

# eLearning 2021.2 Release Notes



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# Preface

This document explains new functionality and enhancements included in the eLearning 2021.2 release.

## Assumptions

We assume that you have expertise in and permission to administer both JICS and Jenzabar eLearning.

## Tracking numbers

The tracking numbers and bug numbers used in this document are from Team Foundation Server, or TFS, which is the internal tracking system used in Product Development.

In some cases a support-call reference number is also listed.

## Illustrations in this guide

The illustrations in this guide were created using the artwork and site design in effect when JICS and eLearning are first installed. If your site has been customized with your school's own logos and artwork, and as you further customize by creating and modifying tabs and other content, your view will be different.

## Terms

Note that the following names are sometimes used:

- Constituent Relationship Module is often abbreviated as CRM.
- e-Racer and Jenzabar eLearning are sometimes referred to as “the LMS.”
- JICS is sometimes referred to as “the portal.”

## For more information

In general, more information is available at MyJenzabar.net (<http://www.myjenzabar.net/ics/>). Further detail is below.

## Jenzabar eLearning

For further details on Jenzabar eLearning, see the following guides:

- For help with using eLearning as a faculty member, see the *eLearning 2021.x: Faculty Guide*. To find this guide, log in to MyJenzabar and choose **Support > Jenzabar eLearning > User Documentation**.
- Note that some aspects of administering Jenzabar eLearning can be completed only by a member of the Administrators role and are covered in the *Jenzabar Internet Campus Solution 2021.x: Administration Guide*.

## CRMs

For help configuring specific CRMs, see the configuration guide for the appropriate module. To obtain these guides, log in to MyJenzabar and choose **Support > JICS-CRMs > JICS Downloads for your ERP system > CRM installers and documentation**.

## Known issues

In addition to the [Known Issues \(page 19\)](#) chapter of this document, you may want to review the release notes for your version of JICS. The JICS release notes include details on known issues introduced in e-Racer 1.6.8 or earlier (and still present in Jenzabar eLearning 2021.2). The JICS release notes also describe issues in other parts of JICS.

## Providing feedback

If you have comments or suggestions about this document, please email them to [JICSDocumentation@jenzabar.com](mailto:JICSDocumentation@jenzabar.com)

## Compatibility

This section describes compatibility requirements between Jenzabar eLearning 2021.2 and other software.

## Jenzabar Mobile

If you are using Jenzabar Mobile and are planning to install eLearning 2021.2, you will need to upgrade Jenzabar Mobile to version 2021.2. Jenzabar Mobile must be upgraded after e-Racer, eLearning or CRM updates.

For information and updates about Jenzabar Mobile, log in to My Jenzabar and choose **Support > Jenzabar Mobile**.

## JICS prerequisite

The prerequisite for Jenzabar eLearning 2021.2 is JICS 2021.2.

## Learning tool enhancements

### LTI Advantage Complete Certification

With the implementation of [support for LTI deep linking \(page 7\)](#), Jenzabar eLearning is now LTI Advantage Complete certified. This means that eLearning has completed certification testing for LTI 1.3 Core and all three of the following LTI Advantage services:

- Deep Linking 2.0 Assignment
- Names and Role Provisioning Services 2.0
- Grade Services 2.0

For more information on LTI Advantage certification, see the [IMS Global Learning Consortium website](#).

### Support for LTI Deep Linking

Jenzabar eLearning now supports the creation of coursework content using LTI Deep Linking.

To enable Deep Linking for a learning tool, select the check box labeled **This is a Deep Linking Learning Tool** in the **Connection information** section while editing the tool's settings in eLearning.

**Connection information**  
This information should be copied exactly from your tool provider

Location:   
The URL for connecting to the tool

LTI version:

Initiate login URL:

Redirection URI(s):

Tool Public Keyset URL:

☒ This is a Deep Linking learning tool

For more information on deep linking, see the [IMS Global Learning Consortium website](#).

### Context claims sent to learning tools

For both LTI 1.1 and 1.3, Jenzabar eLearning now sends the same context claim information to a learning tool anytime the tool is launched from within a course or a sub-section within a course, regardless of whether the tool is launched from the Learning Tools feature or from an assignment.

