bank statements at the end of the month.

The Payment Gateway includes a help system powered by ClearCommerce with detailed information on generating reports. Click **Help** from anywhere in the Payment Gateway to access the help system.

PAYMENT GATEWAY REPORTS

About Payment Gateway Reports

Payment Gateway Reports include valuable information for reconciling credit card transactions. It is possible to generate reports on Orders based on date, status, approval, and even customer ID or item ID.



NOTE: The Payment Gateway only manages credit card transactions. For reports on transactions using a Campus Card, use the Blackboard Transaction System.

Additional Payment Gateway Features

Administrators are provided with the Payment Gateway login information during the Payment Gateway setup process. The username and password entered in the Payment Gateway Settings page are also used by the Administrator to login to the Payment Gateway. Administrators logging into the Payment Gateway will find several additional features for managing credit card transactions. Please consult the Payment Gateway help system for information on these features.

Please be aware modifications to the Risk Management features may result in the rejection of some valid orders. Be careful when making any changes to these settings. Please see the help system embedded in the Payment Gateway for more information.

View Reports from the Payment Gateway

Follow these steps to view reports.

1. Click **Manage eCommerce** on the Admin Panel.
2. Click **Payment Gateway**.
3. Click **Payment Gateway Reports**. This link will only be active if the Payment Gateway is properly configured.
4. The page will be redirected to an authentication page for the Payment Gateway, which is powered by ClearCommerce.
5. Login to the Payment Gateway.
6. Click the **Orders** tab.
7. Click **Orders**.
8. Select a date range and any other variables to create a report.

CHAPTER 2—eMARKETPLACE

Overview

This chapter includes information on managing the eMarketplace.

In this chapter

This chapter contains the following topics.

TOPIC	DESCRIPTION
Introduction to the eMarketplace	Explains what the eMarketplace does and how users interact with it.
eMarketplace Administration	Reviews how to enable and manage the eMarketplace.
Building the eMarketplace	Provides instructions for creating categories, vendors, and products.
Manage Orders	Describes how to manage orders.

INTRODUCTION TO THE EMARKETPLACE

About the eMarketplace

The eMarketplace provides a mechanism to display and sell items to users. It appears as a Tab to users.

Products are organized into nested categories and the entire list of products is searchable. Products can include hard goods, services, even enrollment in Courses and Organizations. The eMarketplace is fully integrated with the Blackboard Academic Suite. In addition to enrollments, some typical services that may be offered for purchase include transcripts, tickets to events, or even parking and dining services.

Users access the store through the eMarketplace tab. Users are able to make purchases using a credit card or their Campus Card.

Purchasing Process

The steps below outline the purchasing process when using a Campus Card:

1. User logs in and accesses the eMarketplace tab.
2. The user selects products for purchase. Selected items are placed in the shopping cart.
3. The user checks out and provides payment information. If a Campus Card is used for purchase, availability of funds is confirmed. Funds are not debited until the order is fulfilled.
4. A notification email is sent to the Vendor.
5. The Vendor fulfills the order by sending the products to the user and by indicating in the Manage Orders page that the order is fulfilled. At this time, the post-authorization takes place.
6. Once the order is fulfilled, the institution pays the Vendor with funds from the merchant bank.
7. The transaction is reconciled by comparing a report on fulfilled orders, a report from the Transaction System regarding debits and deposits from Campus Card accounts, and the statement from the merchant bank.

The steps below outline the purchasing process when using a credit card:

1. User logs in and accesses the eMarketplace tab.
2. The user selects products for purchase. Selected items are placed in the shopping cart.
3. The user checks out and provides payment information. If a credit card is used for purchase, the Payment Gateway first pre-authorizes the payment. Pre-authorization confirms that the purchase will be paid for by the issuing bank or credit card company.
4. A notification email is sent to the Vendor.
5. The Vendor fulfills the order by sending the products to the user.
6. Once the order is fulfilled, the purchase is authorized. Funds are deposited with the merchant bank. The institution pays the Vendor with funds from the merchant bank.
7. The transaction is reconciled by comparing a report on fulfilled orders, a report from the Payment Gateway, and the statement from the merchant bank.

Purchasing Items and Services

Each available item in the eMarketplace has an Add to Cart button. Some items also require the user to enter additional information. For example, the user may need to enter a size and color if purchasing a t-shirt from the store. When a user decides to purchase a product, they must first enter any required information and then click the "Add to Cart" button. The item is then added to the Shopping Cart, an abbreviated version of which is displayed in the left, menu column of the eMarketplace.

