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Browser Incompatibility in Box View for the Cursor Text Selection, Drawing, and Highlight Tools

Date Published: May 18,2018 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Grade_Center_Learn,Browsers_Learn; Version:SaaS **Article No.:** 000060557

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: The highlight tool and cursor text selection tools do not work properly depending on the web browser and order of actions in the New Box View.

Steps to Replicate:

1. Create an Assignment content item in a content area using Assessments > Assignment.
2. Submit to the Assignment as a Student with a Box compatible file format e.g. .docx.
3. As a System Admin or Instructor, open the attempt from Grade Center.

Observed Behavior:

Chrome:

Using the drawing tool seems to prevent text from being highlighted using the cursor.

IE:

Selecting text using the cursor, then choosing the highlight tool, causes a passage above the selected text to become highlighted.

Firefox:

Works correctly in all scenarios.

Expected Behavior:

All tools work regardless of the order they are used in.

Resolution/Workaround: This will only work in the Chrome browser:

Double clicking a word to highlight it then using the keyboard to expand the selection can be used as a workaround e.g. hold shift and press the arrow keys to expand the selection in that direction

Target Release: Future Reference

Patch Available: No