## LTI Logging page in LMS Manager

To assist with auditing and troubleshooting, the new **LTI Logging** page in LMS Manager shows the results of all incoming API calls made by LTI 1.3 learning tools.

**LTI Logging**

This area logs LTI 1.3 API calls for audit and troubleshooting. You can find all incoming API calls and their results logged here.

**LTI Logging Data Settings**  
Options related to logged LTI data.

Search

Learning Tool	API Function	Result	Return Status Code	Time Stamp
+ N/A	ConsumePublicKeysetUri	Success	OK	8/23/2021 5:19:18 PM
- N/A	ConsumePublicKeysetUri	Success	OK	8/23/2021 5:19:15 PM

**Received Parameters**

**Received Data**

**Returned Data** { kty = RSA, alg = RS256, kid = bf55c6d4-b046-49a7-9172-07d229d08f60, e = AQAB, n = rqBXztqv4bXf8dq5th-wlCGE7IOA9SkY5HrdYKsOEM245Z8ZjogC8EHdTdexWXLk7Nigdm3GLXOzOs5AseXoKp\_elv2uRLU961YY0sjfM-bl-ycJHEGWxFQDW9194cyh5WCbGxaqxhPV9AMZP9jLu4MN07pumV\_Mikf6\_2bg6i9XKmD0e8aDAnFdheADcP\_AstDzCylQaKBGjrKeruo8-wGy9Rp\_46Fo0jGdt1HdZeiP5\_gwUFe2yOKsba2UG8usCIcti7MselwKxqTqKSR76c7rYqFtE77StY-0fzVXkLuUyuazYgDgoL5cuwit-OSY1wpGX4jh-TZisPXI2\_CQ, use = sig }

+ N/A ConsumePublicKeysetUri Success OK 8/23/2021 5:19:13 PM

+ N/A ConsumePublicKeysetUri Success OK 8/23/2021 5:19:02 PM

Save Cancel

## Deployment ID and client ID added to OIDC

Oauth 2.0 OpenID Connect (OIDC) connections in Learning Tools 1.3 now support two optional parameters: deployment id and client id. This adds more flexibility for Learning Tool providers.

## ProctorFree integration

Jenzabar eLearning now supports the use of ProctorFree, a third-party solution that facilitates successful online proctoring of exams.

## Enabling ProctorFree in Site Manager

To enable the use of ProctorFree in the portal, your administrator can go to the **Third-party integrations** page in Site Manager, select ProctorFree from the list, and then enter the credentials and other information provided by ProctorFree when your institution purchased their service.



Site manager is a collection of tools and settings used to manage and control aspects of the portal at large.

[Site settings](#)[Authentication settings](#)[Communication preferences](#)[Tabs](#)[Global sidebar links](#)[Login messages](#)[Base roles](#)[Targeted messages](#)[Framework settings](#)[Portal only accounts](#)[Portal design themes](#)[Global portlet operations](#)[Portal version info](#)[Security settings](#)[Job scheduler](#)[ERP settings](#)[Third-party integrations](#)

## Third-party integrations

ProctorFree

### Third-party integration: ProctorFree

#### ProctorFree assignment integration

Allow faculty to choose to allow the system to automatically create eLearning assignments in ProctorFree.

On

#### Partner Name

The Partner Name provided to you by ProctorFree.

Jenzabar

#### Partner UUID

The Partner UUID provided to you by ProctorFree.

#### Consumer Key

The Consumer Key provided to you by ProctorFree.

#### Consumer Secret

The Consumer Secret provided to you by ProctorFree.

#### Consumer Name

The Consumer Name provided to you by ProctorFree.

Jenzabar

[Save](#)[Cancel](#)

# Requiring ProctorFree for a test

To require the use of ProctorFree for a test, select the new check box labeled **Require that students use ProctorFree for this test** in the **Online Assignment Options** section while creating or editing the assignment.

