Known Issue: Surface Pro 3 Cannot Read from Video Source

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Product: Collaborate -Web Conferencing
Service Pack: Web Conferencing

Issue Description: While using a Microsoft Surface Pro 3 during a Collaborate 12.6 session, if you try to activate the Built-in camera, using the Video feature, then the Collaborate session will freeze up and close down. Error message: "Cannot read from video source" Regardless if your sessions are using .jnlp files and system java or if you are using the Blackboard Collaborate Launcher.

Symptoms:

Known Issue
While using a Microsoft Surface Pro 3 during a Collaborate 12.6 session, if you try to activate the Built-in camera, using the Video feature, then the Collaborate session will freeze up and close down. Error message: "Cannot read from video source: java.lang.RuntimeException: sdmRead failed (Error 0x102)

Affected Platforms

Windows 8.1

Cause: Blackboard Collaborate is unable to properly use the High Definition built-in camera on the Surface Pro 3 with the current drivers.

Resolution/Workaround:

Resolution / Workaround

1. (RECOMMENDED) Use an external USB camera. Logitech and others work appropriately in a Collaborate session using the Surface Pro 3.

2. Join the session early. Try to use the Surface Pro 3's built-in camera in the Collaborate session. If it crashes, reload the session and attempt to use the built-in camera again. Typically trying several times, you will eventually be able to use it.