

# Blackboard

## Journal Multimedia Feedback Panel Does not Render

**Date Published:** Jan 05,2025 **Category:** Planned\_First\_Fix\_Release:Learn\_9\_1\_3900\_91\_0\_Release; Product:Blackboard\_Learn\_SaaS; Version:Ultra **Article No.:** 000078420

**Product:** Learn SaaS

**Release:** SaaS

**Service Pack(s):** Ultra

**Description:** When an instructor posts multimedia feedback like an audio or video recorded on Learn and submits it, this audio/video panel does not render when trying to reproduce it.

### Steps to Replicate:

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Create an Ultra Course and create a gradable Journal in it
3. Enroll an instructor and a student or access in Student Preview user
4. Access as the student and submit a post in the Journal.
5. Access as the instructor and send audio feedback for the student's submission. This is recorded on Learn using the feedback option.
6. Try to reproduce the sent feedback

### Observed Behavior:

The feedback playback does not reproduce the audio.

### Expected Behavior:

The feedback playback should reproduce the audio.

**Target Release:** SaaS-Fixed (v3900.91.0)