▲ Step Two: Online Assignment Options (Optional, Click to close) ▲

Test review: Students can view their test: 

As soon as the due date passes AND it's fully graded ▼

Show students the correct answers to missed questions: 

Only after the due date ▼

Show students: 

All questions ▼

Turn off all test review access after: 

11 ▼

 : 

55 ▼

PM ▼

☐ Hide answers during review

Auto-Grade: ☒ Automatically assign a grade of zero to students who do not take the test before the due date passes.

Time limit: 

Minutes ▼

 Leave blank for no time limit

Pagination: 

One section per page ▼

☐ Only allow forward progress

Section order: ☐ Shuffle sections, creating a random order for each student

Lock out: ☐ Lock students out if they leave the test screen  
Otherwise they can return to an interrupted attempt and keep working

Extra credit: ☐ Allow better-than-perfect scores (e.g. 105/100)  
Otherwise extra credit will only raise scores to a maximum of 100%

Security: Password:  If entered, students without this password can't take the test

☒ Require that students use ProctorFree for this test  
☐ Record only (Leave this option unchecked to use full proctoring)  
☐ Practice

☐ Require that students use Respondus LockDown Browser for this test  
This browser locks down the test environment, ensuring that students CANNOT take screenshots, copy/paste, print, view other websites, or use other applications (like instant messenger or email) while taking the test.

When you choose to require ProctorFree, you have the following additional options:

- **Record only** - Select this option to record the student without any of the other proctoring options enabled.
- **Practice** - Select this option to make the assignment a practice quiz for students to learn how to use ProctorFree.




The first time a student uses ProctorFree, the application will walk them through the steps for installing and configuring the required software.



# Reviewing a test in ProctorFree

After a student has taken a test in ProctorFree, you can review the test by clicking the link on the **Student Assignment Details** page. A separate link will appear for each submission from the student. This will take you to the ProctorFree website, where you can review the video of the student completing the assignment as well as any anomalies that may have occurred during the test.


## Coursework






**ProctorFree 006**  
Exam in Unit 1


[Previous](#) [Reggie's assignments](#) [Next](#)

by **Reggie Jackson**  



Other students


**This assignment is open**  
It is due **on Friday, December 31 at 11:55 PM**  
You can give Reggie [a different due date](#)

 **Personal time limit** - Reggie has **no time limit** to take this exam. Use this option to give Reggie a different time limit.  
 **Close the assignment** to end Reggie's ability to work on it, and to enable grading.  
 **Rework the exam** - If Reggie needs to make corrections (or answer skipped questions) on a submitted exam, use this option.  
 Reggie has an unlimited number of attempts  
 View Reggie's [detailed history](#) for this assignment



You have not entered any feedback yet.

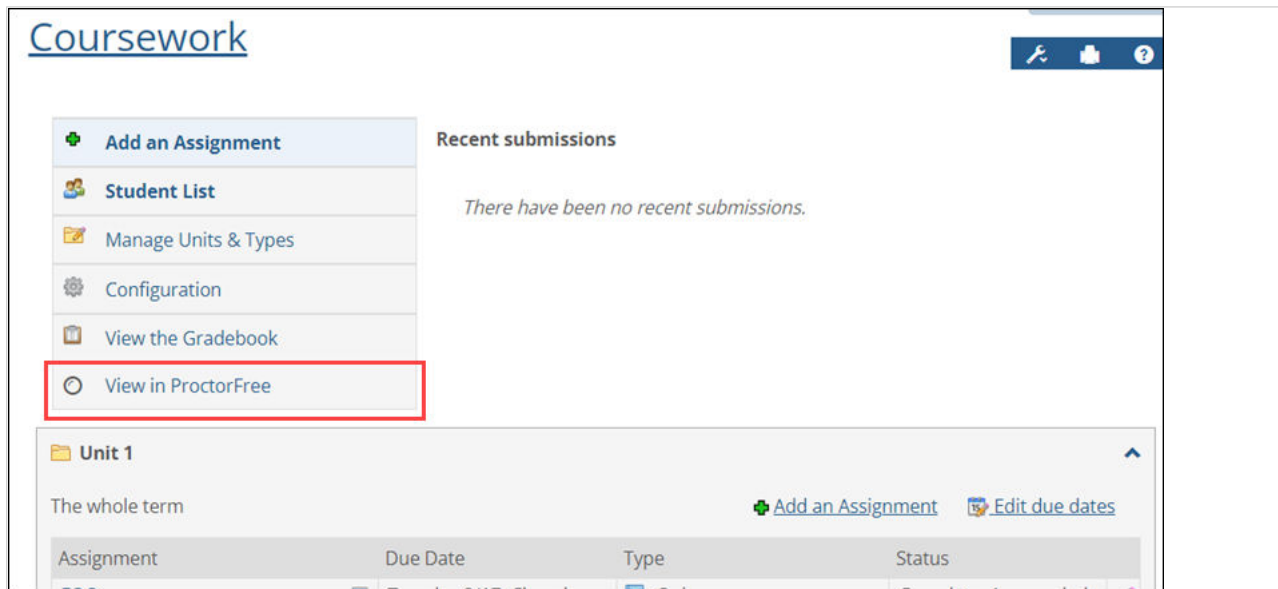
 [Add a feedback comment](#)  [Add a feedback file](#)

