

# Language Discrepancy in Mobile App Configuration

## Article Number

000078617

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## Cause

Cause was identified as the language cache feature introduced in Android 14 OS.

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## Description

After changing the Language pack in Learn (Eg: Spanish), access mobile application and it will be in English rather than Spanish.

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## Information

Issue is present in version 9.1.1 in Android 14 devices.  
This issue is not replicable in iOS devices.

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## KB Product

Learn SaaS

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## Last Modified Date

Fri Apr 11 19:17:43 GMT 2025

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## Release (General)

SaaS

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## Resolution Workaround

Temporarily change the language in the App to another option and then reset it to Spanish.

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## Steps to Replicate

1. Log into **Blackboard Learn** as an administrator
2. Check that the language pack is set to Spanish
3. Access the Mobile App and log in as a user
4. All the App content appears in English
5. Go to **More > Settings > Language**. Compare the language configured and the actual language in the Mobile App

## Observed Behavior:

The language is configured to Spanish but the actual App language is English.

**Expected Behavior:** The language is configured to Spanish and the App language is also in Spanish.

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## Summary

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## Target Release

SaaS-Fixed (v3900.95.0)

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## Title

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