

Grade Center's Email Tool Changes File Attachments to Temp Files



Known Issue

ISSUE DESCRIPTION

When instructors use a course *Grade Center's email feature* to send a message with attached files to students, the attached files are converted to temporary files. This results in the attached files becoming inaccessible to the recipient.

Email Message Created through Grade Center

The left screenshot shows the 'Grade Center : Full Grade Center' interface. The 'Email' dropdown menu is open, showing options: 'Email Selected Users', 'Email Selected Users and their Observers', and 'Email Observers for Selected Users'. A red arrow points to 'Email Selected Users'. The right screenshot shows the 'Send Email' form. The 'Attachments' section contains two items: 'asterisk-paper-1.docx' and 'EDTECH_511..._SP17.pdf'. A red callout box labeled 'Attached Files' points to the attachment list.

Email Message Received by Recipients – Temp Files!

The screenshot shows an email received from 'Megan L. Hamilton - hamiltml@matc.edu'. The email body contains the text: 'This is an example email with an attached file.' Below the text, there are two attachments: '.tmp3650636770110472 358TempFile 143 KB' and '.tmp62396743681...'. A red callout box labeled 'Sent Attached Files Have Become Temp Files' points to the attachments.

Blackboard Client Support has identified this as a software defect that *only* impacts the Grade Center's email feature. The defect will be resolved in a future software update.

WORKAROUND

Email messages with attached files will be successful when you use the [Email course tool](#) or [Quickly](#) tool.

To send an email message containing a file attachment to *specific* students, use the [Email course tool](#) and its “Single/Select Users” feature.

Email Message Created through Email Course Tool

The image shows two screenshots from a learning management system. The left screenshot is the 'Send Email' interface. On the left is a navigation menu with options like Home, Announcements, Syllabus, Email Tool, Weekly Lessons, Tests, Discussion Board, and My Grades. On the right is a list of user selection options: All Users, All Groups, All Student Users, All Teaching Assistant Users, All Instructor Users, All Observer Users, Single / Select Users (highlighted with a red arrow), and Single / Select Groups. The right screenshot is the 'Single / Select Users' dialog box. It includes a note: '* Indicates a required field.' Below is the 'EMAIL INFORMATION' section. The 'To' field is populated with 'Asterisk, Annie' from a list of available users. The 'From' field is 'Megan L Hamilton - hamiltml@matc.edu (hamiltml@matc.edu)'. The 'Subject' field contains 'Example Email'. The message body text reads: 'This is an example email with attached files.' At the bottom, there are two attachments: 'EDTECH_511....SP17.pdf' and 'asterisk-paper-1.docx', each with a 'Choose File' button and a 'remove' link.

Email Message Received by Recipients – Successful!

The image shows an email interface for 'PMO-hamiltonM-TestCourse15: Example Email'. The sender is 'Megan L Hamilton - hamiltml@matc.edu <do-not-reply@learn-pro>' with a timestamp of '12:48 PM (0 minutes ago)'. The message body states: 'This message was sent to the following recipients: Asterisk, Annie' and 'This is an example email with attached files.' Below the text, there are two attachments: a PDF file named 'EDTECH_511_Syl...' and a Word document named 'asterisk-paper-1...'. The email interface includes a search icon, a close button for the inbox, and a 'to me' dropdown menu.