

# Blackboard

## Unable to Scroll Document When in Full Screen in Ultra Course View Using Firefox

**Date Published:** Oct 11,2022 **Category:** Planned\_First\_Fix\_Release:SaaS\_v3900\_54\_0; Product:Content\_Management\_Learn; Version:Ultra **Article No.:** 000076920

**Product:** Blackboard Learn

**Release:** SaaS

**Service Pack(s):** Ultra

**Description:** In Ultra course view when a PDF file is displayed in full screen using Firefox, users are unable to scroll the document.

### Steps to Replicate:

1. Log into **Blackboard Learn Ultra Experience** using Firefox
2. Open a PDF file in an **Ultra** course
3. Click the button above the document to enlarge to full screen
4. Attempt to scroll

### Observed Behavior:

The user is unable to scroll.

### Expected Behavior:

The user is able to scroll.

**Resolution/Workaround:** Download the document and use a PDF reader.

**Target Release:** SaaS- Fixed (v3900.54.0)