



Blackboard

Known Issue: Collaborate Original sessions fail to launch on macOS when the zoom accessibility feature is engaged

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Product: Collaborate -Web Conferencing

Service Pack(s): Web Conferencing

Issue Description: Users engaging the zoom accessibility feature on macOS are unable to launch Collaborate with the Original experience sessions. This article provides steps to work around this issue.

Steps to Replicate:

- Click the Apple menu and choose System Preferences.
- Select Accessibility.
- Select Zoom.
- Enable the zoom feature via keyboard shortcuts and / or scroll gesture.
- Engage the zoom feature using one of the options in the previous step.
- Attempt to launch a Collaborate with the Original experience session.

Expected Result: Session launches.

Actual Result: Session locks up during launch.

Symptoms:

Known Issue Symptoms

When attempting to launch a Collaborate with the Original experience session while the macOS zoom accessibility feature is enabled, the launch process will lock up and the application must be forced to close.

Affected Platform

macOS

Resolution/Workaround: To work around this issue, disengage the zoom feature prior to launching a Collaborate with the Original experience session. Once the session has successfully launched, the zoom feature may be re-engaged without issue.

