



Blackboard

Ultra Experience LTI - Error: Spinning Purple Loading wheel for Collaborate Ultra Scheduler

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Product: Collaborate - Ultra Experience

Document Type: Integration

Document Summary:

Error Summary

When a user clicks on the Blackboard Collaborate Ultra LTI external tool or the Collaborate Ultra building block tool using a browser that has blocked 3rd party cookies the user will see a spinning purple circle and the Blackboard Collaborate Ultra Scheduler page never fully loads.

Affected Platforms

Any browser with 3rd party cookies disabled

Document Details:

Description

When a user goes into a CMS/LMS using the Blackboard Collaborate Ultra LTI external tool, clicks on the tool link in their course, the Blackboard Collaborate Ultra Session Scheduler page does not load. Instead the user sees a purple spinner. Users see a purple spinner because disabling 3rd party cookies blocks the Collaborate Ultra LTI from sharing data or using cookies properly with the CMS/LMS. Therefore, the Blackboard Collaborate Ultra LTI requires the CMS/LMS to share this data in order for the Ultra Scheduler to work.

Solution/Workaround

If 3rd party cookies must be disabled, most browsers allow for domain exceptions to be added. Please Allow [*.]bbcollab.com (Chrome) or https://bbcollab.com (Firefox).

Please see your browser documentation for further instructions.

Document Link:

External Links

[Firefox Enable Cookies](#)

[Chrome Manage Cookies](#)

[Safari Manage Cookies](#)

[Internet Explorer Manage Cookies](#)

[Edge Manage Cookies](#)