Blackboard®

Files with Spaces in File Names Cannot be Exported from Apps on iOS

Date Published: Jan 30,2020 **Category:** Product:Blackboard_Instructor,Bb_Student; Version:X9_1,SaaS   **Article No.:** 000056770

Product: Mobile

Release: 9.1;SaaS

Service Pack(s): 9.1, SaaS

Description: Files with file names containing spaces or other URL %-encoded characters cannot be exported from the Blackboard or Blackboard Instructor app on iOS devices.

Steps to Replicate:

1. As an instructor in an Original course, create both "Item" and "File" content items containing files (PDF, DOCX, XLSX, etc.) with spaces in the file names.
2. As an instructor in an Ultra course, create "Document" content items and upload the same files as above.
3. As a student in the Blackboard app and an instructor in the Instructor app on an iOS device, access each of the files and attempt to "Export" them to another application.

Observed outcomes:

On iOS 12.4.4:

- After tapping "Export", nothing happens when choosing another application. The user is simply taken back to the file in the respective app.

On iOS 13.3:

- After tapping "Export", and choosing an application, the file name shows encoded spaces (%20) and the file is not actually exported.

Note: This issue does not affect the Blackboard Instructor app in Ultra courses.

Resolution/Workaround:

Resolution

This issue is fixed in Blackboard app version 5.0 and Blackboard Instructor app version 3.0, which were released on January 30, 2020.

Workarounds

1. End-users can use a supported mobile web browser to export files for Learn instances that support mobile browsers. See this article for more information: **Mobile Browser Support for Learn Original and Ultra**
2. Instructors can remove spaces or other URL %-encoded characters from file names.
3. End-users can download files from Learn via a desktop/laptop web browser.