**Reggie has taken the test in ProctorFree. Click to review in ProctorFree:**

[Tuesday, October 19, 2021 at 6:37 PM](#)  
[Thursday, September 9, 2021 at 8:07 PM](#)

Reggie submitted this attempt **on time** on **Tuesday, October 19 at 2:37 PM**  
Reggie spent **39 days 22 hours 31 minutes** taking the attempt  
Reggie took this exam from IP address 172.16.49.128

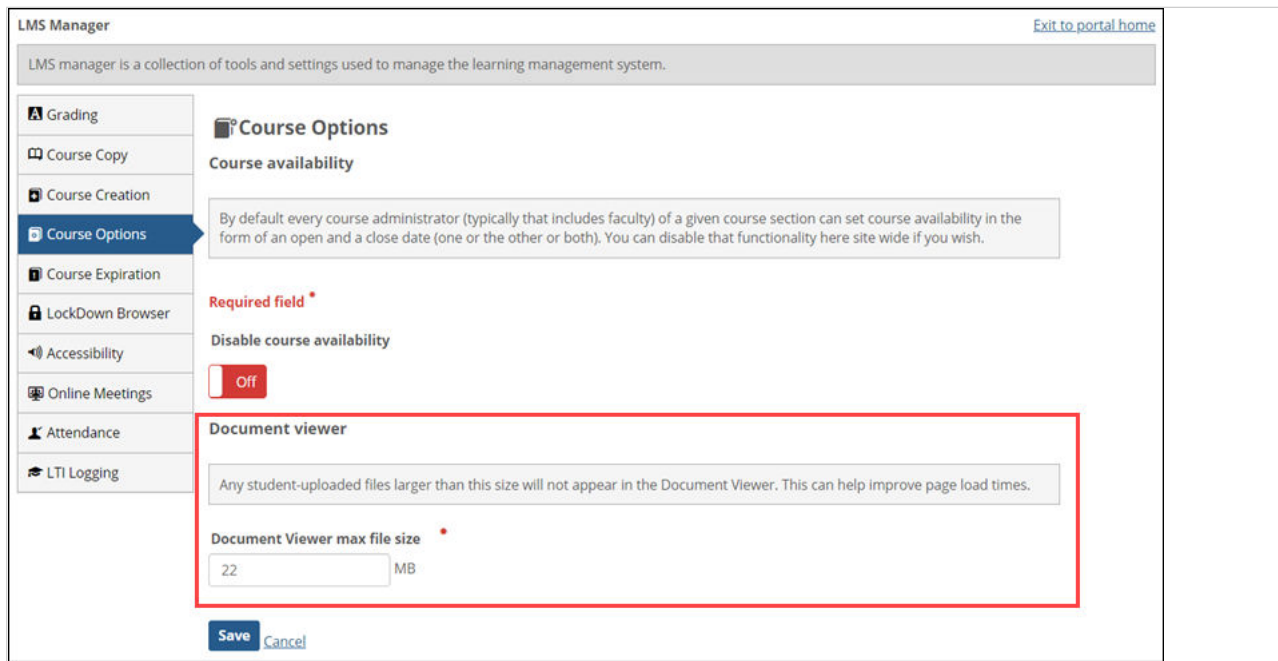
You can also click the new **View in ProctorFree** option on the Coursework main page to access all tests taken with ProctorFree in the course section.



