

Issue: Some users have reported a problem with Application Sharing and or Web Tour not being presented in the recording.

The following solution provides a temporary workaround to enable you to view the full recording while we work to resolve this problem:

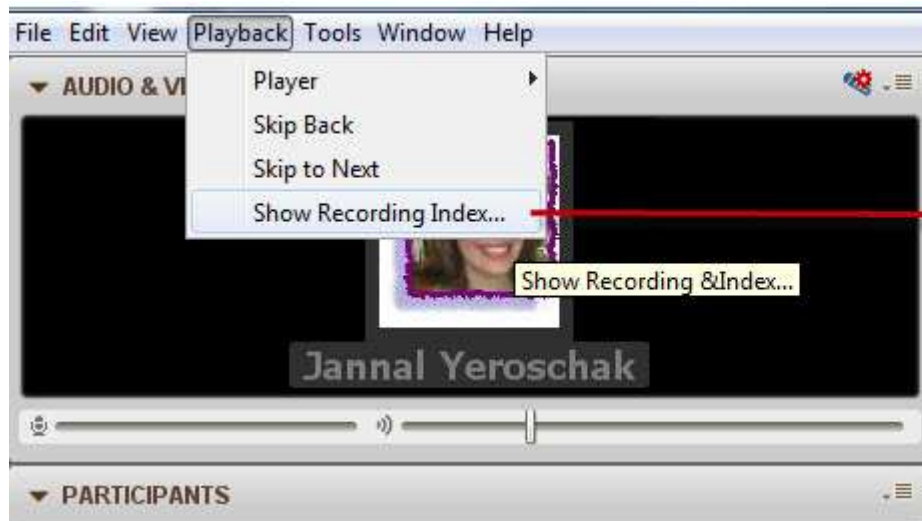
Solution:

There are three workaround solutions to view application sharing or webtour:

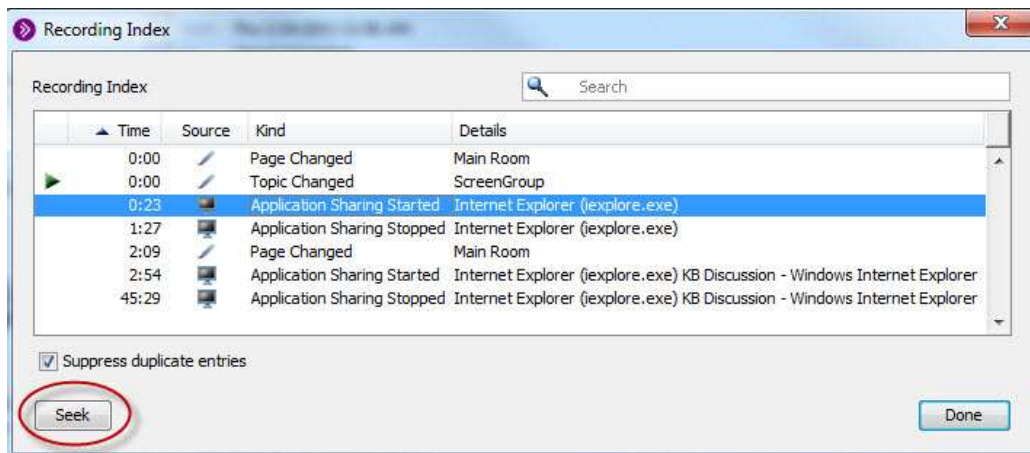
- A. Playback menu option OR
- B. Timeline bar option OR
- C. Clear Java cache, then confirm the recording content bar is completely loaded before playing the recording.

A. Playback menu option:

1. In the main menu, click on **Playback**,
2. From the *Playback* menu, select **Show Recording Index**.

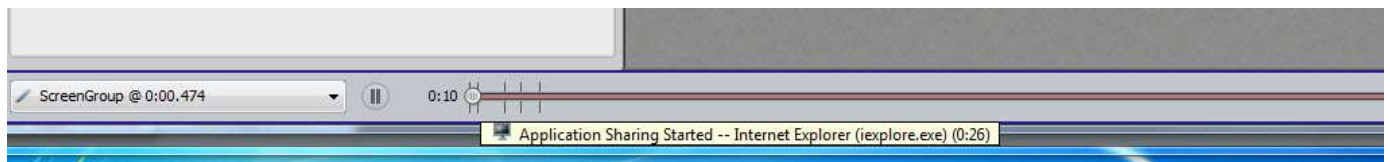


3. Click to highlight **Application Sharing Started** within the listed items in the **Kind** column.
4. Then click **Seek** at the bottom left of this window. Close the window using the "X" or by clicking **Done** on the bottom right. This will start the recording at that point when the Application Share began.



B. Timeline bar option:

Once archive is open, Manually move the timeline slider at the bottom of the window to the point in the recording where the Application Share began. This will display the Appshare content that was visible in the live session.



C. Clear Java Cache:

Clear Java cache, [click here for complete instructions on how to clear your Java cache](#). Once you have cleared the Java cache, launch your Blackboard Collaborate web conferencing recording. **Please Note**, before you play the recording wait for the content bar and all recording indexes to completely load. Once all content is loaded click the play button to view your recording.

For Web Tour:

Follow instructions above, choose Web Tour vs Application Sharing.