

# Embedding a YouTube Short Video Results in a Playback Error

## Article Number

000090621

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## Description

Embedding a YouTube Short video results in a playback error

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## Document Type

Known Issue

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## KB Product

Learn SaaS

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## Last Modified Date

Fri May 16 21:51:18 GMT 2025

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## Release (General)

SaaS

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## Resolution Workaround

1. Go to **Insert Content** > YouTube video
2. Search for the video short

The video can be added from here and will work.

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## Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Access an Ultra Course
3. Create a document
4. Select **Insert Content** > **Media** > Add in the URL and paste the URL of a YouTube Short

## Observed Behavior:

The video shows a playback error:  
An Error Occurred. Please try again later.

## Expected Behavior:

The video plays without issue.

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## Summary

Embedding a YouTube Short video results in a playback error

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## Symptoms

Affecting only YouTube shorts. Regular YouTube videos playback without issue.

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**Target Release**

SaaS-Fixed (v3900.121.0)

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**Title**

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