For more about ProctorFree, visit their website at <https://www.proctorfree.com/>.


## Document viewer maximum file size setting


A new setting on the **Course Options** page in LMS Manager allows an administrator to limit the size of documents displayed in the preview pane for file-upload assignments. This setting can help you improve page-load times for users.





If a student uploads a file that is larger than the specified value, the document will not appear in the preview pane's dropdown list on the **Student Assignment Detail** page. Instead, faculty will see the following message:



Here are the files Bobby has uploaded for this exam:


 [JICS 9.0.x Installation Guide.pdf](#) (.pdf, 2757K, 8/5/2021 11:30 AM)

 [Download all of Bobby's files](#)

 Do you have a corrected copy of one of these files to return? You can upload files in the Feedback area above.

 **Some of the submitted files are not compatible with the preview pane feature.**

by [Bobby Jackson](#)  

 **Essay Assignment 3**  
Exam in Unit 1

## Roster redesign

The Roster feature now has a more user-friendly look and feel. We also made a couple of changes to the functionality of the feature, as follows:






- The new **View first names first** check box allows you to change the way names are displayed.
- We removed the **View printable roster** check box because the redesigned feature already looks much like the old printable version.
- We also removed the **Can View Printable Roster** permission.

## Roster

There are 5 members of this Course (1 Faculty, 4 Students).

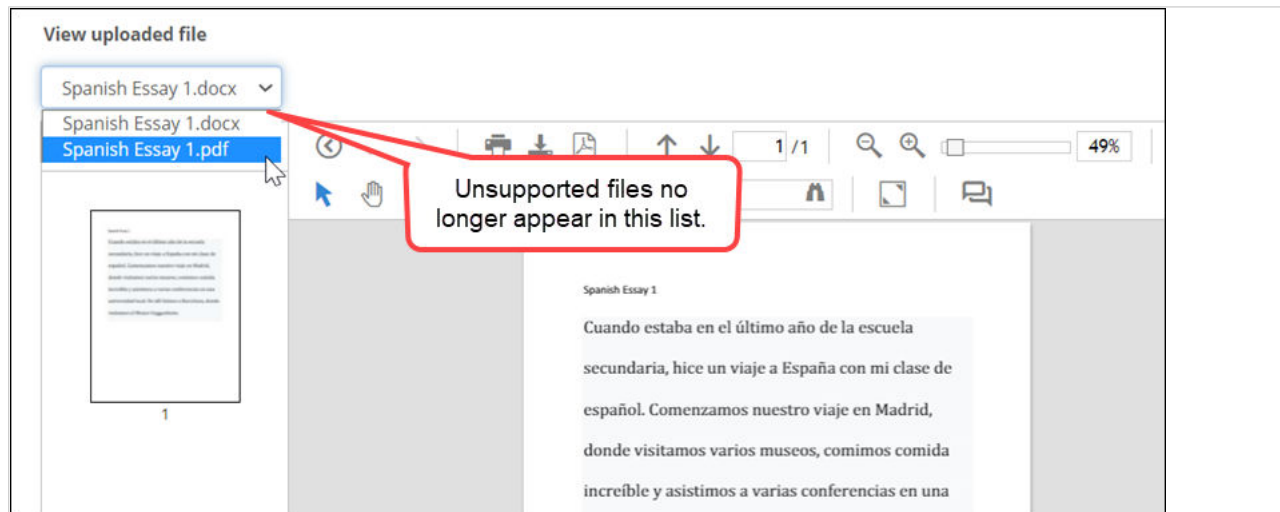
☐ Hide user photos ☐ View first name first

Email: Selected ▾ [Open email](#)

