

LaTeX Formulas Missing in Ultra View Courses After Granular Copy

Article Number

000090648

Description

Images and LaTeX Math Equations are missing from Ultra View course Question Banks after being copied from Original View courses.

Document Type

Known Issue

KB Product

Learn SaaS

Last Modified Date

Fri Oct 10 19:46:42 GMT 2025

Release (General)

SaaS

Service Packs

Learn 3900.110.0;Learn 3900.108.0;Learn 3900.106.0;Learn 3900.104.0;Learn 3900.112.0;Learn 3900.114.0

Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Create an Original View course and enroll as an instructor
3. Navigate into the course
4. Select **Course Tools** > click **Test, Surveys and Pools** > select **Pools** > import or create a question pool with items containing images and LaTeX content
5. Navigate to **Admin** > select **Courses** and create an **Ultra View** course
6. Enroll as an instructor and navigate into the course
7. Click **Add content** > select **Copy content**
8. Proceed to copy the content from the Original View course
9. Open the **Question Banks** folder > select the question bank

Observed Behavior:

Images and LaTeX formula are missing.

Expected Behavior:

Images and LaTeX formula render correctly.

Summary

LaTeX formulas missing in Ultra View courses after granular course copy

Target Release

SaaS-Fixed (v4000.4.0)

Title

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