

October 2017 New/Updated Questions	Answers
<p>I have put up content in my 2017-18 courses. BUT my students say they cannot see my course.</p>	<p>Refer to https://cuhk.service-now.com/sp?id=kb_article&sys_id=b56c7ff2db2087400b2f5fa0cf96195b</p> <p>A new “Make unavailable/available” icon has been added. https://help.blackboard.com/Learn/Instructor/Courses/Course_Availability#et-course-availability</p>
<p>Strange email from address</p>	<p>Blackboard has confirmed on this but claimed that this is caused by AWS.</p> <p>A fix is being tested and scheduled around mid-November.</p>
<p>“My students say they no longer received email/mobile notifications on course updates. They said they can receive these notifications last year.”</p>	<p>Blackboard has confirmed on this.</p> <p>A fix on “email” notification is being tested and scheduled around mid-November. The fix on “mobile” notification is still pending.</p>
<p>The system is slow. / The system is not responding.</p>	<p>Blackboard has provided an update on the potential causes:</p> <p>(i) Insufficient sizing Blackboard has increased the sizing band for CUHK (on both the number of application servers and the size of the database).</p> <p>(ii) Current limitations on system monitoring tools on system performance The current monitoring used by Blackboard Support fails to timely detect system slow/performance degrade until CUHK reports. The auto scale for handling increase system traffic also fails. However, Blackboard support managed to recover the system in 30min after we reported for the past few incidents. Blackboard is working on possible improvements in the current monitoring and system maintenance.</p> <p>(iii) Bottleneck in the Crocodoc processing / Crocodoc component locking (Crocodoc is the tool used in Blackboard for inline grading). Blackboard replied that the blockage has been cleared and tuning was undertaken to prevent the issue re-occurring. Crocodoc will also be replaced by Box in 2018. https://help.blackboard.com/Learn/Administrator/SaaS/Tools_Management/Inline_Grading).</p> <p>(iv) Current system limitations on the handling of big content/video files According to Blackboard, the problem is related to: (a) “the issue of 206 range requests”</p> <ul style="list-style-type: none"> - Generally, a web browser will download these files in chunks and will send a 206 request each time another chunk is required. - However as Learn does not have the behaviour built in to handle this, what seems to be happening is that it reads and sends the entire file each time the request is sent. - As a result, for each user viewing the file it will get retrieved many times, which is resulting in the heavy load on the app servers when these files are being retrieved.

Blackboard - Summary of FAQs for Instructors (Last updated on 31/10/2017)

	<p>(b) the new system is now on the cloud (Amazon AWS in Singapore) The good of a cloud system is that we can enjoy frequent system updates. However, the files in the system are handled differently on AWS comparing with our old on-premise system.</p> <ul style="list-style-type: none"> - Files are on AWS S3 which will likely be slower than the file system used locally. - AWS S3 is encrypted so CPU overhead is required to decrypt. - The network overhead on AWS S3 will be greater. As well as impacting the response time this means that the transaction will take longer in the app server so increasing overall load. <p>While we are pushing Blackboard to improve the system on handling of big content/video files, it is highly suggested that video files be shared with students using the new Panopto service. (https://www.edtech.cuhk.edu.hk/videocms-panopto)</p>
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Questions	Answers
I cannot see my 2017-18 courses. / I can only see my 2016-17 courses.	Ensure that you are on the new Blackboard System (2017-18) at https://blackboard.cuhk.edu.hk . Refer to https://cuhk.service-now.com/sp?id=kb_article&sys_id=904b7b72db2087400b2f5fa0cf9619bb
I cannot see the course menu inside my course.	Refer to https://cuhk.service-now.com/sp?id=kb_article&sys_id=3822e9b0dbc147002c96f2adbf96199e
“Why 2016-17 courses are listed under “Current courses”? Can I move the course cards around?”	Has confirmed with Blackboard that the way how course cards are being automatically organized on “Courses” does not fit CUHK. Follow up in progress.
I teach a few courses with the same course title. I cannot distinguish them.	Update the course name under “Check “Customization” > “Properties” yourselves. Or request for update at elarning@cuhk.edu.hk .
“SignOn Error”	Refer to https://cuhk.service-now.com/sp?id=kb_article&sys_id=0b6ffff6db2087400b2f5fa0cf9619ba .
The system gave me email notification or system feedback in a language different than my language pack preference.	<p>If you see a “X” on the alert/error, try to click on it and Report to elarning@cuhk.edu.hk or via ITSC Online Service Desk at https://cuhk.service-now.com.</p> <p>If possible, please provide:</p> <ul style="list-style-type: none"> • The exact error message (best with screen capture). • The date and time when you saw the error. • The specific steps to produce the error i.e. the user's actions leading up to the error. (Enough detail that someone could follow them exactly in order to attempt to replicate the error.)
The system is not responding.	
The system is slow.	
“Bad Gateway”	
“Oops! Something went wrong.”	

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"Sorry! Your name is not on the list."	<ul style="list-style-type: none">• Whether the error occurs every time the steps to replicate are followed or only sometimes.
"Error."	

Questions related to "CUHK User Management Tool"	Answers
"The following users cannot be saved."	<p>Currently, the tool cannot be used to add students (who have previously attempted to add the course via CUSIS).</p> <p>Submit the course id and the student id of the student(s) to elearning@cuhk.edu.hk or via ITSC Online Service Desk. The support team can help to add these sit-in student(s) to the course for you.</p> <p>*The tool is being revamped. An updated version is expected to be available before Term 2, 2017-18.</p>

Questions related to "2016S1" course migration.	Answers
When will I see my 2016-17 Summer Session courses on the new Blackboard system.	<p>The courses have already been backup from the old Blackboard system around mid-September. The restore of the courses onto the new Blackboard system is expected to complete in November.</p> <p>If you need to migration your courses earlier, submit a request to elearning@cuhk.edu.hk or via ITSC Online Service Desk.</p>

Screenshots of some of the alert.

