

# Blackboard

## SaaS Ultra Text Editor: Broken Page When Inserting YouTube Videos with HTML Encoded Quotes in Title

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**Product:** Blackboard Learn

**Release:** SaaS

**Service Pack(s):** Ultra

**Description:** When inserting YouTube videos with HTML encoded quotes (&quot;) in the title in the Ultra Text Editor, the page breaks. Trying to edit the page throws an "Oops! Something went wrong." error.

### Steps to Replicate:

1. Log into **Blackboard Learn** as an instructor
2. Access an Ultra course
3. Create a Document
4. Click "Add Content"
5. In the Text Editor, select the + sign to insert content
6. Select "YouTube video"
7. In the "Search YouTube" field, search for a YouTube video that contains HTML encoded quotes (&quot;) in its title.
8. Click "Select"
9. Keep the "The content displays inline if the browser allows..." option selected
10. Click "Insert", then "Save".

### Expected Behavior:

The YouTube video displays on the Document page.

**Observed Behavior:** The YouTube video does not display on the page. Clicking Edit throws the error below:

```
Oops! Something went wrong.  
Your HTML can't be retrieved. Please contact your administrator.
```

**Resolution/Workaround:** After selecting a YouTube video with HTML encoded quotes in the title (&quot;), replace the encoding in the "Alternative Text" field with quotes.

**Target Release:** SaaS-Fixed(v3900.41.0)

**Patch Available:** No