When the user has selected all of the items for purchase, the user must click the Checkout button in the menu column Shopping Cart. This will direct the user to the full Shopping Cart page. On this page, the user can update the quantities of each item, remove items from the cart, continue shopping, or proceed to the Checkout screen. The user enters their billing information on the Checkout page. Once Checkout is completed, the user may view and confirm their order details one last time on the Order Confirmation page, which also includes the sales tax, if applicable. Once the final confirmation takes place, a pre-authorization transaction is initiated. If the user's credit card or Campus Card account has sufficient funds for the transaction, the order is placed and the user receives a confirmation e-mail for the order. The order is then ready for processing.

Processing Orders

When a user places an order in the eMarketplace, the order is automatically divided up into multiple orders by Vendor of each product and by product type.

Course and organization products are automatically fulfilled when the order is placed, so all of these products within the purchase are separated into one order. The payment for this order is processed immediately. If the transfer of funds is successful, the user is automatically enrolled in each of the courses and organizations within the order.

Other types of products require manual fulfillment by either a Vendor or an eMarketplace Admin. All of these product types within the order are divided up by Vendor. This is done to ensure that each vendor can see and access orders for their products only. When the order is placed, a pre-authorization transaction takes place. This ensures that the funds are available for the purchase. If a credit card is being used, a temporary freeze is placed on the pre-authorized funds.

Vendors will check their orders on a regular basis and receive email notification of each order. When one of their products is ordered, it will appear in the Orders page accessible by the Vendor from any page in the actual marketplace. The Vendor will click on the Process button for the order to view all of the items included in the order. Each item will have a Fulfill button.

There is also a **Cancel** button for each item. When the item is cancelled, if it is the last item remaining in the order, the post-authorization takes place at that time. If there are remaining items to be fulfilled, then the item is marked as cancelled and the rest of the order remains open.

When each purchased item is ready for shipment, the Vendor will click Fulfill. When the last item in the order is fulfilled, a post-authorization transaction will be initiated. If this transaction is successful, the Vendor will receive a success receipt. Otherwise, the Vendor will receive a failure receipt. Also, the user who placed the order will receive an e-mail notification that the order has been fulfilled. Since it is possible for a post-authorization transaction to fail, Vendors should not ship order items until a successful post-authorization has taken place.

E^MARKETPLACE ADMINISTRATION

Managing the eMarketplace

Administrators may manage the eMarketplace but will probably assign the Admin role of eMarketplace Admin to another user. An eMarketplace Admin can manage categories, products, vendors, and orders in the eMarketplace. Aside from managing the eMarketplace, an eMarketplace Admin would likely be responsible for some of the fulfillment tasks and all reconciliation tasks.

The eMarketplace Admin is responsible for maintaining the content and organization of the eMarketplace. This is done through the Manage Categories and Manage Products pages. The top level of the eMarketplace can contain other Categories or product items. The Administrator will generally set up a series of top-level Categories that represent the main categories of products contained within the eMarketplace. Each of these Categories may contain any number of nested Categories, each of which can in turn contain more nested Categories, and so on. Categories can be given a name and label, and can be made available or unavailable at any time. Additionally, the eMarketplace Admin can create a header to be displayed at the top of the Category page in the marketplace.

Each Category can also contain any number of product items. These are managed separately on the Manage Products page. Products have a number of configurable features. In addition to providing a name, description, image, and price for each product, Administrators can place a product in any number of categories, delegate a product to a Vendor, set the availability of a product, and designate the number of items available in inventory or the number of available enrollments, if the product is a course or organization product.

A eMarketplace Admin will typically set up the Categories during the initial setup of the store. Additional Categories may be added as more campus entities take advantage of the eMarketplace. Products may be added to the store and removed from the store throughout the year.

Vendors are responsible for managing their products in the store and fulfilling orders. Vendors do not have access to the Administrator Panel, however they do have an area in the eMarketplace that gives them access to the Manage Orders and Manage Products administrative functions. Vendors only have privileges for their own products.

Keep in mind that any user can be designated as a Vendor by the Administrator. Vendors are entities created in the eMarketplace and are not actual roles.

Taxing Products

Sales tax laws governing e-Commerce are complicated and subject to change. For this reason, the sales tax for each item is configurable. A default tax rate can be set when configuring the eMarketplace. Sales tax should be applied in accordance with local, state, and Federal law.

Configure the eMarketplace

Follow these steps to configure the eMarketplace.

