

Blackboard

Known Issue: Collaborate Whiteboard issues when using Apple Pen with iPad

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Product: Collaborate

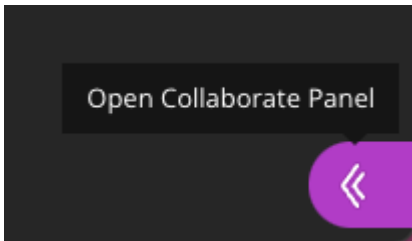
Service Pack(s): Collaborate

Description:

Users may experience issues drawing on the Whiteboard in a Collaborate session using an Apple Pen on an iPad device if their hand makes contact with the iPad screen. When this occurs, the drawing tool may become disabled which will prevent the Apple Pen from marking on the Whiteboard as desired. Touching the screen first with the pen, or selecting the drawing tool will re-enable it once again.

Steps to Replicate:

1. Open the **Collaborate Panel**



2. Select **Share Content** Tab



3. Select **Share Blank Whiteboard**

Share Content

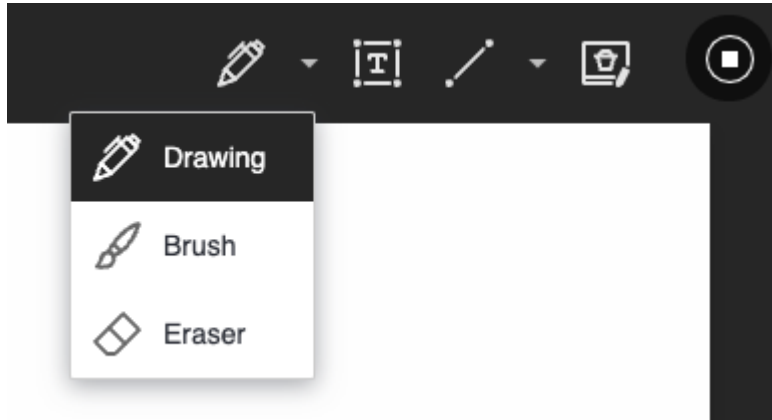
Primary Content



Share Blank Whiteboard
Sharing whiteboard



4. Select the **Drawing** tool



5. Make contact with the iPad screen with your finger before writing with the Apple Pen

Symptoms: The whiteboard screen will drag about the screen, like you are trying to scroll the whiteboard. When this occurs, the drawing tool becomes disabled which will prevent the Apple Pen from marking on the Whiteboard as desired. Touching the screen first with the pen, or selecting the drawing tool will re-enable it once again.

Resolution/Workaround:

1. Touch the screen with the pen before your hand/finger does.
2. Use the text tool with keyboard to annotate on the whiteboard
3. Use an artist glove that covers your pinky/fingers to avoid the contact

