

RELEASE NOTES

Echo360 Active Learning Platform – Release Notes, November 2017

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Introduction

These Release Notes contain a summary of changes made for the newest releases of Echo360, listed by the date with the most recent changes listed first. For changes prior to those listed here, see the [Release Notes page of the Online Help](#), or contact support@echo360.com.

PLEASE NOTE: Our typical two-week release cycle is being slightly altered to accommodate the year-end holidays and vacation schedules therein. Specifically, we are skipping what would be the regular two-week deployment at the end of December, and will resume regular deployments in January 2018.

Our deployment dates for the next releases are as follows:

- November 28-29 (this one)
- December 12-13 (last deployment for 2017)
- January 9-10 2018

[Release 11.28.17](#)

Enhancements

- **Updated Activity Slide views now in Mobile Apps and PowerPoint presentation mode** – The redesigned activity slide views that have been seen in Echo360 through web browsers are now being shown when viewing activity slides through the Mobile Apps as well as through PowerPoint display of a slide deck that has been published to Echo360 via the PPT Ribbon Add-on. These views include better contrast between answer selections, and improved functionality for both Image Quizzes and Ordered List Activities through the Mobile Apps.
- **Better tracking of missed classroom events** – When in-class network connectivity fails, sometimes Instructor changes to slides (hide/unhide, close polling, etc.) can get lost or missed before the student's connection is re-established. Echo360 has enabled a "message recovery" system that helps identify failed events and re-sends them to the student in order to keep their classroom view as accurate in real-time as possible when network fluctuations occur.
- **Section API now allows for direct linking LMS course/section to an Echo360 section** – We have added an `lmsCourses` parameter to the Section API that provides the ability not only to identify the LMS course/section ID to link the Echo360 section to, but you can also use the boolean "lmsLinksToSection" value to indicate that any incoming links to Echo360 from the identified LMS course will automatically direct users to the Class List or Section Home page of this section. Refer to the SwaggerDocs for your region for details on the `lmsCourses` parameters and associated values.
- **Improvements to the Live Streaming service** – Designed to reduce or eliminate issues where users could not connect to a Live Stream because of a Wowza netConnection error, Echo360 will replace an in-use Wowza server with a different one if the initial one is in a bad state.

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- **Rearrangement of the content download toggles** – All institution settings toggles that deal with content downloads have been co-located on the Section Features toggle page, to provide clearer understanding of the interactions between them where applicable.

Fixes

- Slide deck percentage (%) viewed statistic is now being logged and displayed accurately for student slide views.
- Proper "invalid ID" message is now being returned if a CSV Delete action import object has one or more malformed ID entries (the ID has spaces in it).
- Public Section Access Links that are configured with "Open Registration" now allow students and instructors in EU and AU regions to register an account with Echo360.
- Continued improvements to Classroom Capture "stitching" functionality so that if duration is not detected properly in any track of a .wmv file, the capture will still stitch together.

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Enhancements

- **Better Delayed Video Availability messaging for Instructors and Students** – If the Delay video availability setting is enabled, students cannot watch a classroom video until that item has closed captions applied. Students now see a message in the classroom if the video is not available because it does not yet have closed captions. Instructors also now see a "dark gray" video icon for a class where the video cannot be viewed by students due to captions not being present. In addition, hovering over the icon provides a tooltip explaining why the video is unavailable.
- **New User Feedback provider** – we have shifted to using Canny as our user feedback provider, in order to give users a better experience in talking to us about their Echo360 experience. Don't worry though; we migrated the existing feedback into the new provider instance, so you don't have to re-submit your ideas.
Use the Feedback Tile on the Admin Dashboard page, or the [Feedback option from the Settings Menu](#) to check out the new feedback interface.
- Improved media processing for MP4 via CCAP on Windows 10, so that if a capture worker abnormally terminates, the end capture is properly stitched together and viewable by users.

NOTE: Development and Testing accounts are currently being upgraded to Secure CloudFront on a rolling basis. All Production accounts will be upgraded on December 20th, 2017.

