

# Blackboard

## Known Issue: PowerPoint File that has Math Equations in the Slides Fail to Convert

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**Product:** Collaborate - Ultra Experience

**Service Pack(s):** Collaborate

**Description:** Some users may experience issues uploading PowerPoint files to Collaborate Ultra, generating an Upload Failed, Try again? error message, due to math equations within some of the slides.

### Steps to Replicate:

1. Join session as moderator
2. Click Share Content > Share Files
3. Upload PowerPoint with mathematical equations

### Uploading

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test.pptx

Upload Failed

[Try Again?](#)



### Symptoms:

**Resolution/Workaround:** Convert the slides to a pdf