Blackboard

Ultra Student Feedback Videos Cannot be Recorded when Using Chrome

Date Published: Mar 03,2021 **Category:** Planned_First_Fix_Release:SaaS_v3900_8_0; Product:Grade_Center_Learn; Version:Ultra **Article No.:** 000059412

Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: In Ultra Experience Courses using Chrome only, the Insert/Edit recording tool for Feedback for Students does not trigger display of the browser's permission-prompt for the user to enable the camera and microphone.

Steps to Replicate:

1. Log into Blackboard Learn (Ultra environment) as Instructor
2. Create or reuse an Ultra Experience Course
3. Create an **Assignment**
4. Enter **Student Preview**, or test accounts > Navigate to **Course** > **Submit** the Assignment
5. Return to Instructor view
6. Navigate to the **Grade Center** > **Full Grade Center** > View the **Attempt**
7. Click the **+** icon to give feedback
8. The **Feedback for Student** peek panel appears > In the Rich Text Editor, click **+** > **Insert/Edit Recording**
9. The **Recording window** opens

Expected Behavior:
The browser displays a permissions prompt to enable the use of the microphone and camera.

Observed Behavior:
The application displays hint-text stating to use the browser settings to enable the microphone and camera, but the browser does not display these settings.

Resolution/Workaround:

1. Right click a blank area in the Recording Window
2. Select **Reload Frame**

Target Release: SaaS - Fixed (v3900.8.0)

Patch Available: No