

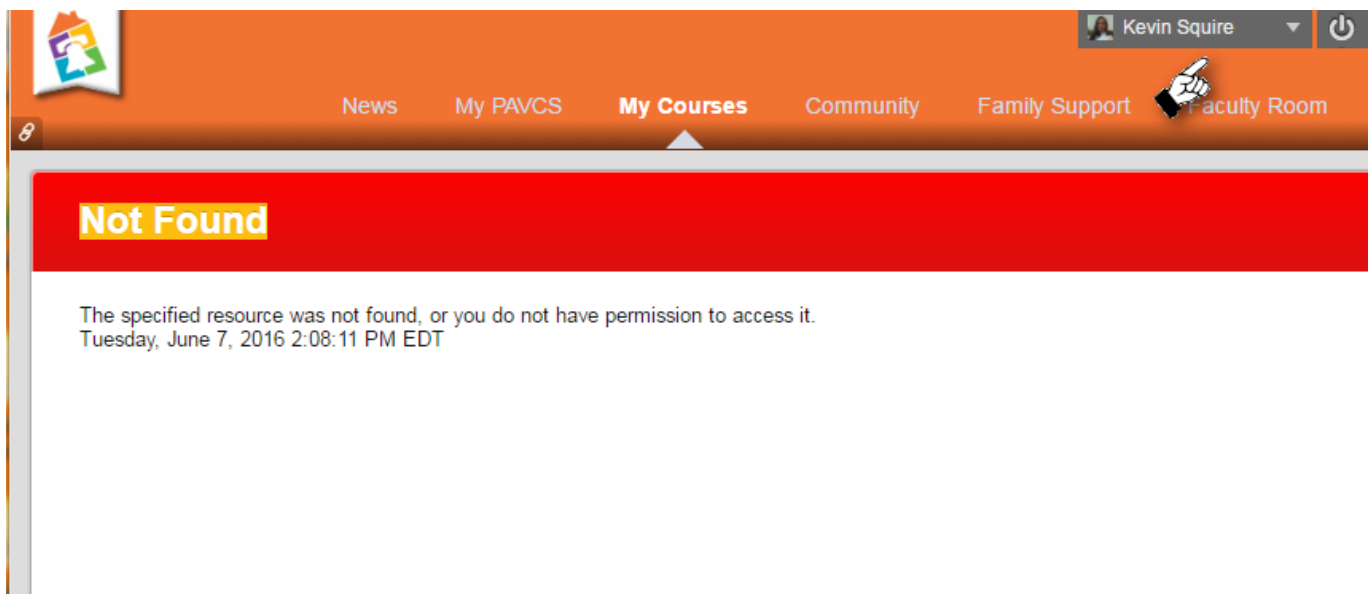
Blackboard Collaborate

Collaborate Link Returns "Not Found" error page

As of Aug 2017, this issue has been address in our Blackboard environment. Collaborate Guest links now work weither the user is logged into Blackboard Learn or not.

There is currently (Jun 7, 2106) a known issue within Blackboard Learn and Blackboard Collaborate that produces a "Not Found" error page when a user who is currently logged into Blackboard clicks on a guest link for a Collaborate session, and that user is not enrolled in the coresponding Blackboard Learn course/organization.

If you click on a Collaborate link, and you see the "Not Found" error check the upper right corner of the page to see if you are currently logged into Blackboard. If you see a name, as seen in the screenshot below, then you are logged into Blackboard.



Workaround/Solution: You have 2 options, choose the one that works best for you.

1. Logout of Blackboard Learn by clicking on the button in the upper right corner (the power logo) and then try the Collaborate link again.
2. Copy and paste the Collaborate link into a different browser.

The idea is to use the Collaborate link while you are NOT logged into Blackboard Learn.

If the workaround does not work, you should then contact the Collaborate session leader to let him/her know about the issue.

Unique solution ID: #1051

Author: Kevin Squire

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