<div>Search <span>Q</span> ▾</div>			
<input type="checkbox"/>	User photo	Name <span>⌵</span>	Role
<input type="checkbox"/>		Jackson, Bobby <span>i</span>	Students
<input type="checkbox"/>		Mimura, Machiko <span>i</span>	Students
<input type="checkbox"/>		Vu, Amy <span>i</span>	Students
<input type="checkbox"/>		Williams, Jean <span>i</span>	Faculty
<input type="checkbox"/>		Yelabugin, Vladimir <span>i</span>	Students

# Improved handling of unsupported and oversized files in the Coursework document viewer

We improved the handling of unsupported file types in the document viewer on the **Student Assignment Detail** page. If a student uploads a file that is not supported by the viewer, the file will no longer appear in the dropdown list of documents at the top of the document viewer.



If a student uploads a file that is not supported by the document viewer, Jenzabar eLearning will display a message to that effect.

### Error when trying to view detailed history for an assignment

**Tracking number 207411 (Support call 482790)**

An error was occurring when faculty clicked the detailed history link on the **Student Assignment Details** page before the page finished loading. Now the page will finish loading before users can interact with it.

### Gradebook menu using wrong alt text for images

**Bug 210356**

In the Gradebook feature, the **Main screen** tab and **Grade scale** tab now use the correct alternative (alt) text for the images on the tabs, ensuring that screen readers will now correctly identify them. Previously the **Main screen** tab was using the **Grade scale** tab's alt text, and vice versa.

### Incorrect URL for downloading LockDown Browser

**Bug 210413 (Support call 512851)**

The link for downloading LockDown Browser from the **Student Assignment Details** screen now works as expected for Chrome users.

### Fatal error when assignment with multiple retakes is missing a submit date

**Tracking number 210496 (Support call 514649)**

A fatal error no longer occurs on the **Student Assignment Details** screen when an assignment with multiple retakes has a submit date that is set to NULL.

### Error when deleting course section tied to rich-template map

**Tracking numbers 210558 and 210559 (Support call 518272)**

An internal server error no longer occurs when the user attempts to delete a course section that is set up as a source for rich-template mapping.



## Fatal error when accessing student list as a student

### Bug 210623

A fatal error no longer occurs when a user logged in as a student attempts to access the **Student List** page by pasting the URL into their browser.

## Feedback not saved when grading by question

### Bug 210901 (Support call 522980)

Feedback that does not contain text now saves properly when the user enters it from the **Grade by question** page. Previously the feedback would not save if it included, for example, only images, audio, or video.

## Attendance emails received with only the subject in the body of the message

### Tracking number 210903 (Support call 513996)

Faculty and other users will no longer receive attendance emails in which the body of the message only repeats the subject of the email. The full text of the message will appear as expected.

## Course content import fails when ICSFileServer is a shared folder

### Bug 211159 (Support call 519497)

The Course Content Import (CCI) feature no longer fails when importing a course cartridge due to the **ICSFileServer** folder being a shared network folder.

## Embedded content in Readings portlet does not copy to a new course

### Bug 211219 (Support call 529102)

Content embedded in a reading is now copied properly to a new course via the Copy Course Materials feature.

## Embedded files placed in wrong folder when course without faculty is copied

### **Bug 211301**

When the user copies a course with no active faculty, files embedded in the course content will be placed in a MoxieManager folder named after the section ID as expected. Previously the embedded files were being placed in a folder with all zeroes in its name.

## LockDown Browser not working

### **Bug 211371 (Support call)**

An error no longer occurs when students use LockDown Browser to take a test.

# Known issues

This chapter lists known issues in Jenzabar eLearning. This list includes bugs introduced over the course of many past releases. Though cumulative, this list is not comprehensive. It includes those issues that we think are most likely to affect users and administrators.

## Error when editing assignment dates in shared Coursework feature

An internal server error occurs when the user edits assignment due dates in an instance of the Coursework feature that is shared to a page.

## HTML files imported in wrong order from CCI

When integrating multiple HTML files at once from a CCI cartridge into an instance of the Free-Form Content feature, the imported files may not display in the same order in which they appeared in the cartridge. Once the files are integrated, however, you can reorder them within the Free-Form Content feature. Other file types may be affected as well.

