

Ultra Discussion Forum Feedback Panel Intermittently Will Not Load for Discussions With a Moderate Number of Posts in Them

Article Number

000078148

Description

Ultra Discussion Forum Feedback panel intermittently will not load for discussions with a moderate number of posts in them. It just remains blank and doesn't load any information.

KB Product

Learn SaaS

Last Modified Date

Fri Apr 11 19:00:20 GMT 2025

Release (General)

SaaS

Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator or instructor
2. Access a new Ultra View Course with multiple students. At least 10 test students if possible, but more is recommended.
3. Create a new graded **Discussion Board**
4. Using each one of the test Student accounts, log into Learn one at a time
5. Access the course and submit a response to the **Discussion Board**. Respond to the starter post and at least one other user's response. The exact number of posts needed to trigger the issue may vary, but 20 - 25 is a good start.
6. Access the course as the instructor
7. Go to the **Grade Center** and navigate to a student's attempt
8. Open the **Feedback Panel**
9. Refresh the page with the feedback panel still open

Observed Behavior:

Intermittently, the feedback panel will be unable to load and instead will show a spinning circle.

Expected Behavior:

User Feedback loads.

Summary

Ultra Discussion Forum Feedback panel intermittently will not load for discussions with a moderate number of posts in them.

Target Release

SaaS-Fixed (v3900.89.0)

Title

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