

Blackboard

Unable to Scroll Document When in Full Screen in Ultra Course View Using Firefox

Date Published: Oct 11,2022 **Category:** Planned_First_Fix_Release:SaaS_v3900_54_0; Product:Content_Management_Learn; Version:Ultra **Article No.:** 000076920

Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: In Ultra course view when a PDF file is displayed in full screen using Firefox, users are unable to scroll the document.

Steps to Replicate:

1. Log into **Blackboard Learn Ultra Experience** using Firefox
2. Open a PDF file in an **Ultra** course
3. Click the button above the document to enlarge to full screen
4. Attempt to scroll

Observed Behavior:

The user is unable to scroll.

Expected Behavior:

The user is able to scroll.

Resolution/Workaround: Download the document and use a PDF reader.

Target Release: SaaS- Fixed (v3900.54.0)