



Blackboard

Web Conferencing - Known Issue: Powerpoint upload fail with Yosemite. Failure calling PowerPoint to process presentation

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Product: Collaborate -Web Conferencing

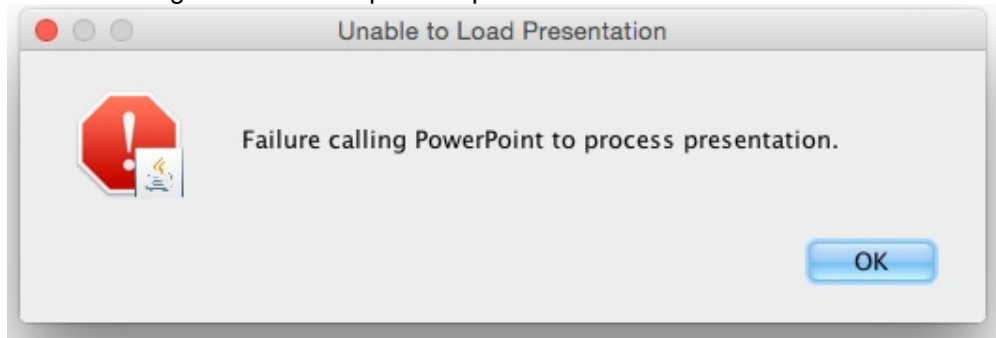
Service Pack: Web Conferencing

Issue Description: Powerpoint uploads fail with Yosemite, Mac 10.10 in Web Conferencing. Error: Failure calling PowerPoint to process presentation

Symptoms:

Known Issue Symptoms

When attempting to upload a Power Point presentation to a Blackboard Collaborate Web Conferencing session a Mac 10.10, Yosemite user receives the following error: "Failure calling PowerPoint to process presentation"



Affected Platforms

Mac 10.10 Yosemite

Resolution/Workaround: We are actively working on a solution to the issue with our product development.

To workaround the issue, please convert the PowerPoint slides to images before uploading them to Web Conferencing.

1. Open PowerPoint
2. Open the presentation needed

3. Click **File**
4. Click **Save as Pictures**
5. Save the pictures to your Desktop for easy finding
6. Select Format: **JPEG**
7. Click **Save**
8. The images are now saved to a new folder on your Desktop

1. Open your Web Conferencing session
2. Click **Load Content**
3. Go to your Desktop and open the folder created with the images from your PowerPoint Presentation
4. Select All of the Images, by pressing **Command + A**
5. Click **Open**
6. Select: **Import Images as Individual Pages**
7. Click **Load**
8. You should now see the slides in the Page Explorer

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