Blackboard

SaaS Ultra Text Editor: Broken Page When Inserting YouTube Videos with HTML Encoded Quotes in Title

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Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: When inserting YouTube videos with HTML encoded quotes (") in the title in the Ultra Text Editor, the page breaks. Trying to edit the page throws an "Oops! Something went wrong." error.

Steps to Replicate:

1. Log into **Blackboard Learn** as an instructor
2. Access an Ultra course
3. Create a Document
4. Click "Add Content"
5. In the Text Editor, select the + sign to insert content
6. Select "YouTube video"
7. In the "Search YouTube" field, search for a YouTube video that contains HTML encoded quotes (") in its title.
8. Click "Select"
9. Keep the "The content displays inline if the browser allows..." option selected
10. Click "Insert", then "Save".

Expected Behavior:
The YouTube video displays on the Document page.

Observed Behavior: The YouTube video does not display on the page. Clicking Edit throws the error below:

```
Oops! Something went wrong.
Your HTML can't be retrieved. Please contact your administrator.
```

Resolution/Workaround: After selecting a YouTube video with HTML encoded quotes in the title ("), replace the encoding in the "Alternative Text" field with quotes.

Target Release: SaaS-Fixed(v3900.41.0)

Patch Available: No