

Feedback Recordings Made on Mobile Devices Do Not Play

Article Number

000077772

Description

In Original Course View, feedback recordings for submissions are not playing. When clicking on the recording the iFrame gets stuck on "Loading Recording". This occurs when creating the recording on an iOS device such as an iPad or iPhone.

Document Type

Known Issue

Information

This issue has been tested on iOS mobile devices (iPads and iPhones) and Androids.

KB Product

Learn SaaS

Last Modified Date

Fri Apr 11 18:55:57 GMT 2025

Release (General)

SaaS

Steps to Replicate

1. Log into **Blackboard Learn** as an instructor
2. Create an Ultra Course
3. Create an assignment with unlimited attempts
4. As a Preview User submit five (5) attempts
5. Log in as the instructor via on a Windows PC using Chrome, grade one (1) attempt and record a feedback (Click on the Feedback Dialog Box > (+) > Recording > Record a quick audio recording
6. Save Feedback > Post grade > Go back to Feedback as the instructor and play the recording

Observed Behavior: Recording plays as expected.

1. Using an Android Galaxy S9 phone and Chrome browser grade attempt 2 just as in step 3 then do step 4 for attempt 2

Observed Behavior: Recording plays as expected.

1. Repeat the replication for attempt 3 but login via Mobile App

Observed Behavior: Recording plays back in Mobile App, in phone browser and in PC browser as expected.

1. Using an iPhone and/or iPad grade attempt 4 and give audio feedback
2. Log in in via Chrome browser on the iPhone
3. Grade attempt 5 and give audio feedback using the Mobile App
4. Attempt to play it back once saved for each attempt

Observed Behavior:

- When attempting to play the recording from the iPhone where it was recorded the message 'Uh-Oh! The Recording is not ready Yet' is displayed. This happens for both App and Browser recordings and also on iPhones when attempting to view the recordings made earlier in the replication.
- When attempting to play the recordings from the iPhone on Laptop/Chrome the recording spins and does not load but gives no 'Uh-Oh' error.
- When attempting to view recordings from the Android browser and Mobile App that were recorded on the iPhone a 'Uh-Oh' error is displayed.

Expected Behavior:

The feedback video plays.

Summary

Feedback recordings made on Mobile devices for submissions are not playing.

Target Release

SaaS-Fixed (v3900.116.0)

Title

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