

HOW TO BACKUP, RESTORE, AND RESET INSIGHT COURSES FROM ONE TERM TO ANOTHER

Why backup, restore, and reset?

Background: When the TMI department sets up a new term on the Insight server, all courses going live in Insight for the new term are automatically created in Insight. The courses are “shells” – there is no content in them (and by default, they are hidden so that students can't see them until you, the instructor, change this setting and allow students to see the course).

If you want to use the content from a course you previously developed in Insight, you can retrieve a **backup** of that course and **restore** its content to the new term shell course. Then, in the new shell, you **reset** the course's start date to update all of your activity open/close dates relative to the start date for the new semester.

That's what these instructions are for.

Important Note: The instructions for both backing up and restoring courses in this handout are specific to Insight at CCSF and may be different from what you may have learned at other institutions or through @ONE courses. These changes are critical. Be sure to read through all of the instructions for the process in this handout. ***If you don't follow these steps carefully, you may not copy all of your course data properly, or you may accidentally restore users from a previous term to your new term.***

Restoring Moodle courses from other schools

If you wish to restore a non-CCSF Moodle course to your new term shell on the Insight server, the process is different – especially if your Moodle course at the other institution is built on an earlier version of Moodle (prior to Moodle version 1.9). Please contact the Insight Moodle Administrator (moodle@ccsf.edu), for more information and assistance on how to do this.

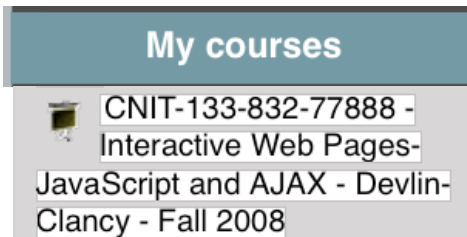
Sample scenario used in this tutorial

Let's say I'm Maura and I want to use a copy of my Fall 2008 Semester CNIT 133-832 course (CRN 77888) to teach again in Spring 2009 (CRN 38247). The following 3 step process will walk me through **retrieving** my Fall copy of the course (the backup file), **restoring** it in my Spring shell of the course, and **resetting** the activity dates for my Spring course.

1. Retrieving a course backup file

1. Login to Insight (<http://insight.ccsf.edu>) and click on the course you want to retrieve a backup from.

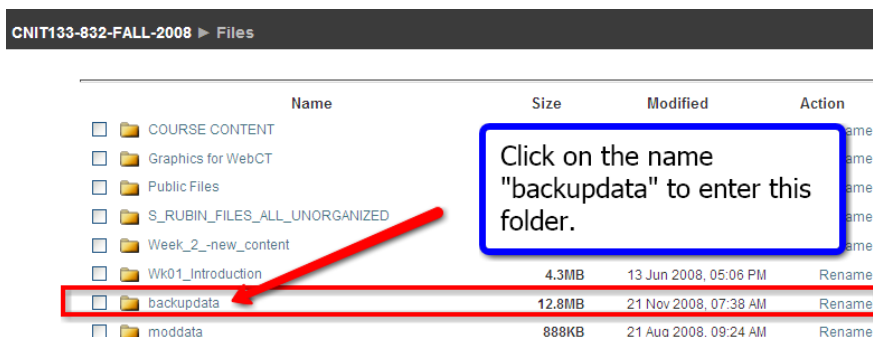
In this example I want to use a copy of my *CNIT-133-832 Fall 2008* (CRN 77888) course to teach in Spring 2009 (CRN 38247). I'd click on the *CNIT-133-832-77888...* link in the My Courses block on the left of the InsightHome page after I login:



2. Click on the "Files" link in the course's Administration block:



3. Click on the "backupdata" folder in the course files list to enter the folder.



4. **Locate** your **most recent** course backup “.zip” file. In this example, the name of this file is “*backup-cn133-832-fall-2008-20081120-0922.zip*.”

