

Blackboard Help

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Collaborate Ultra Known Issues - Jun 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
<p>Accessibility Related</p> <p>In Internet Explorer (IE) 11, with Jaws 16 users, if the focus is on the <i>Set Status</i> button menu and the user presses the space key the control panel moves up. This also happens when the focus is on the <i>Share Content</i> button.</p>	

Fixed In IE 11, while running Jaws 16 if a user presses ENTER or SPACE to toggle the control panel buttons on and off, the keyboard focus may be lost on the pressed button.

Fixed Audio and Video Related An image of the text "avatar-x" may appear instead of the default avatar image.

Open The Adobe® Flash® Player Settings dialog box can get stuck on the local video area.

Fixed Content Sharing Related Participants may very rarely become stuck on the wrong slide of a PowerPoint presentation. Moderators need to return to the slide the participant is stuck on to continue.

Can't Reproduce PowerPoint presentations 30MB or larger fail to upload. There is a 30 MB limit for uploading files at this time. Moderators can split the presentation up and upload each section.

Closed When choosing to share a Microsoft® Word 2011 document you see two options: the specific document and a blank Microsoft Word option. If you share the blank option, it shows a black screen. Choose to share the specific document.

Resolved Display and Function Related Moderators cannot access the menu for the last user on the participant panel.

Open Chromebook™ Related Chromebook users see a scroll bar and icons overlapping on a file that is shared by the moderator.

Can't Reproduce Chromebook users see the video panel overlapping the *Chat* panel.

Can't Reproduce When Chromebook users select an emoticon in the *Chat* panel, their cursor appears in front of the emoticon prior to pressing ENTER.

Can't Reproduce Chromebook users will see layout issues when there is live closed captioning.

Can't Reproduce Flash® Related Flash browsers will disconnect and reconnect every 8-9 seconds if the user selects deny on the Adobe Flash Player settings dialog box.

Open If users with Flash browsers click the main video when not in follow mode any content shared may appear in the picture-in-picture area. Click again to show the content in the correct area.

Open Localization Related Help links from the localized product user interface take the user to the English help. User can select their language from that page.

Fixed Live closed captioning does not support Japanese, Simplified Chinese, Traditional Chinese, and Korean. Users with browsers set to these languages receive an error when they start.

Open Users with Chrome browsers set to Polish can type captions in the closed caption text entry field. IE users will not see the text typed.

Can't Reproduce Users with Chrome browsers set to Japanese, Simplified Chinese, and Tradition Chinese see incomplete time stamps in notifications.

Open Users with their browsers set to French see the *Oui* and *Non* buttons cut off in the alert to set up their microphone and camera.

Fixed Users with their browsers set to Polish see the English abbreviation for closed captioning beside captioners in the *Participant* panel.

Closed Users with their browsers set to Hebrew will not see the text telling them they sound great aligned correctly when they are setting up their audio.

Closed Users with their IE browsers set to Czech will see their icon covered by a white square after sharing video. The square does eventually disappear.

Can't Reproduce The raise hand icon is available in English only at this time.

Open Blackboard 9.1 October 2014 and Learn SaaS Integration Related The Collaborate building block is missing translations when the Blackboard Learn instance language pack has been set to a language other than English.

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