Known Issue: Yellow Application Sharing border sometimes becomes hidden from view

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Product: Blackboard Collaborate  
Service Pack: Web Conferencing

Issue Description: Some users have reported an issue where the yellow Application Sharing border sometimes becomes hidden from view on the host computer.

Symptoms:

Known Issue Symptoms
While hosting an Application Share, the yellow border can sometimes become fully or partially hidden from view.

Affected Platforms
Windows 7, Windows Vista

Resolution/Workaround: In some cases, the border can be restored as follows:

- Minimize the active shared application
- Click on the yellow border if it is now visible
- Restore the application to be shared

Best Practice Info: Users that experience this issue may wish to launch the Application Sharing Preview Window in order to maintain visual confirmation of which application / screen region they are actively sharing with session attendees. The preview is accessed as follows:

- Click the Tools menu in the Web Conferencing interface
- Select the Application Sharing sub-menu
- Select Show Preview Window