Blackboard

Errors Opening Office Documents in Microsoft Edge with the "Open Office files in the Browser" Option Enabled

Date Published: Nov 16,2021 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Content_Management_Learn,Browsers_Learn; Version:SaaS
Article No.: 000076046

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: The latest versions of Microsoft Edge offer the ability to open office files in the browser using Microsoft's office.com, when this option is enabled Office documents opened from Blackboard Learn SaaS cause an error.

Steps to Replicate: Prerequisites: This issue is only applicable to SaaS hosting. Ensure Edge is updated to the latest version, the issue can be reproduced in Edge 95.0.1020.

1. Log into **Blackboard Learn** as an Instructor or Administrator using Microsoft Edge
2. Go to **Edge Settings** > **Downloads** and ensure **"Open Office files in the Browser"** is selected
3. Open an Original Experience Course
4. Select **Build Content** > **Item**
5. Create the item, select **Attach** a file and Upload a Word Document (".docx") or other office document like PowerPoint or Excel
6. Save and **Submit** the Item
7. Select the **Link** to the file

Observed Behavior
Either an HTTP 404 error appears, or the Word online application opens but displays the message "Sorry, there was a problem and we can't open this document. If this happens again, try opening the Document in Microsoft Word."

Expected Behavior
The File is transferred to Microsoft Office online and displayed in the Browser.

Symptoms: Either an HTTP 404 error appears, or the Word online application opens but displays the message "Sorry, there was a problem and we can't open this document. If this happens again, try opening the Document in Microsoft Word"

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Flearn-eu-central-1-prod-fleet01-xythos.conten...

Server Error

404 - File or directory not found.

The resource you are looking for might have been removed, had its name changed, or is temporarily unavailable.

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learn-us-east-1-playground-fleet

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Flearn-us-east-1-

We've opened your file for quick and easy viewing right in Microsoft Edge. Choose Download file if you want to use it later.   **Download file**

Word

Microsoft Word

Sorry, there was a problem and we can't open this document. If this happens again, try opening the document in Microsoft Word.

Cause: When files are downloaded in SaaS, a temporary S3 URL is generated. Edge hands off this URL to the Office.com web application. However the web application does not correctly handle it.

Resolution/Workaround:

1. Open Edge settings
2. Select **Downloads**
3. set **Open Office files in the Browser** to **Off**
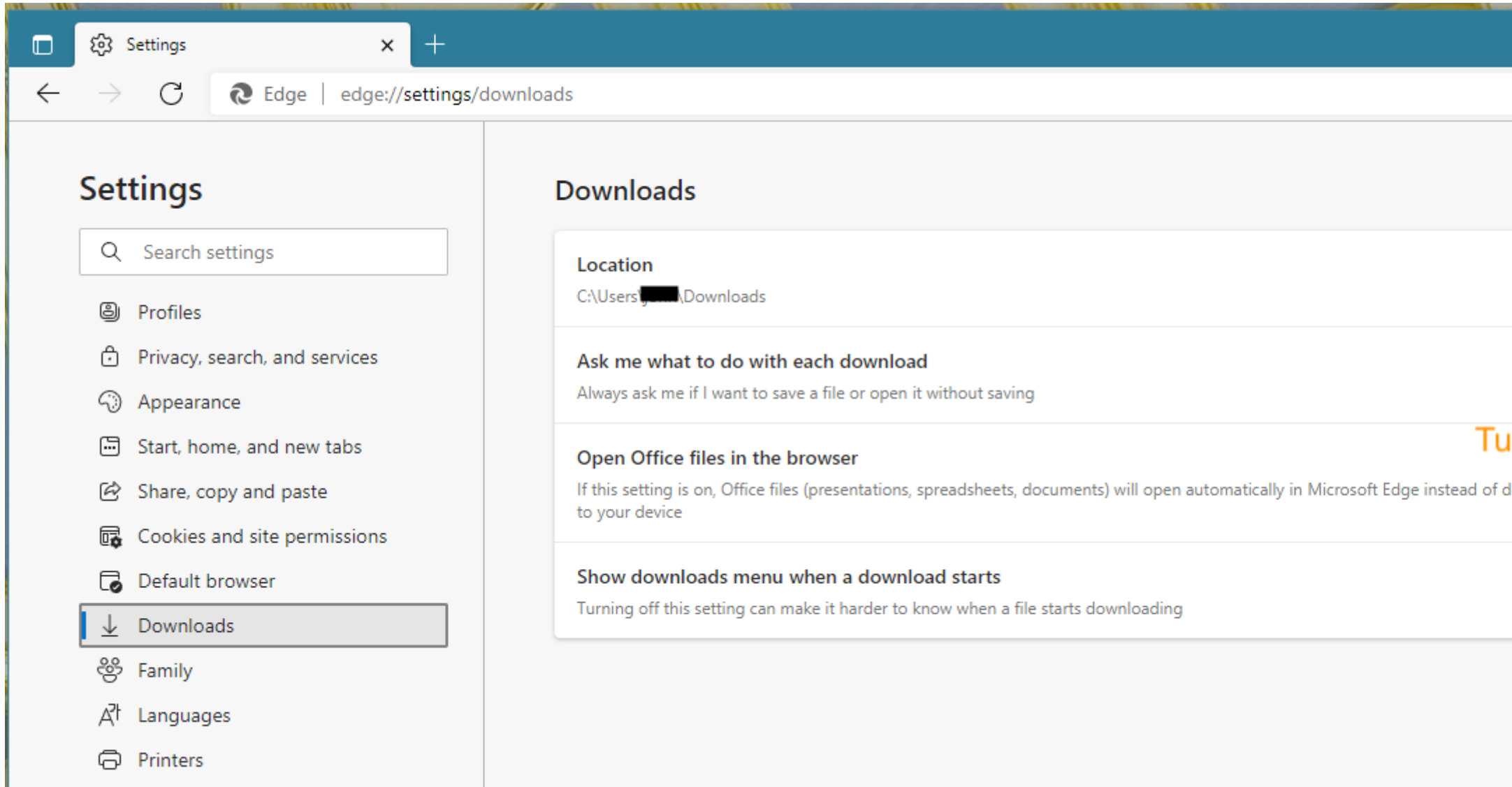
Information: This issue is not specific to any version of Learn.
This issue can be reproduced without installing the "Office Online" Edge extension from the Extensions store.
Target Release: Future Reference

Patch Available: No