Blackboard

Uploaded Images in Course Announcements Causing Apps to Prompt for Login Credentials in Original Courses on iOS

Date Published: Jun 04,2019 **Category:** Product:Blackboard_Instructor,Bb_Student; Version:Learn_9_1_Q2_2018,Learn_9_1_Q4_2018,Learn_9_1_Q2_2019,SaaS
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Product: Mobile

Release: 9.1;SaaS

Service Pack(s): Learn 9.1 Q2 2018 (3400.0.0), Learn 9.1 Q4 2018 (3500.0.0), Learn 9.1 Q2 2019 (3700.0.0), SaaS

Description: Mobile app users in Original courses on iOS are prompted for login credentials when viewing Announcements with images stored in the Content Collection.

Steps to Replicate:

1. As an instructor in an Original course, create a course announcement that includes an uploaded image by one three methods:
    1. Upload the image on the Create Announcement page by using the "Insert/Edit Image" button in the Content Editor and selecting "Browse My Computer".
    2. First upload the image to the course Content Collection. Then add the image to the announcement from its location in the Course Content Collection by using the "Insert/Edit Image" button in the Content Editor and selecting "Browse Course".
    3. Embed an image stored in the Content Collection via HTML.
        1. Example: <p></p>
2. As a student in the Blackboard app or an instructor in the Instructor app on an iOS device, access the Announcements page within the respective app.

Observed Behavior:
The user is prompted for their login credentials and the uploaded image is not displayed.

Expected Behavior:
The uploaded image in the course announcement is displayed to the user without being prompted for login credentials.

Resolution/Workaround: This issue was resolved with the release of Blackboard App version 4.2 and Blackboard Instructor version 2.7 on May 30, 2019.

Patch Available: No