1. Click **Manage eCommerce** from the Admin Panel.
2. Click **eMarketplace Settings**.
3. Enter an **eMarketplace Name**. This name will also act as the top-level category in the eMarketplace.
4. Add a description for the eMarketplace. This will act as the header for the --Top-- category.
5. Enter an **eMarketplace Email**. This is the email account that will send out messages on behalf of the eMarketplace.

6. Enter a **Default Tax Rate**. This field is required. The value entered here appears in the Tax Rate field for all products, although the Tax Rate can be changed for individual products.
7. Click **Submit**.

The eMarketplace appears as a Tab in the Blackboard Community System. Enable and modify the eMarketplace Tab just like any other Tab. The tab can be made available to particular Institution Roles.

BUILDING THE EMARKETPLACE

Add or Modify an eMarketplace Category

Follow these steps to add or modify an eMarketplace Category.

1. Click **Manage eCommerce** from the Admin Panel.
2. Click **Manage eMarketplace Categories**.
3. Click **Add Category** or click **Modify** for an existing category.
4. Enter a **Category Name** and a **Category Label**. The **Category Name** is a unique ID that identifies the category for administrative purposes. The **Category Label** is shown to users in the eMarketplace.
5. Enter a **Description** for the category.
6. Categories may be nested inside other categories. If applicable, select a **Parent Category** from the drop-down list.
7. Select **Yes** to make the category **Available** in the eMarketplace.
8. Click **Submit**. The Manage eMarketplace Categories page will appear.
9. If appropriate, click the number in the Items in Category column to view the **Manage Products** page for a category. Products are added and assigned categories from this page.

Subcategories that are marked as available will not be shown if a parent category is unavailable. Making a parent category available will not make unavailable subcategories available.

Remove Categories from the eMarketplace

Follow these steps to remove categories from the eMarketplace.

1. Click **Manage eCommerce** from the Admin Panel.
2. Click **Manage eMarketplace Categories**.
3. Select the categories to remove.
4. Click **Remove Categories**.
5. The categories will be removed from the eMarketplace. Removing a category will also remove any nested categories. Any products that not associated with a category after the categories are deleted will be found under the parent category None.

Add or Modify a Product

Follow these steps to add or modify a product.

1. Click **Manage eCommerce** from the Admin Panel.
2. Click **Manage Products**.
3. Click **Add Product**, **Add Course Product**, **Add Organization Product**, or **Modify** for an existing product.
4. If the Product is a Course or Organization, a field will appear to add the Course ID or Organization ID. This value is required.

5. Enter a **Product Name** and a **Product ID**. The **Product Name** is required. The **Product ID** is not required but may be useful for storing information such as a Universal Product Code (UPC).
6. Select **Categories** for the product. The product will appear under the **Selected Categories** in the eMarketplace. If no categories are selected, the product will not appear in the eMarketplace.
7. Select a **Vendor** from the drop-down list.
8. Enter a **Description** of the product.
9. Select **Yes** if **Buyer's Input** is required to complete the order. **Buyer's Input** can be used to specify a size or color. Include details on the required input in the **Special Instructions** field. When users purchase the item, they will be asked to supply the required information.
10. Click **Browse** to locate and upload an image of the product. The image should be 94 x 128 pixels. This may be left blank, although images are helpful to users.
11. Enter a **Price**.
12. Select **Yes** if the item is **Tax Exempt**. If the item is not tax exempt, the Tax Rate will default to the value specified by the administrator in the eMarketplace Settings. Select **No** and enter a **Tax Rate** to change the amount of tax withheld for the item.
13. Select **Yes** to make the product **Available**. Availability can be controlled by setting **Available Dates**.
14. Enter a number in the **Items in Inventory** field to track the quantity in stock. When this number reaches zero, the **Order** button will no longer appear next to the product. When stock is replenished, update this value and the Order button will appear again. Leave this field blank and the **Order** button will always appear.
15. Click **Submit**.

Courses and Organizations can be added as products to allow Users to pay for a class and enroll through the eMarketplace. This is particularly useful for distance-learning courses. When adding a Course or Organization as a product, use **Available Enrollments** or **Available Memberships** to limit enrollment to a set number of users.

Remove Products

Follow these steps to remove a product. When removing a product, keep in mind that outstanding orders will remain in the system but the product will no longer appear in the eMarketplace.

1. Click **Manage eCommerce** from the Admin Panel.
2. Click **Manage Products**.
3. Select products and click **Remove**.

Add or Modify a Vendor

Follow these steps to add or modify a vendor to the eMarketplace.

