Known Issue: Moderators and Participants unable to type in the Chat Box when Web Tour is used

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Product: Collaborate -Web Conferencing

Service Pack: Web Conferencing

Issue Description: If a user starts Web Tour, the chat box will remain unusable while the Web tour is closed.

Steps to Replicate:

1. Start Web Tour
2. Scroll down/browse in the website being shared via Web Tour
3. Attempt to send a message via on the chat window

Users will be unable to send Chat messages until the Web Tour is closed.

Symptoms:

Known Issue Symptoms

User are unable to use the chat window when Web Tour feature is being used.

Affected Platforms

Web Conferencing 12.6

Resolution/Workaround:

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