



MIGRATION TROUBLESHOOTING

If you are having difficulties migrating your course from WebCT to eLearning and they are not answered here, please contact the eLearning Team at 205-348-ELEARN (3532) or elearning@ua.edu.

I am exporting a course from WebCT and trying to save the file on my computer, but no File Download box appears.

If a File Download box does not appear, your browser may have prevented the file from downloading to your computer. Look for an information bar at the top of the window. Click on the bar for information about allowing your computer to download the .zip file created by WebCT. In some instances, you may have to restart the exporting process after giving your computer permission to download files.

I am exporting my course from WebCT and the status bar has not progressed in the last 30 minutes to an hour.

Although the size and complexity of your WebCT course can affect the amount of time needed to export (and import) your course, heavy access of the UA WebCT system may cause the system to run very slowly. Possible solutions would be exporting your course during off-peak usage hours or contacting the Faculty Resource Center eLearning Team so that your course export can be conducted by us when the WebCT system is under a less strenuous load.

I made a backup of my WebCT class and am trying to load it into eLearning. Why is it not working?

In order to migrate a course from WebCT to eLearning, the course must be **exported**. The files generated by the backup process are not recognizable by eLearning. Steps to export and import course content are available at the Migrating to eLearning guide, found at <http://frc.ua.edu>.

I am trying to unzip my exported course to access some of course files. Why are they not easy to find?

The zip file created during the export process is a special zip file recognized by eLearning. It cannot be unzipped to access files from your course except in eLearning. If you wish to download individual files from your WebCT course, go to **Designer Options > Control Panel > Manage Files**. Then, check the box next to the file you want to download and click **Download** from the Actions on the righthand side of the window.

I am trying to migrate my course from WebCT to eLearning. I downloaded the zip file, but it is not showing up, only a folder that has the same name.

It may be that your zip file has been unzipped. If your computer is equipped with a program (e.g. StuffIt on many Macs) that can be set to automatically unzip zipped files, it may be necessary for you to change the program settings so that the exported course file is not unzipped. The Safari browser may be set to automatically open (unzip) downloaded files. To alter this setting, go to **Safari > Preferences**. From the **General** settings, deselect the box next to **Open "safe" files after downloading**. After making these adjustments to your computer settings, repeat the export process to create your zip file again.

I entered my eLearning course, but did not see the screen where I choose to import content from another course.

If you have successfully exported a .zip file from WebCT, you can import the zipped materials by following the steps below:

1. Go to the **Build Tab**.
2. In the Designer Tools menu, click on **Manage Course**.
3. Click on **Import**.
4. The **Get Files** window will open. Click on the **My Computer** icon.
5. When the **Open** window appears, navigate to the .zip file you exported from WebCT. Click **Open**.

Note: These instructions are for Windows PCs. Instructions for Mac users may vary slightly.

6. A **Content Import In Progress** screen appears as your course materials are extracted and inserted into your eLearning course.
7. After migrating your course content, an **Import Activities** screen appears. At the end of the list of import activities should be a statement regarding the number of errors and warnings detected in the import process. Click on **View Import log** to see where course materials have been placed and begin to make any needed adjustments to course content. **Save** or **Print** the Import Log to facilitate preparing your course for future use.
8. **Close** the Import Log.
9. Click **Return** to continue developing your eLearning course.

I am importing my course and have received an error that says FILE SPACE QUOTA EXCEEDED.

It appears that the eLearning system will sometimes give this error in at least the following situations:

- A user tries to import the same course twice. To avoid this error, delete or move previous import files from My Files.
- More than five zip files are in My Files. To avoid this error, delete or move previous import files from My Files.
- The imported zip file is larger than 1000 MB. If you need assistance in determining or decreasing your file size, please contact the eLearning Team.

For further opportunities to learn about eLearning, contact the eLearning Team at 348-ELEARN (3532) or elearning@ua.edu and visit the Faculty Resource Center at <http://frc.ua.edu>.

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