

Blackboard

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

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Product: Blackboard Collaborate

Document Type: Integration

Document Summary:

Error Summary

When a user clicks on the Collaborate 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 Collaborate Scheduler page never fully loads.

Affected Platforms

Any browser with 3rd party cookies disabled

Information:

Description

When a user goes into a CMS/LMS using the Collaborate LTI external tool, clicks on the tool link in their course, the Collaborate 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 LTI from sharing data or using cookies properly with the CMS/LMS. Therefore, the Blackboard Collaborate LTI requires the CMS/LMS to share this data in order for the Collaborate 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.

If the user is seeing a purple spinner while trying to join a live session, for example they used a guest link or clicked a join session button [please click here for help](#) .

Related Links and Resources:

External Links

[Firefox Enable Cookies](#)

[Chrome Manage Cookies](#)

[Safari Manage Cookies](#)

[Edge Manage Cookies](#)