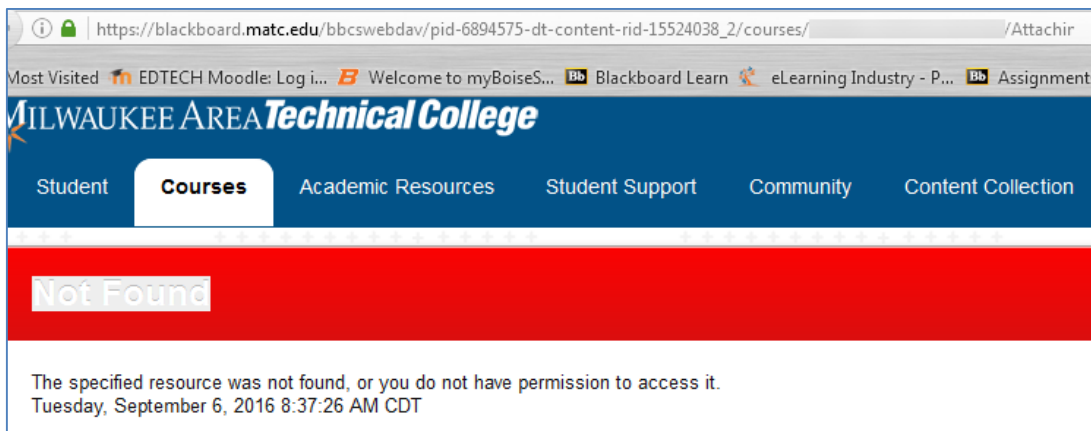


# Course Copy Process Causes Errors on Attached Files



## Known Issue

In courses where the instructor has used *Course Copy* to copy files to a new course, students experience an error when attempting to download or view files in the new course. This is a known issue where the Course Copy process has created links to files housed in the course where the materials originated. The error page that the student sees will reference the copied course in the website address at the top of the page.



Because the students do not have permission to access the course that the instructor copied from, they receive a permission error when trying to access a file. Only the students experience the error; the instructor does not.

## Recommended Action

To avoid experiencing this error, we strongly encourage faculty to use the supported [Archive](#) and [Import](#) methods of transferring content to a new course.

In courses where the error is occurring, you may perform either of these steps to resolve the errors:

- **Option 1** – If students have not yet begun to complete work in the course, perform a Bulk Delete of the course's content. Then, [download an archive file of the department master](#) and [import it into the course](#). This ensures that all your links connect to files hosted within the course.
- **Option 2** - Individually download and re-attach each file.