Known Issue: Blackboard Collaborate Mobile Web Conferencing may not Launch on Android devices

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**Category:** Planned_First_Fix_Release:Collaborate; Product:Web_Conferencing_Mobile; Version:Collaborate  
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**Product:** Collaborate -Web Conferencing  
**Service Pack:** Collaborate

**Issue Description:** If a user opens the Blackboard Collaborate Mobile (Android) web conferencing app and pastes the URL, the session may not launch depending on the Android device version. In some cases users have reported that after their credentials have been entered they are prompted again for the same credentials.

**Steps to Replicate:**
- Open the Blackboard Collaborate Mobile (Android) web conferencing app
- Type the URL and username
- Choose the browser to open the session
- **Observation** - The Mobile app will re-open asking again for the URL and username

**Symptoms:**

**Known Issue Symptoms**
If a user opens the Blackboard Collaborate Mobile (Android) web conferencing app and pastes the URL, the session may not launch depending on the Android device version.

In some cases users have reported that after their credentials have been entered they are prompted again for the same credentials.

**Affected Platforms**
Any Android version

**Resolution/Workaround:**
In order to open a session from an Android device, instead of opening the Blackboard Collaborate Mobile (Android) web conferencing app, the user will need to open a browser and type the URL into the address bar. Once submitted the Collaborate app should open the session without problem.

If the process fails, the user can try using a different browser.