

Blackboard®

Microphone and Camera Blocked in a Collaborate Ultra Session Using Guest Link in Learn Ultra Course Announcements

Date Published: Jun 18,2021 **Category:** Planned_First_Fix_Release:SaaS_v3900_17_0; Product:Communication_Tools,Web_Conferencing; Version:Ultra **Article No.:** 000060292

Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: Users are unable to use Microphone and Camera in a Collaborate Ultra session if they connect using the guest link within a Learn course announcement using Ultra experience.

Steps to Replicate:

1. Log into **Blackboard Learn** as Administrator
2. Create a Learn course using Ultra experience
3. Create a Collaborate Ultra session with a guest link with settings allowing users to share microphone and camera
4. Create a course announcement with the Collaborate Ultra session guest link
5. As a test user, click on the guest link
6. In the Collaborate Ultra session, share the microphone and/or camera

Observed Behavior: User is not able to share the microphone and/or camera. Instead, 'You've blocked permission to access your microphone and camera. Check your browser settings' appears.

Expected Behavior: User is able to share the microphone and/or camera

Symptoms: “You’ve blocked permission to access your microphone and camera. Check your browser settings.”

Resolution/Workaround: Open the session in a new browser tab and/or window.

Target Release: Learn 9.1, 3900.17.0 Release

SaaS - Fixed (v3900.17.0)

Patch Available: No