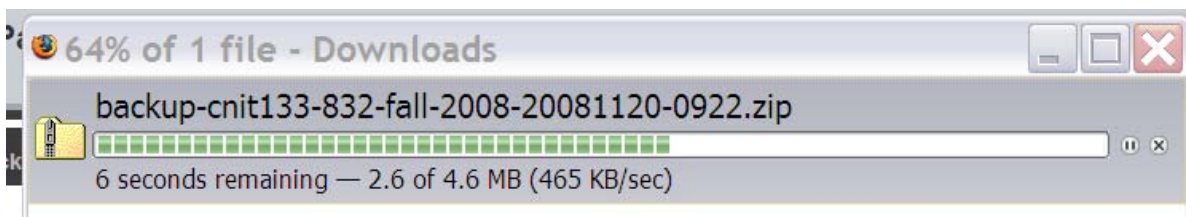
	Name	Size	Modified	Action
	Parent folder			
<input type="checkbox"/>	backup-cn133-832-fall-2008-20080613-1235.zip	15.7KB	13 Jun 2008, 12:35 PM	Unzip List Restore Rename
<input type="checkbox"/>	backup-cn133-832-fall-2008-20080619-1024.zip	3.8MB	19 Jun 2008, 10:25 AM	Unzip List Restore Rename
<input type="checkbox"/>	backup-cn133-832-fall-2008-20081120-0922.zip	4.6MB	20 Nov 2008, 09:49 AM	Unzip List Restore Rename
<input type="checkbox"/>	restorelog.html	324 bytes	13 Jun 2008, 05:06 PM	Edit Rename

With chosen files...

Note: Your course backup files will always be found in your “backupdata” folder and be named in this format: *backup-your course name-section-term-year-timedatestamp.zip*. Look under the “Modified” column to determine the most recent backup file.

Warning: If the course backup file is larger than the maximum upload size (**500MB** in the example above – the default for our system), you will run into problems uploading the backup file: you may get an error message, or the process may time out, or it may simply fail silently with a blank page. If this happens, please contact the Insight Moodle Administrator at moodle@ccsf.edu to upload the file for you. **The administrator will only be able to do this for you once.** You will need to contact the TMI (mparke@ccsf.edu, jwillett@ccsf.edu) regarding your course file size and solutions for hosting media in your course elsewhere (not on the Insight servers).

5. Now download this backup file to your desktop: click on the *name* of the file and specify where you want to save the file (your desktop, usually). You may need to configure your browser to save the file correctly. The resulting file should end in .zip (e.g., “*backup-cn133-832-fall-2008-20081120-0922.zip*”).

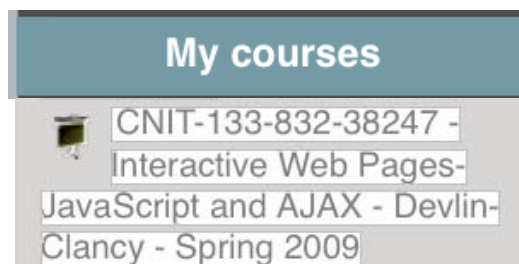


2. Restoring a course backup to a new term

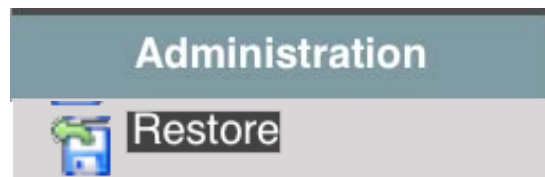
Now that you have your old term course backup file, you will need to upload this file to your new term course shell and restore it.

1. Login to Insight (<http://insight.ccsf.edu>) and go to the course you want to restore the backup file by clicking on its under “My courses” (this is the new semester course shell with no content currently in it).

In this example, we will be copying our *CNIT-133-832 Interactive Web Pages-JavaScript and AJAX* course from Fall 2008 (CRN 77888) to the same course shell for Spring 2009 (CRN 38247). So, we would click on the *CNIT-133-832-38247...Spring 2009* course link on the left.



2. Once you're in the target course (the new term course shell), click the **Restore** link in your Administration block.