1. Create a User account and assign the appropriate administrative privileges for the vendor.
2. Click **Manage eCommerce** from the Admin Panel.
3. Click **Manage Vendors**.
4. Click **Add Vendor** or **Modify** for an existing vendor.
5. Enter a **Name** for the vendor. This **Name** will appear in the eMarketplace.
6. Enter a short **Description** of the vendor. This description is only viewed on this page. Enter an **Email Address** for the vendor. Email notifications will be sent to this email

address when a product offered by the vendor is purchased. Enter a **Phone Number** for the vendor.

7. Enter the **Username** for the vendor or click **Browse** to search and then select a Username.
8. Click **Submit**.

Remove a Vendor

Follow these steps to remove a vendor from the eMarketplace. A vendor cannot be removed if there are any open orders associated with the vendor.

1. Click **Manage eCommerce** from the Admin Panel.
2. Click **Manage Vendors**.
3. Select the vendors to remove.
4. Click **Remove Vendor**.

MANAGE ORDERS

About Manage Orders

Manage Orders is a tool for Vendors and Administrators to fulfill or reject product orders. Administrators may access **Manage Orders** from the Admin Panel. Vendors are shown a link on the eMarketplace to **Manage Orders**.

Search for an Order

The Manage Orders page includes several options for locating an order. Keep in mind that Vendors can only view orders for products that they sell. From the Manage Orders page, the following display options are available:

- All Open Orders
- All Fulfilled Orders
- All Partially Fulfilled Orders
- Orders in Past Week
- Orders in Past Month
- Orders in Past Year

When the search is returned only those orders matching the display option will be shown.

From the Manage Orders page, the following search options are available:

- Order Number
- Buyer's Username
- Product ID
- Product Name
- Vendor
- Order ID
- Authorization Code

The search will return orders that match the search string for the specified option.

The list of orders returned from a search will include an option to **View** fulfilled orders and canceled orders or **Process** unfulfilled orders or partially fulfilled orders.

Process an Order

Follow these steps to process an order.

1. Open the Manage Orders page from the eMarketplace tab or the Admin Panel.
2. Find the order using the search function or selecting the Display All Open Orders filter option.
3. Click **Process**.
4. The **Process Order** page will appear. This page shows the **Buyer Information** as well as the **Order Information**. Each product ordered is shown.

5. Click **Fulfill** after preparing the product for shipping. Make sure that payment is authorized before shipping! If a product is unavailable or for some other reason will not be fulfilled, click **Cancel**.

If not all items are shipped at the same time, the order is partially fulfilled. When all items are shipped or canceled, the order is fulfilled.

Remove an Order

Completed orders may be removed from the system. Orders should be removed based on the Vendor's business and the institution's business rules. Be sure to keep orders as long as necessary to properly record any information needed for accounting.

Follow these steps to remove orders.

1. Open the **Manage Orders** page from the e-Marketplace tab or the Admin Panel.
2. Find the orders to remove using the search function or selecting the Display All Fulfilled Orders filter option.
3. Check the box for each order to remove.
4. Click **Remove**.

CHAPTER 3—MYACCOUNTS

Overview

This chapter includes information on managing MyAccounts.

In this chapter

This chapter contains the following topics.

TOPIC	DESCRIPTION
Introduction to MyAccounts	Explains MyAccounts and how users interact with it.
MyAccounts Modules	Provides information on defining and deploying the MyAccounts module.
MyAccounts Administration	Describes how to manage MyAccounts.
Card Numbers	Explains the Card Number attribute.

INTRODUCTION TO MY ACCOUNTS

About MyAccounts

MyAccounts is a tool for users to manage the funds on their campus card.

MyAccounts Features

The MyAccounts adds the following functionalities to the Community System:

- The Manage Card Accounts functionality retrieves accounts from the Blackboard Transaction System and allows Administrators to configure settings for each account. Configurable settings include setting up deposit minimums, maximums, and increments, as well as enabling or disabling all users to view their account balances, view their transaction history, and deposit funds into accounts. These settings apply to the viewing and making transactions through myAccounts only. These settings do not change any Transaction System settings.
- The MyAccounts Module gives end users access to information about their card accounts, and allows them to make deposits into their accounts.
- The Modify MyAccounts Module feature allows Administrators to modify the contents of the MyAccounts module, including a header and footer and the availability, name and description for account functions within the module. Users also have access to a limited version of this feature, which allows them to enable or disable the display of account functions within the module.
- The Guest Deposit feature allows other system users and guest users to make deposits into a user's card account. The Guest Deposit feature includes a Guest Deposit module and an actual deposit page. With this feature, a user does not have to give out Blackboard login information to allow a non-Blackboard user, such as a parent, to make a deposit into the user's account.
- The Reg-E Formatted Statement function allows users to view statements, similar to bank statements, for their card accounts. The Reg-E Formatted Statement Settings feature allows the Administrator to configure Reg-E Formatted reports, specifically the number of statements created per month and the header, footer, and contact information that should be printed on the statements. The Account Statements account function in the MyAccounts module allows users to view these statements.

