

Blackboard®

External Users are Unable to take Enterprise Surveys is they Contain Images as the Users Receive Authentication Prompts

Date Published: Apr 20,2018 **Category:** Planned_First_Fix_Release:Will_Not_Fix;
Product:Authentication_and_Security_Learn,Content_Management_Learn,Extensions_Learn; Version:SaaS **Article No.:** 000060566

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: Enterprise Surveys with a question with an image added using the Insert File or Insert/Edit Image buttons in the question Content Editor, will generate an authentication prompt for those taking the Survey, if they are not authenticated in the same Browser.

Steps to Replicate:

1. Logon as Administrator
2. Go to System Admin to Create an Enterprise Survey > Enterprise Survey > Create Survey
3. When adding a question add an image using the Insert File or Insert/Edit Image button in the question Content Editor
4. Create a Response Period by uploading a valid email address and selecting Send Survey Now and Close Survey Never
5. Open the Enterprise Survey as a recipient using the invite link in the email

Observed Behavior:

If the image is embedded in the question the authentication prompt is displayed immediately.

If the image is attached as a file, clicking on the link to the image displays the authentication prompt.

Expected Behavior:

No authentication prompt

Target Release: Will Not Fix

Patch Available: No