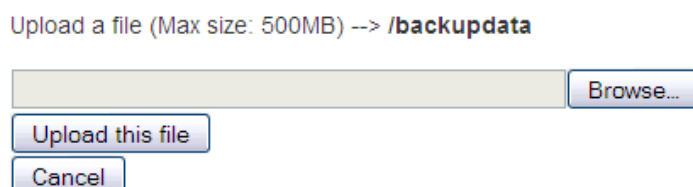


3. Now upload the backup file for the course you want to restore.

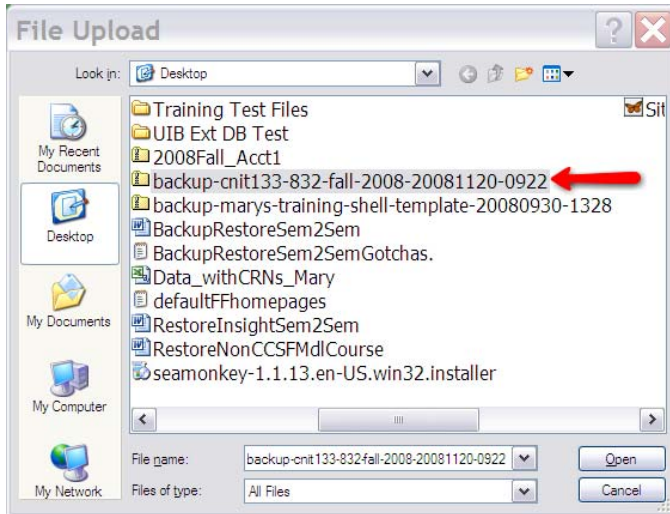
(a) Click on the “Upload a file” button.



(b) Click the “Browse...” button.



(c) Select the file you want to upload from your computer.



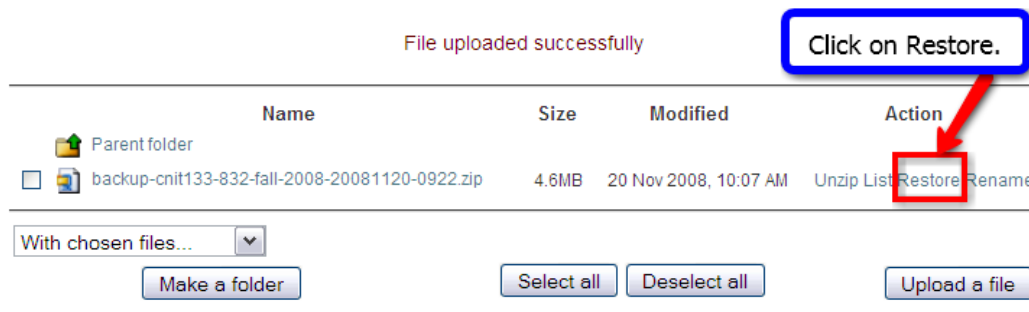
(d) Then, click the “Upload this file” button.

Upload a file (Max size: 500MB) --> /backupdata



Warning: If the course backup file is larger than the maximum upload size (**500MB** in the example above – the default for our system), you will run into problems uploading the backup file: you may get an error message, or the process may time out, or it may simply fail silently with a blank page. If this happens, please contact the Insight Moodle Administrator at moodle@ccsf.edu to upload the file for you. **The administrator will only be able to do this for you once.** You will need to contact the TMI (mparke@ccsf.edu, jwillett@ccsf.edu) regarding your course file size and solutions for hosting media in your course elsewhere (not on the Insight servers).

4. Once the file finishes uploading, you should see it listed, with a set of links (Unzip, List, Restore, Rename) to the right under “Action”. Click the **Restore** link (indicated below):



- In the next window, you'll be asked if you want to start the restore process. Click **"Yes"** where it asks if you want to continue.
- The next screen is just a status page that will show you information about the course backup file. Scroll to the bottom of the page and click **"Continue."**
- On the top of the screen (Course restore), change the "Restore to" setting to "Existing course, deleting it first." (In some cases, the phrase "Existing course" will be replaced by "Current course"; they mean the same thing.)

The key is to NOT select "Existing course, adding data to it" – you will always want to delete the existing data first.

Course restore: backup-moodle-20080612-0921.zip

Restore to Existing course, deleting it first

Include All/None All/None

- Near the top of the page (just underneath the first set of menus), click the "None" link on the right-hand side, in the "User Data" column. This will uncheck all of the User Data checkboxes. This step is very important – you do not want to import user data from your previous term's course into the new course!

