Web Touring safeshare.tv causes videos to not load

Date Published: Oct 13, 2015  
Category: Planned_First_Fix_Release:Collaborate; Product:Web_Conferencing_Help_and_FAQs; Version:Web_Conferencing  
Article No.: 000041249

Product: Collaborate -Web Conferencing

Service Pack: Web Conferencing

Issue Description: When using Web Tour to show videos on safeshare.tv the page will load but the video will not load or play in your Web Conferencing session.

Steps to Replicate:

1. Enter session
2. Start Web Tour
3. Enter either safeshare.tv or the full link for video (example: http://safeshare.tv/w/twykDCGiRv)
4. Once at safeshare.tv enter the URL for the YouTube video
5. Click View Safely
6. Web page will load but video will remain black and will not load or play

Resolution/Workaround:

Before you can start a Web Push, you must be in Web Tour mode.

- To start a Web Push, do the following:
  - Select *Open URL in Browser...* from the Options menu of the Web Tour navigation bar.

- The Open URL in Browser dialog opens

  - Enter the desired URL and click *OK.*
• The web page will open up in everyone's default web browser.

There is no way to stop a Web Push (since it exists outside of Blackboard Collaborate). However, when you are done presenting a web site in a Web Push, you may want to ask the session attendees to close their web browsers and redirect their attention back to Blackboard Collaborate.