

Blackboard

Known Issue: PowerPoint File that has Math Equations in the Slides Fail to Convert

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Product: Collaborate - Ultra Experience

Service Pack(s): Collaborate

Description: Some users may experience issues uploading PowerPoint files to Collaborate Ultra, generating an Upload Failed, Try again? error message, due to math equations within some of the slides.

Steps to Replicate:

1. Join session as moderator
2. Click Share Content > Share Files
3. Upload PowerPoint with mathematical equations

Uploading



test.pptx

Upload Failed

[Try Again?](#)



Symptoms:

Resolution/Workaround: Convert the slides to a pdf