Request changed from "CLOSED" to "OPEN"
Status changed from "Solution Suggested" to "Active"

Katie
To:
Email subject: Update on Your Request

Ashley,

Try updating your Java. You can do this at Java.com, it is a free download. After updating, reboot your computer and try uploading the document again. Let me know if you continue to have problems.

Thanks,
Katie

Online Course Tech Support, Academic Outreach
College of Continuing Studies, The University of Alabama
205-348-9157, 866-205-1011 (toll free)

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Katie Johnson
Request changed from "OPEN" to "CLOSED"
Status changed from "Active" to "Solution Suggested"
Email subject changed from "" to "Update on Your Request"
Custom field "Nature of Issue" changed from "" to "Assignment Tool, Uploading file"

Katie Johnson
Reassigned from "INBOX" to "Katie Johnson"

Ashey Carter

Portal: Primary Portal

In blackboard I am having trouble attaching a word document to my assignment 2. It is a group project and my classmate is also having trouble attaching it and is receiving the same error. We both have access to this assignment tab. The error states something about it not being able to be attached because the document has moved to cleaning/something something (I cant remember exactly what it says).
The class is CAT 250 Online Dr fisher
I am group 3.
I have already made a comment in the comment box explaining this to her. I told her I would contact you and asked her could she reopen it once this problem is fixed. I believe this is a issue with blackboard and not my computer. If you do not mind, could you work with her to fix this. Thank you very much!

-Ashley