MYACCOUNTS MODULES

About the MyAccounts Module

The MyAccounts module can provide any of the following account functions, if enabled by the either the Community System or Card Office Administrator and also enabled by user (Users have limited control over the modules that appear on Tabs):

- **View Account Balances:** This function displays the balances of each card account directly on the My Accounts module. It provides a quick way for users to check their account balances. As with all account functions, users can disable this feature to prevent anyone from viewing their account balances.
- **View Transaction History:** Allows end users to view their past card transactions, including both debits and deposits. Depending on the length of time designated in the Bb Transaction System for storage of transaction information prior to archiving, this section can show anywhere from a few days to a few months worth of transactions. Users can filter transactions by various criteria, including date range and account.
- **View Account Statements:** Allows end users to view and print Reg-E Formatted statements. These statements may not be fully compliant with Regulation E, which governs the implementation of statements for online financial transactions, but they do contain all of the information required by this regulation.
- **Deposit Funds:** Allows end users to deposit funds directly into card accounts in the Transaction System.
- **Report Lost or Stolen Card:** This account function is available only with the Blackboard Transaction System – UNIX Edition. If available, this feature allows users to report their card lost or stolen, placing a freeze on any usage of the card. Users must contact their Card Office in order to obtain and activate a new card.
- **Suspend Card:** This account function is available to both Unix and Windows editions of the Blackboard Transaction System. It allows users to temporarily suspend usage of their card, if for example, they are unable to locate their card but believe they will find it. Since there is generally a fee associated with obtaining a new campus card, this feature is commonly used to give the user time to locate their card without risking fraudulent usage of the lost card. Note that suspending a card does not prevent deposits from being made to the account.
- **E-mail Notifications:** This function allows users to request e-mail notifications when a new account statement is available or when each of their account balances drop below certain levels.

End users will use the MyAccounts functionalities on a regular basis. Typically, cardholders make only 1-2 deposits into their card accounts outside of the initial deposit per semester. The Lost/Stolen Card and Suspend Card functions will also be used on a more limited basis. The account functions that allow users to monitor their account transactions, namely Transaction History and Account Statements, will be used on a more regular basis.

About the Guest Deposit Module

The Guest Deposit module contains three form fields: First Name, Last Name, and one other identifier field. The third identifier field is determined by the Guest Deposit Identifier setting in the Transaction System Settings administrative page. This setting allows the administrator to select a value, such as the Card Number or Student ID, that the system should use to identify the account into which a guest deposit should be made. If Student ID is selected, for example, the depositor must enter the account user's First Name, Last Name, and Student ID, in the Guest Deposit Module before proceeding with the deposit.

Upon submitting the form fields in the Guest Deposit Module, the user's account information is retrieved and the depositor is directed to the Guest Deposit page. On this page, the depositor must only select the user's account into which the deposit should be made, and enter the billing information and the amount of the deposit to be made into the account. Currently, only credit cards are accepted as payment methods for a deposit into a card account. If the credit card transaction is authorized, funds are automatically transferred.

MYACCOUNTS ADMINISTRATION

Managing the MyAccounts features

These administrative features will be used primarily by the Card Office Administrator, however the eCommerce Administrator and System Administrator will also have access to all of these features. Student, faculty, and other types of users with Campus Card accounts will use the MyAccounts Module and its related functions. Guest users will primarily use the Guest Deposit Module functions, however any logged-in Portal user can also make a Guest Deposit into any other user's account.

These features will be available to Bb Community System users only. The administrative features of MyAccounts are located in the new Manage eCommerce section of the Community System Management area of the Administrator Panel. The MyAccounts module will appear either in a module tab—likely the My Institution tab—or as the sole module in a MyAccounts tab.

Guest Deposit modules will also appear in module tabs, however this particular module will generally be used in tabs for which Direct Access is enabled.