**Course Content Import**

**Admin All Content**

1-1.1 ☐ Global Warming

1-1.1.1 ☐ Unit forum

1-1.1.2 ☐ Introduction[E500\_11\_section0.html]

1-1.1.3 ☒ 1. Natural climate change?[E500\_11\_section1.html]

1-1.1.4 ☒ 2. A 4.6 billion-year history[E500\_11\_section2.html]

1-1.1.5 ☒ 3. Recorded temperatures[E500\_11\_section3.html]

1-1.1.6 ☒ Further reading[E500\_11\_section4.html]

1-1.1.7 ☒ 4. Human influence?[E500\_11\_section5.html]

1-1.1.8 ☒ Further reading[E500\_11\_section6.html]

1-1.1.9 ☐ 5. Climate models

1-1.1.9.1 ☐ Climate models[E500\_11\_section7.html]

1-1.1.9.2 ☐ Comparing modelled and observed temperature[E500\_11\_section8.html]

1-1.1.9.3 ☐ Running the models forward[E500\_11\_section9.html]

1-1.1.9.4 ☐ Closing thoughts[E500\_11\_section10.html]

1-1.1.10 ☐ References[E500\_11\_section11.html]

Cartridge: IMPORTED=7/21/2020 2:07:05 PM, FILE: "cc1p1vtd12v1p0.imsc"

[Remove Cartridge](#)

Files integrated into the Free-Form Content feature from a CCI cartridge may not display in the correct order once imported.

## Issues with connecting multiple JICS accounts to a single Google account

If more than one user connects their JICS account to a single Google account, this will result in issues with the uploading of assignments to Google Drive in Jenzabar eLearning. We recommend using only one JICS account per Google account.

## Bookmark imported from CCI not displaying

Bookmarks that you import into the Free-Form Content feature from a CCI cartridge must use the HTTPS protocol. When you import a bookmark with a URL that begins with “http” instead of “https,” the bookmark will not display. However, you can fix this problem by clicking **Edit content** in the Free-Form Content feature after importing the bookmark and changing “http” to “https”.



## Content imported from CCI overwritten

When you integrate different types of content at once from a CCI cartridge into an instance of the Free-Form Content feature, some content may be overwritten after integration. For example, if you select remote content (a bookmark or custom content) and an HTML file, the remote content may overwrite the HTML

during the integration process. The best workaround would be to import different types of content separately.

**Course Content Import**

**Admin All Content**

- 1-1.1.4 ☐ 2. A 4.6 billion-year history[E500\_11\_section2.html]
- 1-1.1.5 ☐ 3. Recorded temperatures[E500\_11\_section3.html]
- 1-1.1.6 ☐ Further reading[E500\_11\_section4.html]
- 1-1.1.7 ☐ 4. Human influence?[E500\_11\_section5.html]
- 1-1.1.8 ☐ Further reading[E500\_11\_section6.html]
- 1-1.1.9 ☐ 5. Climate models
  - 1-1.1.9.1 ☐ Climate models[E500\_11\_section7.html]
  - 1-1.1.9.2 ☐ Comparing modelled and observed temp
  - 1-1.1.9.3 ☐ Running the models forward[E500\_11\_sec
  - 1-1.1.9.4 ☐ Closing thoughts[E500\_11\_section10.html]
- 1-1.1.10 ☐ References[E500\_11\_section11.html]
- 1-1.1.11 ☒ Acknowledgements[E500\_11\_section12.html]
- 1-1.1.12 ☒ An OU course on this topic
- 1-1.1.13 ☐ Study this topic at the OU
- 1-1.1.14 ☐ open2.net: Science & Nature

Cartridge: IMPORTED=7/21/2020 5:20:55 PM, FILE: "cc1p1vtd12v1p0.imsc"

[Remove Cartridge](#)

Some content may be overwritten when you integrate different types of content at the same time.

