Known Issue - Video appears sideways in Collaborate Ultra session when using the Edge Web Browser

Date Published: Apr 03, 2019  Category: Product:Known_Issues_Error_Messages; Version:Ultra_Experience  Article No.: 000050542

Product: Collaborate - Ultra Experience
Service Pack(s): Ultra Experience

Issue Description: Video appears sideways in Collaborate Ultra session when using the Edge Web Browser.

Symptoms:

Known Issue Symptoms
Video appears sideways in Collaborate Ultra session when using the Edge Web Browser.

Affected Platforms
2 in 1 convertible laptops that can be used as a tablet running the Edge Web Browser

Resolution/Workaround: Workarounds:

- Method 1: Reorient the video feed.
  - Unlock screen rotation mechanism
  - Rotate the device
- Method 2: Use a different web browser
  - See the System Requirements for Collaborate with the Ultra Experience documentation for list of supported browsers.
  - https://blackboard.secure.force.com/publickbarticleview?id=kAB70000000PAsD