Known Issue: Windows 10 Webtour/Open URL in Browser Does Not Work for any Browser other than Microsoft Edge

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**Product:** Blackboard Collaborate  
**Service Pack:** Web Conferencing  

**Issue Description:** When opening a session in Windows 10, if the user wants to use the "Open URL in browser" feature. This will not work if their default browser is not set to Microsoft Edge. If another browser is set as default, after typing the URL and selecting the "OK" button, nothing will happen. Collaborate is not able to send the command correctly to open the page in that browser. The problem is only affecting Windows 10 machines.

**Symptoms:**

**Known Issue Symptoms**

From a Windows 10 system the Open URL in browser feature, will work if the default browser on the machine is set to Microsoft Edge

**Affected Platforms**

Windows 10

**Resolution/Workaround:** Set Microsoft Edge as your default browser.