

# BigBlueButton Server Error

CLOSED

Service Request ID: 2109982 

## Details

Acct/Dept  
Faculty of Science

Type  
[TK]Teaching and Learning / Moodle

Service  
Teaching, Learning, & Classroom Support / Moodle Support

Impact	Urgency	Priority	Source
Affects User	Low	Low	Email



Created	Last Modified	Age
Mon 12/2/24 9:23 AM by Moodle Support	Tue 12/17/24 11:04 AM by Bradley Forsyth	15 days old

Reviewer	Responsibility	Responded
Unassigned	OL-MoodleSupport / Bradley Forsyth	Mon 12/2/24 10:35 AM by Bradley Forsyth

Completed  
Tue 12/17/24 11:04 AM by Bradley Forsyth

Date(s)  
Mon 12/2/24 - Mon 12/9/24

## Description

Hi Moodle Support Team.

My students are requesting support with BBB. I record all my lectures and last night the server stopped responding.

Please assist.

Thanks!  
Lindsay



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**Lindsay K. Blackstock, PhD**

Assistant Teaching Professor

Department of Physical Sciences (Chemistry)

First-Year Science Cohort Coordinator

Thompson Rivers University

Phone: (250) 828-5219

Office: S242

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*Thompson Rivers University is situated on the traditional lands of the Tk'emlúps te Secwépemc within Secwépemc'ulucw, the traditional unceded territory of the Secwépemc people.*

*I am grateful for the Secwepemc Nation's generosity and hospitality while we live, learn and work in their territory and I value their stewardship of this land.*



## Requestor

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**Name**

Lindsay Blackstock

**Time Zone**

(GMT-08:00)Pacific Time(US and Canada)

**Company**

Thompson Rivers University

**Title**

Assistant Teaching Professor

**Primary Email**

lblackstock@tru.ca

**Work Phone**

1-250-828-5219

## Tasks (0)

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## Feed (5)

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All

### Communications

☒ Edits ☒ Status Changes ☒ Comments

Search...



**BF Bradley Forsyth (private)**

Changed Status from "**Open**" to "**Closed**".

Tue 12/17/2024 11:04 AM

**BF Bradley Forsyth**

Hi Lindsay,

Clearing Moodle's cache doesn't seem to have resolved the problem. Your videos are still on the BigBlueButton server, but aren't showing up in Moodle for some reason. I was able to find your recorded videos on our Sandbox Moodle server, however, and manually copy them over. You'll see I created a hidden copy of your BBB activity with recordings that go back to September 3. It looks like there might be a bit of a gap between October 21 and November 4. Let me know if you're missing recordings between those dates and I'll see if I can track them down. If the copied version of the BBB activity looks ok, you can delete or hide the old one and use this one going forward.

Best,

Brad

Notified: Lindsay Blackstock <lblackstock@tru.ca>

Tue 12/3/2024 8:56 AM

**Lindsay Blackstock**

Thank so much Brad!

Best,

Lindsay

Tue 12/3/2024 11:51 AM

**BF Bradley Forsyth**

Hi Lindsay,

Very strange. I checked in with our Moodle system administrator again and he's going to try flushing Moodle's cache first thing tomorrow morning to see if that restores them. Doing so slows down Moodle, so he wants to do it when there aren't very many people online. Let me know if they still aren't showing up tomorrow.

Best,

Brad

Notified: Lindsay Blackstock <lblackstock@tru.ca>

Mon 12/2/2024 2:52 PM

**BF** **Bradley Forsyth**

Changed Status from **New** to **Open**.

Hi Lindsay,

Thanks for reaching out. It sounds like it was a Moodle-wide issue after an update over the weekend. Our system administrator gave things a reboot and it looks like it's working now.

Best,

Brad

Notified: Lindsay Blackstock <lblackstock@tru.ca>

Mon 12/2/2024 10:35 AM

**Lindsay Blackstock**

Thanks after the re-boot all my recordings from before November 4<sup>th</sup> are now gone. Can they be recovered?

Best,  
Lindsay

Mon 12/2/2024 2:36 PM

**BF** **Bradley Forsyth (private)**

Took primary responsibility for this service request from OL-MoodleSupport.

Mon 12/2/2024 10:34 AM