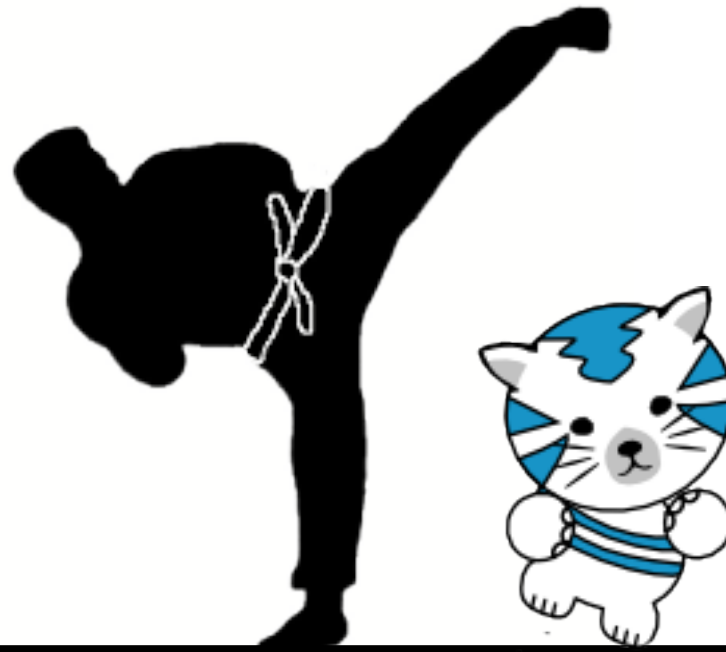


# Black Belt Support II

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## The Way of the Sakaiger



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Jeff Ziegler  
CTools Implementation Group  
University of Michigan



# User Support: Serious Business

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## DISCLAIMER:

Supporting Sakai is a precarious, treacherous, and flammable profession. Any perceived humor within this presentation is in no way intended to minimize or belittle the dangers of dealing with faculty, staff, and students on a daily basis.

# White Belt

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Glorious flower!

Slowly opens to the sun,

Rooted in the muck



# Site Requests

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Entered on 06/08/2009 at 12:38:57

To: ctools.umich.edu

From: Joseph Tyler

Subj: Site Request

Date: Jun 8, 2009 12:38 pm

I am requesting approval of a ctools.umich.edu Course Site for SPRING 2009 for this section:

Subject: ENG

Course: 125

Section: 003

Name: Joseph Tyler (username jxt Tyler)

Email: [jxt Tyler@umich.edu](mailto:jxt Tyler@umich.edu)

# Dude, Where's my site?

---



Entered on 05/11/2009 at 14:40:53

I cannot seem to find my Math class on CTools. I need to join, but it isn't one of the classes on the top of my page. Help me because I need to access the page as soon as possible!

# Dude, Where's my site?

---



Entered on 05/11/2009 at 14:40:53

I cannot seem to find my Math class on CTools. I need to join, but it isn't one of the classes on the top of my page. Help me because I need to access the page as soon as possible!

Answer: Site doesn't exist, dropped from roster, site not published, course cross listed, tab hidden in prefs, tab under "more sites", wrong system, student not registered, data not synched...

# Yellow Belt

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A problem, once solved  
Emboldens the next attempt  
Just give it a try



# Nein 9



---

Entered on 05/18/2009 at 08:06:47

Would you please assist me by adding "9" to this CTools course site.  
It should read:

HYGDCE 484 001 SpSu09

Instead of:

HYGDCE 484 001 SpSu0



# Nein 9



---

Entered on 05/18/2009 at 08:06:47

Would you please assist me by adding "9" to this CTools course site.  
It should read:

HYGDCE 484 001 SpSu09

Instead of:

HYGDCE 484 001 SpSu0

**Answer: Typo by the site creator - site duplication is the only way for an instructor to specify Course tab title**

# FCKed Again

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Entered on 07/01/2008 at 16:47:02

When I create an announcement, it losses the formating. For example, all the "returns" disappear. The final result is a message with only one paragraph.

# FCKed Again

---



Entered on 07/01/2008 at 16:47:02

When I create an announcement, it losses the formating. For example, all the "returns" disappear. The final result is a message with only one paragraph.

**Answer:** A well-known issue with the FCK editor. Use the toolbar's "paste from Word" button to preserve formatting when pasting content into the text editor.

# Orange Belt

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Like sad history,  
Most support requests repeat  
Or at least they rhyme



# Grade Grievance

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Entered on 01/21/2009 at 21:02:45

I can't enter grades. I have set up the titles of the assignments and the percentages, and it adds up to 100, but when I try to click the grade titles, they are not links so I can't open any of the assignments to add grades. How can I fix this?

