Blackboard

Math Formulas in Test Questions Render Inconsistently In GUI Or Not at All

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Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): 9.1, SaaS

Description: When creating Content Items or test questions with Math formula images and then deploying them, they first render slowly and show as text. Then, the full formula images render and if those formulas have symbols then the symbols overlap. If a simple math equation is created like 1+1 that will not render at all in the GUI but other more complicated ones do render.

Steps to Replicate:

1. Log into **Blackboard Learn** as an administrator
2. Access a course > **Quick Enroll** and go to **Course Content**
3. Create 5 Item content items each using the math editor. Make some use symbols and others, like 1+1=2.

Observed Behavior:
All the content seems to load a bit slow and at first you just see what looks like plain text letters and numbers and then if it is a simple equation like 1+1 it does not render at all. On the other hand, if it a more complex equation with root symbols or others it does render but the symbols overlap.

Expected Behavior:
Math images in content items and test questions render as created

Target Release: Learn 9.1, 3900.44.0 Release

SaaS - Fixed (v3900.44.0-rel.19 or higher)