Blackboard IM (BBIM) - Lenovo T450 Integrated Camera not working

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Product: Collaborate - Blackboard IM
Service Pack: Blackboard IM

Issue Description: When a user is in a call using BBIM and attempts to use the Video button, it shows as if it is running, but nothing is displayed on users side or to the person on the other end of the call.

Symptoms:

Known Issue Symptoms

When using BBIM on a Lenovo T450 laptop with default Integrated Camera drivers, nothing is displayed.

Affected Platforms:
Windows 8.1
Cause: Original Camera Drivers installed cause issues with various software that specifically need to control the camera using Java.
Resolution/Workaround:

Resolution / Workaround

Lenovo has released a newer driver version of the Integrated Camera that comes with the T450 models.

Go to "Computer Management" and drill down to the "Imaging Devices"

![Computer Management](image)

Right click on the "Integrated Camera" and select Uninstall.
Close "Computer Management"

Download the newer Driver from Lenovo's Support site.

Be sure to close and exit your BBIM before you install the new integrated camera driver.

**Best Practice Info:** Check with Lenovo at [http://support.lenovo.com/](http://support.lenovo.com/) for any Driver updates.

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