Unable to Download Xlxs Files From Blackboard Mobile App

Article Number
000090807

Description

Students using the Blackboard App on a mobile device can open Excel (.xlsx) files within the app but cannot download them. However, when accessing Blackboard through a mobile browser, they can successfully download the files.

Document Type
Known Issue

KB Product
Learn SaaS

Last Modified Date
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Release (General)
SaaS

Steps to Replicate

1. Log into the **Blackboard App** with a Mobile device
2. Access a course
3. Enter the course content and access an Excel file (xlxs)
4. Click on the download option

Observed Behavior:

Page gets stuck when clicking on the download symbol

Expected Behavior:

The file should download without issue

Summary
Unable to Download xlxs files from Mobile App.

Target Release
Fixed- Blackboard App_10.4

Title
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