Fixes

- Resolved an issue where Student Activity numbers were not appearing on the Admin Dashboard (Student Activity card showed 0).
- Improved display of Activity Slides as viewed through the Mobile Apps as well as those presented through the PowerPoint Ribbon. In particular, Ordered List activities are easier to view and respond to through the Mobile Apps. **Please note**, however, that if viewing

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activities on a smaller screen, particularly in Landscape mode, you may need to switch to Portrait mode to see all selectable answers.

- Resolved a caption parsing difference between the ESS and Echo360 that was causing migrated captures to not have their closed captions applied properly.
- Users no longer receive an error when accessing Echo360 via an LMS with an updated email address that causes conflict with another existing user. We are still addressing the root of the problem, but users are able to access the system.
- Completed reprocessing of all recoverable segmented CCAP captures so that users can now view them in their entirety (see related Fix listed under Release 10.31.17 below).
- Better handling of a Classroom Capture exception caused by input device removal.
- Resolved an issue where switching input sources on an Echo360 PRO caused rolling on both channels.

NOTE: Analytic data that had been missing from the UI for a two week period in September (9/6 - 9/20) has been fully restored to the system.

If you export [Echo360 Analytics to your LMS Gradebook](#), you should **plan to re-export grades** once the updated analytic data for this period is restored and viewable in Echo360.

Release 10.31.17

New Features

CSV Imports now allow for downloading the Error list. If the list of errors generated by a CSV Import is very long, it can be difficult to address each errored row by referring back to the UI for the list of errors. The CSV Imports now provides a download link so that the list of errors can be downloaded to a CSV file for analysis and remediation of the data. See http://help.echo360.org/Admin_Guide/CSVImportExport/Downloading_Import_Errors_List.htm

Enhancements

- Minor UI improvements surrounding the Admin Dashboard cards and their associated details views.
- Added targeted documentation regarding the appropriate browser settings for cookies when attempting to view Echo360 content. Specifically, to address changes in Safari preferences with recent updates to Safari 11. See http://help.echo360.org/System_Requirements/Enabling_Cookies.htm for details.
- Improvements to our Mobile Apps including:
 - Support for the new iPhone X
 - Variable Speed Playback for Offline video viewing on Android
 - Performance improvements across platforms

Fixes

- Resolved an issue where a device, after having been offline for some time, could come back up in a bad state and potentially cause future scheduled captures on that device to be marked as missed.

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- Resolved some display issues occurring in the Mobile app after users upgraded to iOS 11.
- Users entering Echo360 via an LTI link through an LMS now have their personal data automatically updated based on the fields sent by the LMS. This includes First Name, Last Name, and Email address if changed.
- The capture worker on appliances will now attempt to restart if it receives a 'ReceiveGraphics failed' message during a capture.
- Fixed an issue where Classroom Capture on some Windows machines was restarting unnecessarily during captures and causing the resultant capture not to 'stitch' together properly. **NOTE** that we are working on reprocessing all affected captures so that they can be viewed in their entirety.
- Resolved an issue where certain files for live captures were being left in place after the live stream ended, causing issues with preceding/succeeding live streams that used the same ports, potentially resulting in live streams with 'missing' inputs.
- Resolved an issue where an Instructor who is also an Admin, but who has not had administrative rights applied to any levels of the hierarchy, cannot publish to their own section(s).
- Mobile player now plays properly on Android Phones running the newer Chrome browser.
- Resolved an issue that was causing some CSV section exports to fail.
- Variable speed playback no longer causes the playback to skip or hang. Also resolved occasional sync issues between dual visual playback when VSP was repeatedly changed.
- Addressed an issue where opening the Capture Schedule UI would remove exclusion dates from the schedule, causing captures to occur on those dates.
- Attendance is now counted for dateless classes if a student enters class and views slides and/or video, or responds to one or more activity slides
- Echo360 content is again being properly displayed within the frame through the D2L (Desire2Learn) LMS.
- Deleting a capture schedule no longer orphans captures, which was causing them to appear on the Scheduled tab (but not actually occurring).

NOTE: Analytic data that had been missing from the UI for a two-week period in September (9/6 - 9/20) is being restored to the system. This means you may see numbers for these past classes change for students, in particular for video or presentation views of content. If you export [Echo360 Analytics to your LMS Gradebook](#), you should **plan to re-export grades** once the updated analytic data for this period is restored and viewable in Echo360.