## Error caused by X-Frame Options header set to sameorigin

In the Course Content Import feature, when the user imports a file that has the X-Frame Options header set to sameorigin, this will cause an error in the Free-Form Content feature, and the file will not display.

## Accessibility issue with long-running processes

During long-running processes ("please wait" screens), users may see a screen that has non-accessible elements on it.

## Accessibility issue in Coursework

The selective-release rules interface is not properly labeled for screen reader use.

## Ellipsis appearing in MoxieManager checkboxes

No tracking number

In some cases checkboxes in the MoxieManager window will appear with an ellipsis as background text for users of the latest version of Google Chrome. This will not affect usage of the checkboxes.

## Changing format of prerequisite assignment

No tracking number

When you change the format of an assignment (for example, from basic to online), any selective-release rules that rely on that assignment will become “unattached,” and the assignment will need to be selected again for all reliant rules.

## New assignment indicator temporarily disabled

No tracking number

In previous versions of Jenzabar eLearning, when an assignment had recently become open, the system would use text and a unique icon to indicate to the student that the assignment was newly opened. This feature has been removed and will be reimplemented in a future release.

## Non-open assignment marked completed or graded

No tracking number

An uncommon scenario exists in which a non-open assignment can be incorrectly considered completed or graded. First, set an assignment to be open based on rules, and add a rule based on an assignment being completed or graded. Then have a student complete the assignment or grade it as Faculty. Finally, set that prerequisite assignment to be no longer open (**Unspecified (later)**). You will see that the non-open assignment will not show as complete or graded anywhere, *except that* the rule that is pointing to it will still consider it completed or graded. That is, the assignment requiring the prerequisite *will* appear as open in this case.

## “Light switch” opening for forum assignments

No tracking number

When a forum assignment is set to not allow posts in the forum topic before the assignment opens, and the assignment is set to open later, then clicking the light switch icon on the Coursework main screen will not update the forum topic. The forum topic would need to be manually set to allow posts after the light switch icon is clicked. (This *is* working correctly when setting the assignment to open immediately through the **Edit Assignment** screen, or when a date-based rule is used.)

# Effects of course delete on assignments and content

No tracking number

When a course section is deleted from the system, all of the section's linked assignments and MoxieManager-embedded content in the File Cabinet will become unlinked. In light of this, before deleting a course section, users should first take the following steps:

- Update any linked assignments in other courses via the **Update this assignment to match those changes** link on the **Edit Assignment** screen. (This link will appear only if changes were made to the original assignment, and the copy has not already been updated.) This will ensure that all assignment copies are up to date before the section is deleted and links are broken.
- For each assignment in the course section to be deleted that has been copied to the File Cabinet, save a new copy of the assignment to the File Cabinet to ensure no content is lost when the section is deleted and links are broken.

This issue applies to course sections that are deleted both manually and automatically via the course-purge feature.

## Broken links to LMS-related events

No tracking number

In the Calendar feature for Jenzabar eLearning 2.3.x or higher, users may experience problems with any LMS-related events that they saved as URLs (for example, as a favorite in a web browser) while using eLearning 1.4.0.

## Deleted MoxieManager files lost in copied courses

No tracking number

If a user deletes source images or files from MoxieManager, this will result in broken images in courses or assignments that are copied from the original after the images or files are deleted. (They will continue to show in any courses or assignments that were copied before the deletion.) This issue can affect course copy, rich-template mapping, assignment linking and assignment imports from the File Cabinet.

## Issue with lengthy cartridge names in CCI feature

No tracking number

The Course Content Import (CCI) feature is sometimes unable to import course cartridges that have very long names for the zip file or the folders within the zip file (combined folder name lengths of 200 or more characters). These cartridges should be regenerated from the source so that the names of the zip file and the folders within it are reasonable lengths.

# Portal address required for LTI grading

No tracking number

Learning Tools Interoperability (LTI) grading for sites with SSL now requires a valid value in the **Portal Address** field in Site Manager.

For all clients (SSL or otherwise), LTI grading will not work if the **Portal Address** field points to a URL that does not correctly point to the client's site (e.g., if an "http:" address is entered for SSL clients, or if the address contains a typo).