

Blackboard

Known Issue: Flickering / rendering issues when sharing the Google Earth Pro app via Firefox in Collaborate

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Product: Collaborate

Service Pack(s): Web Conferencing

Steps to Replicate:

- Launch Google Earth Pro.
- Join a Collaborate session in Firefox.
- Application Share Google Earth Pro.

Symptoms:

Known Issue Symptoms

The symptoms differ between Windows and Mac systems.

- **Windows:** users will find that sharing the Google Earth Pro app in their Collaborate sessions via Firefox can produce a white overlay with a rapidly flickering effect.
- **Mac:** users will find that sharing the Google Earth Pro app in their Collaborate sessions via Firefox may appear as expected at first, however zooming in / out within the app can cause some portions of the app to become cropped and/or overlapped.

Affected Platforms

The Mozilla Firefox browser on both Windows & Mac systems.

Resolution/Workaround: Use a different supported browser for your platform; please reference our Browser Support page below:

https://help.blackboard.com/Collaborate/Ultra/Moderator/Get_Started/Browser_Support