Course start date 18 August 2008

Include All/None

Click on "None" to deselect all user data.

None

Assignments

Assignment: Homework 1: Your first web page

User Data

User Data

Note: Some modules in your course (such as "glossary") can be exported separately from a course backup file and then imported individually with user data to new term courses. See **Appendix A: Course Restore Gotchas/Exceptions** for more information on what **will and won't restore** in your new term course.

- At the bottom of the page, you'll see a set of menu options similar to what you saw in step 4 of the backup process. Make sure that the indicated menus are set EXACTLY as they appear below:

Match these settings on the right to the settings in your course.

Metacourse No
 Users None
 Groups Yes
 Logs No
 User Files No
 Course files Yes
 Site files Yes
 Grade histories Yes

STEP 9

Role mappings

Below are the default settings (your course should also mimic these - if not, please edit them).

Source role	Target role
Teacher (editingteacher)	Teacher (editingteacher)
Student (student)	Student (student)

Continue Cancel STEP 10

The settings are:

Metacourse: **No**

Users: **None**

Logs: **No** [default]

User Files: **No**

Course Files: **Yes**

Site files used in this course: **Yes** [default, but you can change to No]

Grade histories: **Yes**

Leave the **default** *Role mappings* settings (*source* and *target* roles should match).

- Scroll to the bottom** of the Course restore window, and click **Continue**.
- On the next screen click **“Restore this course now.”** You'll get a series of status messages as the restore progresses (“Creating groups,” “Copying course files,” “Creating course modules,” and so forth). During some parts of the process, Insight will draw a series of dots to indicate that a time-consuming operation is in progress. The whole process can take 10 to 30 minutes.
- Once the restore completes, you should see the message “Restore completed successfully.” At this point, you can click the **“Continue”** button, and you are ready to begin editing your course.

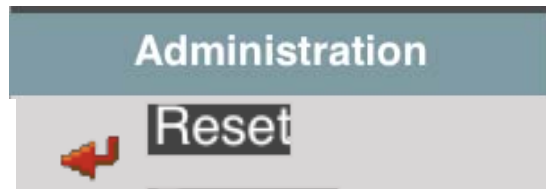
Note: If you don't see the “completed successfully” message, then either the course restore hasn't finished (it can take up to ten minutes), or a problem occurred. If the message doesn't appear after 30 minutes, please contact the Insight Moodle Administrator at moodle@ccsf.edu.

3. Resetting the Activity Dates in Your New Term Course

Note: The instructions for this section apply only to those courses that have been setup for **Weeks format**. If you use *Topics* format, resetting your course will not update your activity due dates. You can determine your course settings by going into your course (the old one you retrieved the backup file from) and clicking on *Settings* in the Administration block and checking the *Format* you've selected (either *Weeks* or *Topics*).

Now that your old content has been copied to your new course shell, you will want to reset the activity due dates in your course. This can be easily accomplished by using *Reset* rather than individually editing each assignment/quiz/etc. activity.

1. In your new course (*CNIT-133-832-38247...Spring 2009* in our example), click on the **Reset** link in the Administration block.



2. A new *Reset course* window will open. At the very top under the *General* section, there is a prompt for *Course start date*. Here is where you will set the first day of class for the course.

Reset course

This page allows you to empty a course of user data, while retaining the activities and other settings. Please be warned that by choosing items below and submitting this page you will delete your chosen user data from this course forever!

