



Blackboard

## Ultra Experience: End-User Getting Support Logs

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**Product:** Collaborate - Ultra Experience

**Document Type:** User Documentation

**Document Summary:**

### End-User Getting Support Logs

For issues that occur when the user is in the session such as poor audio or poor video, we have now made the logs accessible through a Collaborate Ultra session. The user needs to gather the logs from the same session the issue is occurring in.

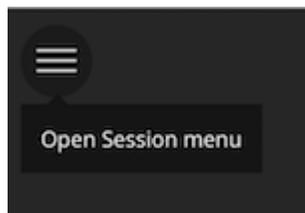
For issues where the end user cannot connect to the session and issues with uploading files, support may need to request the browser console logs while the issue is occurring for further analysis.

The following are instructions for gathering the Collaborate Ultra logs and the browser console logs.

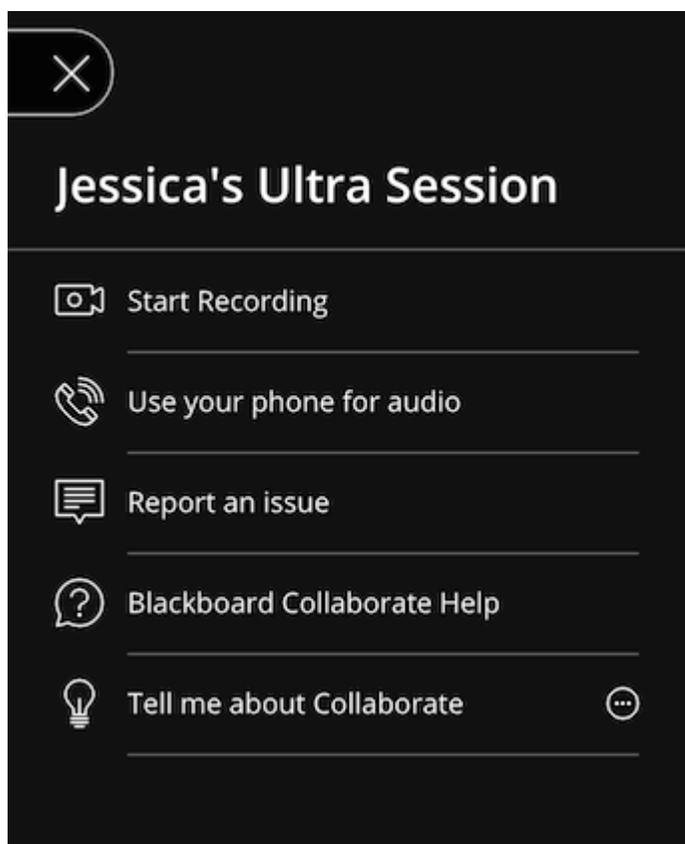
**Document Details:**

#### Gathering In-Session Ultra Logs

- Have the user click on "Open Session menu" by clicking on the button in the upper left hand corner of their screen



- Click on "Report an Issue"



- In "Report an Issue", users have options to enter what their issue is. Please note this information WILL NOT create a support case in Behind the Blackboard, **nobody from support will reach out to them if they only use this form.**
- Users should enter what the issue is. They can however copy and paste out the entire report (Select All, Copy and Paste), and this report can be attached to your Behind the Blackboard support case. It is important to click **Submit** once the report is copied and pasted out.

Auto-generated report that will be sent with your description:

```
**Session Info**  
Apollo version: 1.3.4 build 34  
Session UID:  
a56057a7570e4199857ac1f6caf697b8-  
06c-77f4
```

- Once the user clicks Submit, they will be presented with the option to "Create a case on Behind the Blackboard". Doing so will open a new browser tab with a form to create a support case, including a pre-populated Subject field that contains some session details. Please be sure not to remove this information when submitting the support case.



Want to have Collaborate Client Support follow up with you about this issue?

[Create a case on Behind the Blackboard](#)

Thank you for helping us make Blackboard Collaborate amazing!

## **Gathering the Browser Console logs Needed for users that cannot connect to Collaborate Ultra at all.**

### **Chrome Javascript logs:**

1. In Chrome, with no other windows or tabs open Developer Tools:
  1. In the Menu click "More Tools"
  2. Click on "Developer Tools"
  3. Then click on "Console" tab (The Console will open below)
2. Access a Collaborate Ultra session and replicate the issue.
3. Gather logs and submit to Collaborate Support:
  1. Click anywhere in the middle of the Console text and Select All (on your keyboard press the Control + A key once and release)
  2. Copy the contents (on your keyboard press the Control + C key once and release)
  3. Paste the contents into Word or any other text editing program of your preference
  4. Attach the Document or Text file to your Behind the Blackboard support case

### **Firefox instructions:**

1. Click Tools
2. Click on Web Developer
3. Click on Web Console
4. Click the JS tab so it is highlighted
5. Copy and Paste out the logging
6. Paste the contents into Word or any other text editing program of your preference.
7. Attach the Document or Text file to your Behind the Blackboard support case

### **IE Windows Instructions:**

1. Use the F12 Developer Tools option under the Tools menu
2. By default it opens on the HTML tab, click on the Script tab to see the Javascript console
3. Select all and copy and paste out logging
4. Paste the contents into Word or any other text editing program of your preference.

5. Attach the Document or Text file to your Behind the Blackboard support case

**Safari Instructions:**

1. If there is no Develop menu shown - Open Safari > Preferences, and click on the Advanced Tab. At the bottom of the pane, check the box next to "Show Develop Menu in menu bar"
2. Go to Develop
3. Go to Show Error Console menu item
4. Select All, Copy and Paste out logging
5. Paste the contents into Word or any other text editing program of your preference.
6. Attach the Document or Text file to your Behind the Blackboard support case