

Outcomes Collection Fails when Encountering Corrupt File Attachment Submission

Article Number

000061055

Description

Evidence collection fails to collect for certain Outcomes Assessments due to corrupt file submission by student. This in turn causes a failure in the evidence collection process and no artifacts get collected at all.

KB Product

Learn SaaS

Last Modified Date

Fri Apr 11 19:08:15 GMT 2025

Release

SaaS

Release (General)

SaaS

Steps to Replicate

1. Login to Blackboard Learn as System Admin
 2. Go to the Outcomes Tab
 3. Click on an Outcomes Assessment
 4. Notice no artifacts collected
 5. Logs report "Failure in Evidence Collection"
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Summary

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Symptoms

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2016-09-29 08:09:56 -0700 - Failure in evidence set "XXXXXXXX" [_39_1] for SOG [PkId{key=_22_1,
dataType=blackboard.plugin.goal.LearningStandard,
container=blackboard.persist.DatabaseContainer@13a60a00}]. -
blackboard.plugin.evidence.repository.EvidenceException: getSubmissions:failure
at
blackboard.plugin.evidence.repository.assignment.AssignmentEvidenceProvider.getSubmissions(AssignmentE

at sun.reflect.GeneratedMethodAccessor2337.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:498)
at
blackboard.platform.extension.impl.ExtensionProxyFactory$ExtensionInvocationHandler$1.call(ExtensionPro:

at blackboard.util.ThreadUtil$1.run(ThreadUtil.java:61)
at java.security.AccessController.doPrivileged(Native Method)
at blackboard.util.ThreadUtil.callWithContextClassLoader(ThreadUtil.java:53)
at blackboard.util.ThreadUtil.callWithContextClassLoader(ThreadUtil.java:36)
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at
blackboard.platform.plugin.PlugInUtilEx.callWithCurrentPlugInAndContextClassLoader(PlugInUtilEx.java:13)

at
blackboard.platform.extension.impl.ExtensionProxyFactory\$ExtensionInvocationHandler.invoke(ExtensionPro

at com.sun.proxy.\$Proxy1492.getSubmissions(Unknown Source)

at
blackboard.plugin.evidence.EvidenceCollectionManagerImpl.findNewEvidence(EvidenceCollectionManagerIr

at
blackboard.plugin.evidence.EvidenceCollectionManagerImpl.processEvidence(EvidenceCollectionManagerIm

at
blackboard.plugin.evidence.EvidenceCollectionManagerImpl.processAllEvidenceItems(EvidenceCollectionMa

at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)

at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)

at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)

at java.lang.reflect.Method.invoke(Method.java:498)

at
blackboard.platform.extension.impl.ExtensionProxyFactory\$ExtensionInvocationHandler\$1.call(ExtensionPro

at blackboard.util.ThreadUtil\$1.run(ThreadUtil.java:61)

at java.security.AccessController.doPrivileged(Native Method)

at blackboard.util.ThreadUtil.callWithContextClassLoader(ThreadUtil.java:53)

at blackboard.util.ThreadUtil.callWithContextClassLoader(ThreadUtil.java:36)

at
blackboard.platform.plugin.PlugInUtilEx.callWithCurrentPlugInAndContextClassLoader(PlugInUtilEx.java:13)

at
blackboard.platform.extension.impl.ExtensionProxyFactory\$ExtensionInvocationHandler.invoke(ExtensionPro

at com.sun.proxy.\$Proxy1491.processAllEvidenceItems(Unknown Source)

at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)

at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)

at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)

at java.lang.reflect.Method.invoke(Method.java:498)

at
blackboard.db.TransactionInterfaceFactory\$TransactionHandler.invoke(TransactionInterfaceFactory.java:53)

at com.sun.proxy.\$Proxy1491.processAllEvidenceItems(Unknown Source)

at blackboard.plugin.evidence.EvidenceCollectionTask.execute(EvidenceCollectionTask.java:60)

at blackboard.util.singleton.SingletonManager.executeChecked(SingletonManager.java:90)

at blackboard.util.singleton.SingletonManager.execute(SingletonManager.java:58)

at blackboard.util.singleton.SingletonTimerTask.run(SingletonTimerTask.java:44)

at
blackboard.platform.impl.services.task.TaskManagerService\$TimerTaskProxy.run(TaskManagerService.java:5

at java.util.TimerThread.mainLoop(Timer.java:555)

at java.util.TimerThread.run(Timer.java:505)

Caused by: blackboard.persist.KeyNotFoundException: could not find resource:
/internal/courses/XXXXXXXXX/attempt/_3767024_1/s/Sample Paper.docx

at

blackboard.cms.platform.contentsystem.manager.impl.DocumentManagerImpl.loadFile(DocumentManagerImpl
at sun.reflect.GeneratedMethodAccessor1421.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:498)
at
blackboard.platform.security.PrivilegedActionInvocationHandler\$1.run(PrivilegedActionInvocationHandler.java:
at java.security.AccessController.doPrivileged(Native Method)
at
blackboard.platform.security.PrivilegedActionInvocationHandler.invoke(PrivilegedActionInvocationHandler.java:
at com.sun.proxy.\$Proxy34.loadFile(Unknown Source)
at
blackboard.cms.platform.contentsystem.manager.impl.PrivateDocumentManagerImpl.loadFile(PrivateDocumentManagerImpl.java:
at
blackboard.plugin.evidence.repository.assignment.GradebookUtil.findEntityContentFile(GradebookUtil.java:1
at
blackboard.plugin.evidence.repository.assignment.GradebookUtil.getStudentAttemptFiles(GradebookUtil.java:
at
blackboard.plugin.evidence.repository.assignment.AssignmentEvidenceProvider.buildSubmission(AssignmentEvidenceProvider.java:
at
blackboard.plugin.evidence.repository.assignment.AssignmentEvidenceProvider.getSubmissions(AssignmentEvidenceProvider.java:
...
39 more

Target Release

Will Not Fix

Title

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