Manage Accounts

Accounts, or Funds, are storage areas for user funds. For example, an institution may set up a Dining Account, Laundry Account, Vending Machine Account, and Bookstore Account. User funds spent on different purchases are drawn from the separate Accounts.

Accounts are synched automatically with information from the Blackboard Transaction System. Administrators may set rules regarding deposits and access to viewing account information.

Modify Account Attributes

Follow these steps to change the account attributes within the Blackboard Community System.

1. Click **Manage eCommerce** from the Admin Panel.
2. Click **Manage Card Accounts**.
3. Click **Modify** for an account.
4. Enter a **Minimum Deposit** amount and a **Maximum Deposit** amount. The default values are \$1.00 and \$9999.99.
5. Enter a **Deposit Increment**. User deposits must be divisible by this amount. For example, an increment of \$20.00 will allow deposits of \$40.00 and \$60.00 but not a deposit of \$50.00.
6. Select **Deposit Funds** to allow users to add funds to this account through the MyAccounts module.
7. Select **View Balance** to allow users to view the balance on this account through the MyAccounts module.
8. Select **Query History** to allow users to view transaction history from the MyAccounts module.
9. Click **Submit** to finalize changes.

Setup the MyAccounts Module

The MyAccounts module properties are configured just like other modules. The **Contents** of the MyAccounts module can be customized to rename or remove functions of the module. Follow these steps to edit the contents of the MyAccounts module.

1. Click **Manage Modules** from the Admin Panel.
2. Locate and modify the MyAccounts module or add a new module of the MyAccounts type.
3. Click **Contents**. The Modify MyAccounts page will appear showing a table appears listing all the functions of the module.
4. Click **Modify** for a function.
5. Change the **Title and Description** of the function.
6. Select the checkbox to make the function **Available**.
7. Click **Submit**.

Follow these steps to change the module header and footer.

1. Click **Header and Footer** from the Modify Online Card Office page.
2. Enter a new header and footer.
3. Click **Submit**.

Setup Regulation-E Formatted Statements

Follow these steps to define the information that appears on Regulation-E Formatted statements.

1. Click **Manage eCommerce** on the Admin Panel.
2. Click **Reg-E Formatted Statement Configuration**.
3. Fill out the required **Contact Information**. An option also appears to include a note on the statement.
4. Select the **Number of Statements** and the **Starting Day of Report**. The number of statements sets the number of statements available to users. For example, if 2 is selected, users will be able to view the last two available monthly statements.
5. Click **Submit**.

CARD NUMBERS

About Card Numbers

Card numbers identify the campus card and enable purchases and deposits. The card number is stored as part of the user account in the Blackboard Community System. The card number in the Blackboard Community System must match the card number in the Blackboard Transaction System.

Cards are stored in an encrypted state for security purposes. Keep in mind that an unencrypted card number is a security risk. Also, since the systems decrypt each card number before use, an unencrypted card number will be decrypted into an unusable form by the system.

Card numbers are first generated in the Blackboard Transaction System. Once the card number has been generated, it must be added to the Blackboard Community System by modifying the User Properties.

Management of card accounts is done through the Blackboard Transaction System. Please consult the Blackboard Transaction System documentation for more information about managing accounts.

Add a Card Number to a User Through the Personal Information Tool

Users may add a card number to their account by editing their Personal Information. The card number is entered into the field unencrypted and the system encrypts the file. Administrators may also enter card numbers in the same way by editing the User Properties. This is a lengthy process that can be done very quickly through the Snapshot tool.

Add a Card Number to a Group of Users Through the Snapshot Tool

Snapshot is used to upload data into the Blackboard Community System. A feed file is generated with data from another campus information system and added to the Blackboard Community System. In this case, the data is generated from the Blackboard Transaction System.

Please consult the Blackboard Transaction System documentation for more information on generating an output file of users and card numbers.

To accommodate the eMarketplace, two important additions have been made to the standard Snapshot process.

- A new data field for users is now available. The new field is `card_number` in flat files and `<x_bb_cardnumber>` in XML files. This data field should store the card number in either its encrypted or unencrypted format.
- A new property for the `snapshot.properties` file is now available. The new property is `encrypt.card.number`. If the property is set to `Y`, the card numbers will be encrypted upon import. If the property is set to `N`, the card numbers are assumed to already be encrypted using the key shared by the Blackboard Transaction System and the Blackboard Community System.

Also be aware that the Student ID and the External Person Key may also be used as the Cardholder identifier.

For detailed information about using Snapshot please see the Blackboard Academic Suite Advanced Data Integration Manual.