Blackboard

Errors Opening Office Documents in Microsoft Edge with the "Open Office files in the Browser" Option Enabled

Date Published: Mar 22,2022 Category: Product:Content_Management_Learn,Browsers_Learn; Version:SaaS Article No.: 000076046

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: The latest versions of Microsoft Edge offer the ability to open office files in the browser using Microsoft's office.com, when this option is enabled Office documents opened from Blackboard Learn SaaS cause an error.

Steps to Replicate: Prerequisites: This issue is only applicable to SaaS hosting. Ensure Edge is updated to the latest version, the issue can be reproduced in Edge 95.0.1020.

- 1. Log into Blackboard Learn as an Instructor or Administrator using Microsoft Edge
- 2. Go to Edge Settings > Downloads and ensure "Open Office files in the Browser" is selected
- 3. Open an Original Experience Course
- 4. Select Build Content > Item
- 5. Create the item, select Attach a file and Upload a Word Document (".docx") or other office document like PowerPoint or Excel
- 6. Save and Submit the Item
- 7. Select the Link to the file

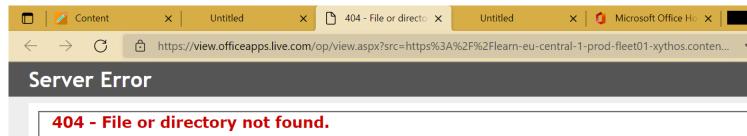
Observed Behavior

Either an HTTP 404 error appears, or the Word online application opens but displays the message "Sorry, there was a problem and we can't open this document. If this happens again, try opening the Document in Microsoft Word."

Expected Behavior

The File is transferred to Microsoft Office online and displayed in the Browser.

Symptoms: Either an HTTP 404 error appears, or the Word online application opens but displays the message "Sorry, there was a problem and we can't open this document. If this happens again, try opening the Document in Microsoft Word"



The resource you are looking for might have been removed, had its name changed, or is temporarily unavailable.

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| ← → C thttps://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Flearn-us-east-1- | | | |
| C We've opened your file for quick and easy viewing right in Microsoft Edge. Choose Download file if you want to use it later. | | | |
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| Microsoft Word | | | |
| Sorry, there was a problem and we can't open this document. If this happens again, | | | |
| try opening the document in Microsoft Word. | | | |
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Cause: When files are downloaded in SaaS, a temporary S3 URL is generated. Edge hands off this URL to the Office.com web application. However the web application does not correctly handle it.

Resolution/Workaround:

- 1. Open Edge settings
- 2. Select Downloads
- 3. set Open Office files in the Browser to Off

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| Q | Search settings | Location | |
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| Ô | Privacy, search, and services | Ask me what to do with each download | |
| 6 | Appearance | Always ask me if I want to save a file or open it without saving | |
| | Start, home, and new tabs | Open Office files in the browser | |
| Ċ | Share, copy and paste | If this setting is on, Office files (presentations, spreadsheets, documents) will open automatically in Microsoft Edge instead of do to your device | |
| Ē, | Cookies and site permissions | | |
| G | Default browser | Show downloads menu when a download starts | |
| <u> </u> | Downloads | Turning off this setting can make it harder to know when a file starts downloading | |
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Information: This issue is not specific to any version of Learn.

This issue can be reproduced without installing the "Office Online" Edge extension from the Extensions store.

Also, see Article #<u>76390</u> for another MS Office document and Edge issue.

Target Release: Fixed in Edge Browser with version 98.0.1108.50 or newer