# Grade Grievance

---



Entered on 01/21/2009 at 21:02:45

I can't enter grades. I have set up the titles of the assignments and the percentages, and it adds up to 100, but when I try to click the grade titles, they are not links so I can't open any of the assignments to add grades. How can I fix this?

**Answer: GB items linked to Assignments, Adding grades is easy, once you know the secret: Don't forget to add gradeable items under the Gradebook's weighted categories.**

# Drop-down dilemma

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Entered on 05/30/2009 at 16:37:10

The drop-down menu in the upper right hand corner is no longer there, so I cannot access all of the sites in my workspace. In particular, I need to access the Residential College site.

# Drop-down dilemma

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Entered on 05/30/2009 at 16:37:10

The drop-down menu in the upper right hand corner is no longer there, so I cannot access all of the sites in my workspace. In particular, I need to access the Residential College site.

**Answer: User now belongs to few sites (not enough to require the pull-down), My Preferences settings.**



# WYSIWYG - OR NOT



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Entered on 03/10/2009 at 10:12:35 (Ticket 135689)

There is a discrepancy in the folders when I look at my site's Resources folder inside ctools and when I view it using the "Upload/Download Multiple Resources" function. For instance: There is an "Administrative & Operations" folder online but not visible when i look at "my network places" folder through my laptop. There is a "Treasurer" folder when i access the resources through "my network places" however this folder is not visible when I am looking at it on the internet site. Can someone explain why this is happening?

# WYSIWYG - OR NOT



---

Entered on 03/10/2009 at 10:12:35 (Ticket 135689)

There is a discrepancy in the folders when I look at my site's Resources folder inside ctools and when I view it using the "Upload/Download Multiple Resources" function. For instance: There is an "Administrative & Operations" folder online but not visible when i look at "my network places" folder through my laptop. There is a "Treasurer" folder when i access the resources through "my network places" however this folder is not visible when I am looking at it on the internet site. Can someone explain why this is happening?

**Answer: Sakai Resources page view shows proprietary metadata title, WebDAV view shows directory contents**

# Green Belt

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Do not rush, Student!

Snatch the pebble from my hand

When you are ready



# Sakai Ate My Discussion!

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Entered on 06/01/2009 at 21:34:07

I logged on at approximately 7:00 p.m. tonight. I had opened a new reply to a discussion question and was working in that window on my discussion post for 2 hours. When I finished it I hit the "Add Reply" button and it went blank and brought me back to the Ctools log in screen. My post is not listed and seems to be gone. Help!!!

# Sakai Ate My Discussion!

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Entered on 06/01/2009 at 21:34:07

I logged on at approximately 7:00 p.m. tonight. I had opened a new reply to a discussion question and was working in that window on my discussion post for 2 hours. When I finished it I hit the "Add Reply" button and it went blank and brought me back to the Ctools log in screen. My post is not listed and seems to be gone. Help!!!

**Answer: User error, timed-out server session.**

# DFD error, not DFU!

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Entered on 01/07/2009 at 13:42:37

Thanks, this problem was solved quickly indeed. The other one was that an announcement I was just writing disappeared. Isn't there any save button? Does one really have to write everything into a Word document first, to be on the safe side?

# DFD error, not DFU!

---



Entered on 01/07/2009 at 13:42:37

Thanks, this problem was solved quickly indeed. The other one was that an announcement I was just writing disappeared. Isn't there any save button? Does one really have to write everything into a Word document first, to be on the safe side?

**Answer: Timed out session, user navigated away from tool, no Save Draft button**

# Brown Belt

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Take your time, write well  
When nasty problems return  
Just copy and paste





# Drop Box: Dropped Ball?

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Entered on 02/05/2009 at 09:22:10 (Ticket 135054)

Dear Ctools,

I noticed today in my site for SURVMETH 660, that many students' drop boxes appear to have been created by other students. (See the attached screen shot.) Is this true? Is it a negative thing, e.g. , can Student A poke around in Student B's drop box? Please advise.

# Drop Box: Dropped Ball?

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Entered on 02/05/2009 at 09:22:10 (Ticket 135054)

Dear Ctools,

I noticed today in my site for SURVMETH 660, that many students' drop boxes appear to have been created by other students. (See the attached screen shot.) Is this true? Is it a negative thing, e.g. , can Student A poke around in Student B's drop box? Please advise.

**Answer: Permissions bug, incorrect role on site, potential folders created by page visit**

# Members Only

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Entered on 06/22/2009 at 10:28:49

When I search for this site under "Membership" so people can join, it comes back and says site not found. However, when I search for this site under "Site Browser" it shows the site and the Joinable flag is set to "True". Why can't I see this when I search under "Membership"?

