

Blackboard®

Math Formulas Take Long Time to Render Fully or Only Show as Plain Letters and Numbers After 3900.44 Upgrade

Date Published: Jul 14,2022 **Category:** Planned_First_Fix_Release:SaaS_v3900_44_0,Learn_9_1_3900_44_0_Release; Product:Learn_BU; Version:X9_1,SaaS **Article No.:** 000076722

Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): 9.1, SaaS

Description: When using Math Formulas created in the Math Editor in Test Questions or Content Items the Formula images first render without and operators or symbols. Then may load correctly or stay as Plain text numbers and letters.

Steps to Replicate:

1. Log into **Blackboard Learn** as an administrator
2. Access a course > **Quick Enroll** > Content and create a content item with a root math formula using symbols
3. Submit the content item and watch it load in the **Content Area**

Observed Behavior: The formula never rendered and just displays as " + 4 "

Refresh the page or edit and submit content without actually editing can sometimes get the formula to render.

Expected Behavior:

Math Formulas render quickly and as they were created.

Target Release: Learn 9.1, 3900.44.0 Release

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

