



Blackboard

Ultra Experience - Known Issue: Cannot install Application Sharing Chrome Extension in the session

Date Published: Jan 11,2019 **Category:** Product:Known_Issues_Error_Messages; Version:Ultra_Experience **Article No.:** 000050181

Service Pack(s): Ultra Experience

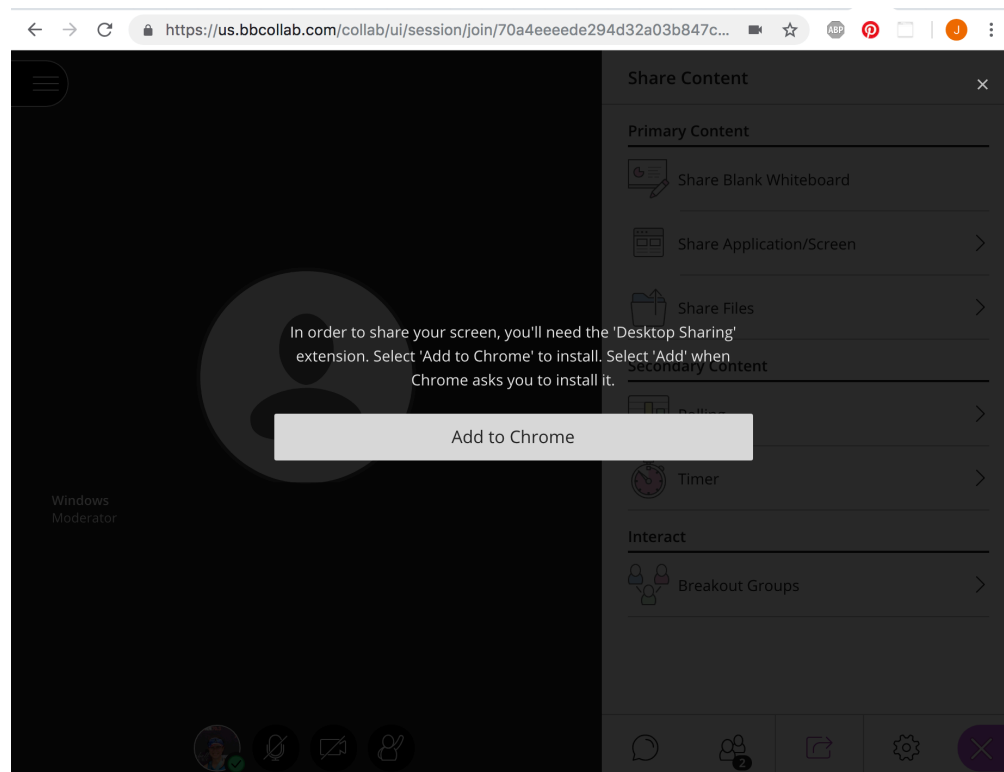
Issue Description: Chrome 71 users trying to install the application sharing extension in Collaborate Ultra by following the in session prompts will find that clicking the "Add to Chrome" button does nothing. This occurs because Chrome has stopped allowing apps to install extensions, the extension must instead now be manually installed.

Symptoms:

Known Issue Symptoms

Users are unable to install the Chrome Application Sharing extension from within the Collaborate Ultra session. Users will be prompted to "Add to Chrome" and find that this

button does not work.



Affected Platforms

Chrome 71 and 72 on Windows and Mac

Cause: Google for security reasons has stopped allowing apps to install extensions from within the application.

Resolution/Workaround:

Workaround

Users will need to manually install the "Desktop Sharing" extension at this time.

1. Open Chrome and download the extension directly from: <https://chrome.google.com/webstore/detail/desktop-sharing/ajojghojfapedgfkjmhchgbImjfanggo>
2. Click "Add to Chrome"
3. Check that the "Desktop Sharing" extension is installed and enabled by going to: chrome://extensions
4. Restart your Collaborate Ultra session to application share

Resolution

The February 2019 Collaborate Ultra release will have a fix for resolving this issue.

