



## Blackboard Browser Issues

**Issue:** Students submit files that have 0KB value, an empty file, or display a corrupt file.

### Assignments and exam that require files to be attached.

- Submitted assignments through the Mobile Safari browser on iPad (OS 9) will result - 0 bytes assignment submission.
- Files selected for Assignment submissions and Course Content become replaced with an empty file if a user of Microsoft Windows 10 and Edge browser has opened and closed the file after selection and before submission.

### Reasons this can occur:

0KB files means the student are not actually uploading the true file. Meaning they are uploading a short –cut, facsimile of the file and not the true source file. This is caused by many factors on the instructor and student side.

Known issues with browsers and blackboard:

- Mobile Safari
- Safari
- Explorer
- Edge browser

Please refer to [Browser Support](#) for the most up to date information regarding supported technologies for Blackboard Learn.

### Steps that will cause empty files submissions:

1. On Windows 10 using the Edge browser access Blackboard Learn as a Student
2. Navigate into a Course Content Area containing an Assignment
3. Open the Assignment and proceed to make a new submission
4. Enter a value in the Name field



5. Click Browse My Computer > locate and select a Microsoft Word or Excel file containing data
6. Before submission use Windows Explorer to open the file > close the file
7. Click Submit
8. Open the submitted file

**Expected Behavior:**

The submitted file and its content match the source file selected during Assignment submission.

**Observed Behavior:**

An empty file is submitted to the Assignment.

**Symptoms:** An empty, zero byte file is uploaded instead of the intended file.

**Resolution/Workaround: Workaround #1:**

Do not open the source file after selecting it for upload into Blackboard Learn. Users should be advised to open files for inspection before accessing the area to which they wish to upload the file.

**Workaround #2:**

Use different browser such as Chrome, Firefox

**Best Practice Info:** This problem is known to affect Instructors attempting to upload course content and Students attaching files for Assignment submissions. Blackboard recommends that customers communicate this known issue and workaround suggestions to those end users operating with Microsoft Windows 10 Edge browsers.

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