Blackboard

An Error Displays When Navigating Through the Blackboard Mobile App

Date Published: Apr 25,2024 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Learn; Version:Ultra   **Article No.:** 000078570

Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: When users log into the Blackboard Mobile App and they navigate around the tabs, the error 'There is an issue on our side Please try again later.' is displayed.

Steps to Replicate:

1. Log into **Blackboard Learn** as a student using an iPhone
2. Navigate to the course
3. Click on any of the content or module

Observed Behavior:
The error: 'There is an issue on our side. Please try again later.' is displayed.

Expected Behavior:
Course loads without error

Target Release: Future Reference