

# Blackboard

**Known Issue: Uploading animated GIF files produces a series of still images.**

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**Product:** Collaborate - Web Conferencing

**Service Pack(s):** Web Conferencing

**Description:** Uploading animated GIF files to Collaborate sessions that utilize the new Whiteboard will produce a series of still images rather than a single animation. This article provides information to workaround the behaviour.

**Steps to Replicate:**

1. Join a Collaborate session.
2. Open the **Collaborate Panel** in the lower-right.
3. Select **Share Content**.
4. Select **Share Files**.
5. Either drag and drop an animated GIF file on the indicated area, or click **Add Files** and select an animated GIF file to load from your computer.
6. Wait for the file to upload and convert.
7. Upon completion, the animated gif will appear as a series of still images that can be shared within the session rather than a single animation.

**Symptoms:**

## Known Issue Symptoms

All animated GIF files uploaded to Collaborate sessions that utilize the new Whiteboard will appear as a series of still images rather than a single animation.

## Affected Platforms

All users attending Collaborate sessions that utilize the new Whiteboard.

**Resolution/Workaround:** In order to share an animated GIF file in a Collaborate session that utilizes the new Whiteboard, the Application Share feature must be used. Users can open the animated GIF using another application such as their web browser, for example, then either share the application, the entire screen or the individual browser tab containing the animation.

1. Open an animated GIF outside of the Collaborate session.
2. Join a Collaborate session.
3. Open the **Collaborate Panel** in the lower-right.
4. Select **Share Content**.
5. Select **Share Application/Screen**.

6. Choose either the **Entire Screen**, the **Window** or the **Chrome/Edge tab** where the animated GIF file is playing.

7. Click the **Share** button.

8 The animated GIF file will now be displayed in the Collaborate session. Note that when sharing an application or browser tab, the size of the shared window can be adjusted to reduce the amount of border that appears around the animation if desired.