# Members Only

---



Entered on 06/22/2009 at 10:28:49

When I search for this site under "Membership" so people can join, it comes back and says site not found. However, when I search for this site under "Site Browser" it shows the site and the Joinable flag is set to "True". Why can't I see this when I search under "Membership"?

**Answer: User created the site - already "joined" by default**

# Black Belt

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Just think of Occam

When confusing problem looms;

It's likely simple

# Fear is the mind-killer..

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Entered on 12/12/2008 at 10:57:10

PLEASE HELP!!! APPARENTLY STUDENT EXAMS SUBMITTED TO THEIR DROP BOX ARE BEING CIRCULATED TO ALL OF THE USERS ON THE SITE. WOULD YOU PLEASE PHONE ME AT 734.555.5555 AS SOON AS POSSIBLE?? THE SITE IS THE MKT 503 004 F08 SITE

# Fear is the mind-killer...

---



Entered on 12/12/2008 at 10:57:10

PLEASE HELP!!! APPARENTLY STUDENT EXAMS SUBMITTED TO THEIR DROP BOX ARE BEING CIRCULATED TO ALL OF THE USERS ON THE SITE. WOULD YOU PLEASE PHONE ME AT 734.555.5555 AS SOON AS POSSIBLE?? THE SITE IS THE MKT 503 004 F08 SITE

Answer: A new feature that wasn't completely thought out before implementation: Drop Box notifications. Unfortunately, instructors had no clue and no control.

# Size Matters



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Entered on 06/09/2009 at 15:18:00

We are having "permissions" errors when we try to upload files to CTools. It is happened at two of my sites now. With Clean House, we have txt, doc and rtf files, no matter which type we try, they say "insufficient privileges". Sometimes they upload the file name after the error, but with a 0KB file. I successfully took these files from my server to my desktop and opened them. I am the owner and creator of the CTools site, and of the server where the files were housed.



# Size Matters



---

Entered on 06/09/2009 at 15:18:00

We are having "permissions" errors when we try to upload files to CTools. It is happened at two of my sites now. With Clean House, we have txt, doc and rtf files, no matter which type we try, they say "insufficient privileges". Sometimes they upload the file name after the error, but with a 0KB file. I successfully took these files from my server to my desktop and opened them. I am the owner and creator of the CTools site, and of the server where the files were housed.

**Answer: Site/Role permissions change,  
corrupted files, WebDAV/OS X upload bug**

# Firefox Failure

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Entered on 10/30/2008 at 13:04:37

I was unable to create a new project site with Firefox. "Continue" just doesn't do anything. Also if I go to Resources on any of my sites, the display window with folders and files is so tiny that only 2-3 lines can fit, and I have to scroll all the time. I have the same problem when using many other tools. Everything shows fine in Explorer. I would appreciate if someone could look into that. Thank you,

# Firefox Failure

---



Entered on 10/30/2008 at 13:04:37

I was unable to create a new project site with Firefox. "Continue" just doesn't do anything. Also if I go to Resources on any of my sites, the display window with folders and files is so tiny that only 2-3 lines can fit, and I have to scroll all the time. I have the same problem when using many other tools. Everything shows fine in Explorer. I would appreciate if someone could look into that. Thank you,

**Answer: Unsupported OS, outdated browser,  
javascript disabled**

# Categories can't count

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Entered on 09/25/2008 at 10:37:59

I am using Discussion. I have numbered the categories I have created. I have reach number 9. So far category 2 follows category 1, and category 3 follows category , and so on. However, category 10 does not follow category 9. Rather does it follow category 1. I think this will confuse my students. Can you offer a solution?

# Categories can't count

---



Entered on 09/25/2008 at 10:37:59

I am using Discussion. I have numbered the categories I have created. I have reach number 9. So far category 2 follows category 1, and category 3 follows category , and so on. However, category 10 does not follow category 9. Rather does it follow category 1. I think this will confuse my students. Can you offer a solution?

**Answer: Sakai sorts numbered items by ASCII code, not alphabetically/  
numerically**

# Welcome to Support

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Entered on 03/20/2008 at 21:16:57

From: CTools <[no-reply@ctools.umich.edu](mailto:no-reply@ctools.umich.edu)>

To: [ctools\\_errors@umich.edu](mailto:ctools_errors@umich.edu)

Bug Report: CE7A7EA95EC3828FF6EF39C2F09D307E2137F48C

user comment:

Ode to the bug report. A poem

How we hate you bugs

How we squish you with a rolled up black and white newspaper  
and spear your slimy innerds all about the Governor Spitzer scandal.

Damn you bug report

stack trace:

org.sakaiproject.portal.api.PortalHandlerException: