

# Furigana/Ruby Text Markup Is Removed by Ultra Conversion

## Article Number

000090505

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## Description

When writing Japanese with Furigana in Word and pasting it into Original, it generates a HTML text markup that displays correctly. However, this markup is lost when converting to Ultra.

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## Document Type

Known Issue

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## KB Product

Learn SaaS

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## Last Modified Date

Fri Mar 14 20:58:51 GMT 2025

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## Release (General)

SaaS

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## Service Packs

Learn 3900.110.0;Learn 3900.112.0;Learn 3900.114.0;Learn 3900.116.0

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## Steps to Replicate

1. Login to **Blackboard Learn Ultra Experience** as an administrator
2. Access an Original course
3. Either manually write Ruby/Furigana with the HTML button in the Original Content Editor, or paste it from an external source like Microsoft Word
4. Observe that the Ruby/Furigana appear in the expected place and small point size
5. Convert the Original course to Ultra

## Observed Behavior:

The characters are mixed together and the characters' size are all the same.

## Expected Behavior:

The characters are displayed in the correct place.

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## Summary

Furigana/Ruby text markup is removed by Ultra Conversion.

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## Target Release

Future Reference

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**Title**

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