

Blackboard Help

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Collaborate Ultra Known Issues - May 2015

All known issues are considered for fixing in subsequent releases and are prioritized based on prevalence, impact, and efficacy of workaround.

To learn more, see [Collaborate on Behind the Blackboard](#) (available in English only). Click *Knowledge Base* and narrow your results with the *Product* and *Article Category* drop-down lists.

Known Issue	Status
Audio and Video Related	
Once a camera is enabled it is never de-activated. For example, the camera light remains on. This does not mean that it is sending video. Video is only sent when the camera icon in Blackboard Collaborate is turned on.	Closed
There is no confirmation message after audio and video have been set up properly. There is nothing to signal users can proceed.	Open
Content Sharing Related	
In the whiteboard, the pointer (hand) icon is not visible when additional files are shared during file sharing.	Open
When moderators stop sharing an application, whiteboard, or file the shared content still appears in the main screen instead of showing the remote video of the moderator. Click on the picture in picture to switch to video.	Open
Participants who leave a session while an application is being shared still appear on the video roster. This resets when sharing is stopped.	Open
There is no error message when content being uploaded has exceeded the limit. The file appears to be doing nothing.	Open
Multiple files can be added on the <i>Share Content</i> panel using the drag-and-drop function only. Unable to add multiple files using the Explorer.	Fix not planned
When users cancel application sharing manually a message appears stating that the sharing didn't start and asks if the user would like to try again.	Open
Users are allowed to upload corrupted image files. They appear as blank files.	Open

Known Issue	Status
If a moderator leaves a session while a Presenter is sharing content, the shared content freezes. The Presenter should refresh their browser.	FIXED
When content is being shared some of the content is covered by the user's local video.	Closed
Display and Function Related	
The navigation icons for <i>Chat</i> , <i>Participant</i> , and <i>Settings</i> appear behind open notification banners. Close the notification banner to see the icons.	Open
There is a gap of 1 pixel between the video and avatar panel edge and the edge of the name bar.	Open
Unable to close an open <i>Search</i> in the <i>Participant</i> panel by clicking <i>Search</i> icon.	Open
If a user types something in chat but does not post it, the content is lost when they leave the <i>Chat</i> panel and go to the <i>Participants</i> or <i>Settings</i> panel.	Open
Chrome™ Related	
In Chrome, users can still use the drag-and-drop function when the Explorer window is open.	Fix not planned
In Chrome, some extensions may break the audio or the Ultra experience of Collaborate interface. Check Chrome extensions. User may need to disable extensions that interfere.	Closed
Flash® Related	
Flash viewers on smaller screens (13-inch) show content that is shared behind control buttons.	Resolved
In Flash browsers, there is a missing error message when using the drag-and-drop function to upload a folder on the <i>Share Content</i> panel.	Open
In Flash browsers, the error for file type GIF is not being displayed when using the drag-and-drop function.	Open
In Flash browsers, the video doesn't use the entire preview frame when setting up video.	Closed
Flash browsers on Linux machines are unable to launch the Ultra experience of Collaborate. Use Chrome.	Closed
Internet Explorer® (IE) Related	
In IE 10 and IE 11, an additional close (X) button is added in certain areas, such as chat and whiteboard text entry fields.	Open

Known Issue	Status
In IE 10 and IE 11, a user's local video appears in front of the <i>Share Content</i> contextual menu.	Fixed
In IE 10 and IE 11, briefly after entering chat messages other participants appear as away.	Open
In IE 10 and IE 11, there are white borders on shared PDF content.	Fixed
In IE, the visual notifications are partially hidden if the user's local video is showing on the main screen. This happens when only one person is in the session.	Fix not planned
Safari® Related	
In older versions of Safari, there is an odd layout of video and buttons. Upgrade Safari.	Fix not planned
In Safari 7, the remote video of the speaking participant covers the entire screen. The user's local video and additional participant cards are not visible. Upgrade Safari.	Fix not planned
WebRTC Related	
Flash browser users will see previously shared content when moderators stop sharing one application and share another.	Open
When application sharing has stopped participants can see extra video screens.	Can't Reproduce
When using <i>Share Application</i> to share slides from the PowerPoint application, the application sharing will freeze when switching the PowerPoint application from normal to present mode. Switch to present mode in the application before sharing or choose the <i>Entire Screen</i> option when sharing.	Open
In Flash browsers, video occasionally appears in the wrong resolution.	Can't Reproduce
A participant may start echoing. The user should refresh their browser to rejoin. If using headphones, the user can unplug them and plug them back in.	Open
The internal or default microphones on Macs do not always work. Users should use a headset.	Open
Unplugging headsets while performing audio and video set up may cause other tools to stop working. User may need to restart their computer.	Can't Reproduce