

# When Downloading .docx/.pptx Files From an Original View Course the &quot;Iframe&quot; Remains Empty if Alternate Domain is Enabled

## Article Number

000077325

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## Description

If the Alternate domain is enabled, when downloading .docx/.pptx files from an Original View Course the text: "*Your download will start shortly. If it doesn't, download the file now.*" containing the link to download the file flickers and disappears.

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## KB Product

Learn SaaS

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## Last Modified Date

Fri Apr 11 19:43:31 GMT 2025

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## Release (General)

9.1;SaaS

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## Service Packs

Learn 3900.56.0;Learn 3900.58.0;Learn 3900.60.0

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## Steps to Replicate

1. Log into **Blackboard Learn** as an administrator
2. Navigate to the **Admin Panel**, go to **Security > Alternate Domain for Serving Content**, and check that **Alternate Domain** is set up and enabled
3. Create an Original course and enroll 1 user as an instructor
4. Go to **Course Content > Build Content > File**
5. Upload a file that is not rendered inline (.docx or .pptx)
6. Return to **Course Content** and click on the uploaded file

## Observed Behavior:

The file is downloaded, and the text "*Your download will start shortly. If it doesn't, download the file now.*" with a link to download the file flickers and disappears.

## Expected Behavior:

The file is downloaded, and the text "*Your download will start shortly. If it doesn't, download the file now.*" with a link to download the file stays on-screen.

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## Summary

If the Alternate domain is enabled, when downloading .docx/.pptx files from an Original View Course the text: "Your download will start shortly. If it doesn't, download the file now." containing the link to download the file flickers and disappears.

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**Target Release**

Learn 9.1, 3900.65.0 Release

SaaS - Fixed (v3900.65.0)

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**Title**

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