General

Course start date  12  January  2009  Disable

Delete events

Delete logs

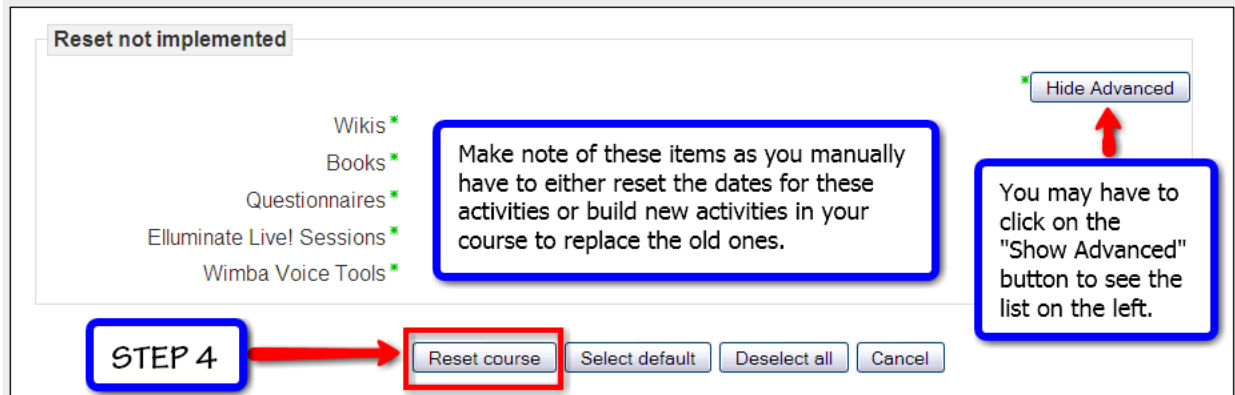
Delete all notes

Set this to the start date for your upcoming term course. You may have to uncheck "Disable" to change the date.

Note: You cannot open your course earlier than the first day of classes for the semester.

3. Now scroll down to the bottom of this page. Click on the **Show Advanced** button in the *Reset not implemented* section. This will provide you a list of what items the dates will NOT be reset for in your course. Make a note. You will consult the "Gotchas" section of this handout on these items.

4. Click on the **Reset course** button at the bottom of the page.



5. The window will refresh and provide a list of what activities have been reset in the course. Spot check the activity due dates to be certain they don't fall upon a holiday and meet your expectations (but for the most part, all of the open and close dates for the activities will be reset RELATIVE to the start date of the course).

APPENDIX A: Course Restore Gotchas and Exceptions

What Does NOT Backup, Restore, or Reset from Semester to Semester

The following is a list of activities or settings that are exceptions-to-the-rule in this semester-to-semester rollover process. You will need to plan ahead and address these issues in your new semester course.

- **Forums:** Seeded discussions do not restore. In other words, the *instructions* remain for all discussion forums but any *add a new discussion topic* posts you have made as an instructor in the forum DO NOT RESTORE from semester to semester. Discussion forums setup as *single simple discussion* forum types retain the initial instructor post (the instructions are the first post made by the instructor). To preserve your “seeded” discussions, you may wish to go into your old course and copy and paste the discussion posts you’ve made to an MS Word (or Notepad/TextEdit) document and save it for future reference.
- **Glossary:** Glossaries do not restore user generated content. You would go to your old term course, enter the Glossary activity, and EXPORT the glossary. Download the file, then go into the Glossary activity in your new course, and import the glossary file to restore it to your new course. For a tutorial on how to do this, you can go to: <http://insight.ccsf.edu/mod/book/view.php?id=19535&chapterid=7322#Glossary%20Backup> (you must be logged in to Insight to access this link).
- **Questionnaire:** The dates set for the questionnaire activity are not updated by “resetting” the course. You need to manually update the dates in the new course. [We are working with the Questionnaire creator to update this so that dates will be “reset” in the future.]
- **Elluminate Live! Sessions:** Elluminate Live! Sessions are generally associated with one term, and resetting the course does not update the open/close dates for any Elluminate Live! Sessions. You will either need to manually update the dates for this activity in the new course or create a new Elluminate Live! activity and delete the old one in the new course.
- **Wimba Voice Tools:** Wimba Voice Tool activities are generally associated with one term, and resetting the course does not update the open/close dates for any Wimba Voice Tool activities. You will either need to manually update the dates for this activity in the new course or create a Wimba Voice Tool activity and delete the old one in the new course.
- **Quiz questions** are only backed up if at least one question from their category has been added to a quiz. For example, if you have used “Chapter” categories and created a quiz for each Chapter in your course, then you have theoretically added at least one question from each category in your course and the questions in each of the categories will have been backed up. “*Use it or lose it*” is the motto here.
- **Wiki:** Web pages do not restore. The Wiki will be there, but you will need to create any “intro” pages you’d initially setup for your students. Student pages from prior terms will not restore in your new term course.
- Any “**override permissions**” settings you’ve manually set in any activity do not restore. You need to go into the activity and reset the permission overrides from semester to semester.

