

# Blackboard

## Math Formula Image Appearance Changes to Text when Submitting an Assessment in an Ultra Course

**Date Published:** Mar 03,2021 **Category:** Planned\_First\_Fix\_Release:SaaS\_v3900\_8\_0; Product:Course\_Tools\_Learn; Version:Ultra **Article No.:** 000059988

**Product:** Blackboard Learn

**Release:** SaaS

**Service Pack(s):** Ultra

**Description:** In Ultra courses, math formula image appearance changes to text when submitting an assessment.

### Steps to Replicate:

1. Log in into Blackboard Learn (Ultra environment) as Instructor
2. Navigate to a Course > Create an assignment
3. Enter **Student Preview** mode
4. Go to the **Course > Content Area > Select the Assignment** created in Step 2
5. Once the Assignment opens, select **Insert/Edit Math Formula**
6. Insert a math formula using some symbols
7. Select **Insert > Submit**

### Expected Behavior:

The math formula is inserted as an image.

### Observed Behavior:

Once submitted, the math formula image appearance changes to text.

### Cause:

Learn is not inserting the correct route of the image. Whenever a student submits an attempt, the picture is called again, and when the client's browser gets the 404 status code (because the picture is not in that route), only the alternate text is rendered in the picture.

**Target Release:** SaaS - Fixed (v3900.8.0)

**Patch Available:** No

