Current Blackboard Issues List

Issue	Description	Status	Workaround/Resolution
Blackboard Learn - My Grades	Students with active enrollment in disabled courses don't have the My Grades icon in the Global Navigation/My Blackboard menu and the Tools sections of the home page. Blackboard doesn't have a fix for it yet.	Workaround	Those students have to enter each course individually to check their grades.
Blackboard Learn Course Reports	When running a course report, users get a screen stating that is being processed but nothing happens.	Pending (Work in progress)	Has been escalated to Blackboard Tier 3 group.
Blackboard Collaborate: Recordings Conversion	Instructors are unable to convert recordings to MP3 and MP4. The conversion ends in error and the link to play the recoding becomes inactive. This is a known issue that should be resolved in version 6.0.6 of the SAS. There's no release date for that yet.	Workaround	In the meantime, access to the conversion option has been removed for users with instructor role. They can use publish to download and convert their Collaborate recordings.
Blackboard Collaborate: Clip Art	When opening the Clip Art library from the Insert Clip Art button in the Whiteboard toolbar, some users will see only the title bar of the library. Also, when selecting Manage Clip Art Collections from Tools -> Whiteboard, some users see no Clip Art to be managed. This issue occurs If there is a corrupt .jar file in preferences directory of the local machine.	Workaround	This issue can be resolved by: First, delete the collaborate preferences file to remove any corrupt files. Then create a new clip art collection. For more details: http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=3112