APPENDIX B: What do I do next? Helpful GO LIVE Tips

1. Review your new term course and determine if you need to make any edits/updates to the content. Most commonly, you will need to update your syllabus and verify the assignment and activity due dates in your course.
2. Verify your **course settings**. Go into your course and click on **Settings** from the Administration block. Check the following settings:
 - In the **General** section:
 - **Summary:** This should be the course catalog description. If it is missing, search the online college catalog and copy and paste the course description here.
 - **Format:** Verify that this is set to either Weeks or Topics.
 - **Number of weeks/topics:** If you do not see all of the weeks/topics in your course, change this setting here to reveal or hide sections in your course. By default, it is set to 18.
 - **Course start date:** Verify that this is set to the first day of class for your course.
 - In the **Enrollments** section: Verify that the **course enrollable** setting is “no” (this is the default setting; if it is set to yes, then anyone clicking on your course self-enrolls in your course by default).
 - **Availability:** Remember that your course is set to “unavailable” to students by default. On the first day of class (or the night before), scroll down to the **Availability** section and change it to ***This course is available to students.***
3. **Hidden content:** Go through your course weeks/topics and reveal or hide content as you wish students to see it. Remember, there is no universal “selective release” feature yet in Insight, so if you do not want students to have access to content until you make it available to them you control this by “hiding” it and then “revealing” it. Quizzes can remain hidden until they are needed and the same goes for discussion forum assignments. Hiding the discussion forums prevents students from posting messages there by mistake until the actual start of the assignment.

Note: The Calendar listings of deadlines for hidden activities are invisible until you unhide the activity. Also, hidden activities will NOT show up in the Gradebook to students until they are unhidden by the instructor.
4. **Delete duplicate course blocks.** Sometimes when your course is restored to a new shell, duplicate blocks such as “My Courses”, “People”, “Latest News” appear. Turn editing on in your course and click on the “x” in the header of the duplicate blocks.
5. **Co-teachers? TAs?** Is there anyone **co-teaching** with you this semester? Do you have a new **TA** this semester that you need added to your course? If yes (and they are an existing Insight Moodle user) you can manually assign them to the appropriate role in your course. If they are not an existing Insight Moodle user, you will need to contact the Insight Moodle Administrator so they may setup an account for this person and assign them to your course for you.

6. **Welcome Email.** Remember to send a “welcome” email to your students just prior to the first day of class. You may wish to review our Enrollment processes to understand how students are added to your courses. You may find this information in the OTL Moodle Reference Guide here: <http://insight.ccsf.edu/mod/book/view.php?id=19536&chapterid=7339>. Additionally, the Login/Password/Profile instructions to students provide information on how students acquire their information, is an invaluable tool to read through: <http://insight.ccsf.edu/mod/book/view.php?id=18323>.

Here’s a sample of what you may wish to add to your “welcome” email on the topic of “how to login”:

To access Insight, you'll need to log into the website with a username and password.

1. If you HAVE NOT used Insight at City College this academic year, you will receive an email to the email address you have registered in WebStars containing information for how to login to Insight and access this course. Please look for this email (it is from moodle@ccsf.edu) to be delivered to you around the first day of classes.
2. If you HAVE taken an online course in Insight at City College this academic year, you can use your old username and password. If you have forgotten your password, please follow the instructions on this webpage for resetting your password yourself: <http://insight.ccsf.edu/mod/book/view.php?id=18323&chapterid=6873>.
3. If you have any questions about logging in, editing your user profile, or changing your password please read this information: <http://insight.ccsf.edu/mod/book/view.php?id=18323&chapterid=6871>
4. If you need telephone assistance with this process please consult this information: <http://insight.ccsf.edu/mod/book/view.php?id=18323&chapterid=6874>. Telephone assistance is available business days from 9am-4:30pm (PST) Monday through Friday at 415-452-5689.

Metacourses

If you know what a “Metacourse” is and need assistance setting this up for your new term course, please contact the Insight Moodle Administrator at moodle@ccsf.edu asap.

NEED HELP?

If you need assistance with any part of the backup, restore, reset process, please email the Insight Moodle Administrator at moodle@ccsf.edu.