



Blackboard

## Ultra Experience - Share Button not Visible in Share Application/Screen Window

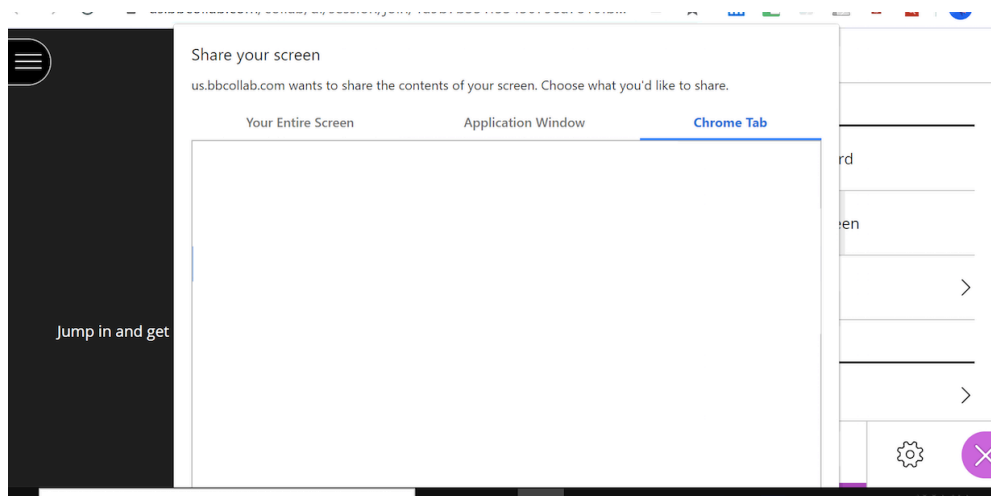
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**Product:** Blackboard Collaborate

**Description:** The Share button does not appear on-screen when starting Application Sharing on Windows 10 computers configured with custom system scaling.

**Symptoms:** When clicking on Share Content - Share Application/Screen and choosing a share option, the Share button is not visible. Users are unable to pull the window up or down to access the button.

**Cause:** Custom system scaling on Windows 10 systems set to percentages greater than 100% (Recommended) can enlarge the entire Collaborate Ultra session interface too much, resulting part of the Share Application/Screen window not to display on-screen. Zooming in and out on the browser does not allow the entire Share Application/Screen to be displayed.



**Resolution/Workaround:**

Reducing the system scaling down to a percentage closer to **100%** will allow the user to see the entire Collaborate Ultra session interface, Share button on the Share Application/Screen window.

1. Go to the **Windows** Start Menu.

2. Choose **Settings**.
3. Select **System**.
4. Select **Display**.
5. Look for **Scale and layout**. Select an option closer to **100% (Recommended)**. Displayed items will appear smaller as the scaling percentage decreases.
6. Your display will re-size.