

# **Known Issue: Application sharing the entire desktop in Chrome requires selecting the desktop image even if there is only one screen to select**

## **Article Number**

000059691

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## **Cause**

Due to a change in Chrome, Collaborate cannot force the selection of the screen. Even when there is only one choice present, the user must still select the screen or application to share.

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## **Description**

Collaborate Ultra users using application sharing to share the entire screen in Chrome will now need to select the image of their desktop in the screen selector dialog before they can share, even if they only have one monitor. Otherwise the "Share" button will remain greyed out until the image is selected.

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## **Last Modified Date**

Tue Nov 16 22:13:24 GMT 2021

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## **Resolution Workaround**

Users should click on the image of their desktop to select it.

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## **Steps to Replicate**

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## **Summary**

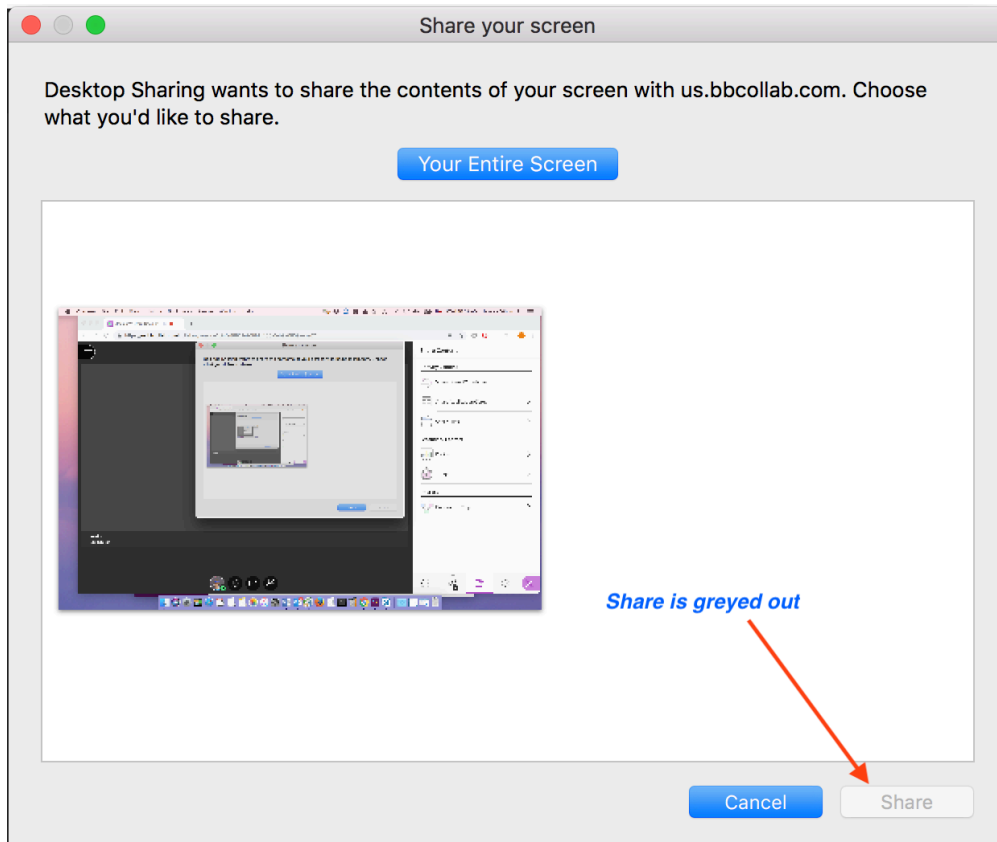
Collaborate users using application sharing to share the entire screen in Chrome will now need to select the image of their desktop in the screen selector dialog before they can share, even if they only have one monitor. Otherwise the "Share" button will remain greyed out until the image is selected.

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## **Symptoms**

### **Known Issue Symptoms / Workaround**

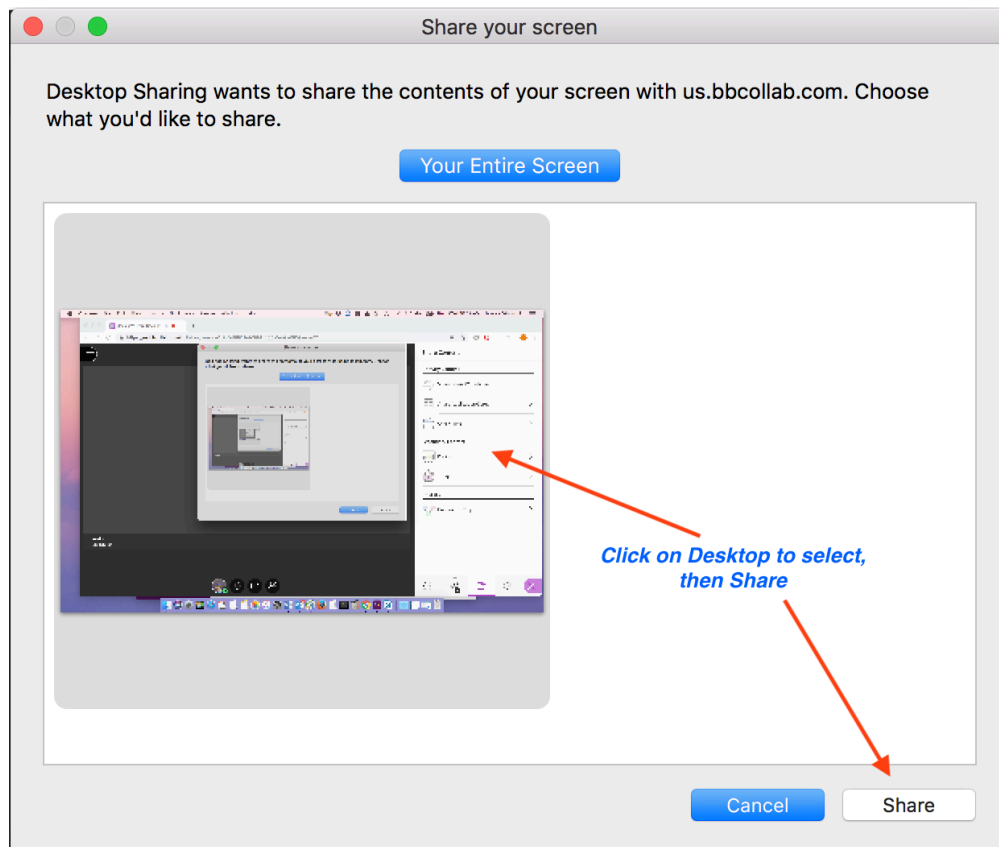
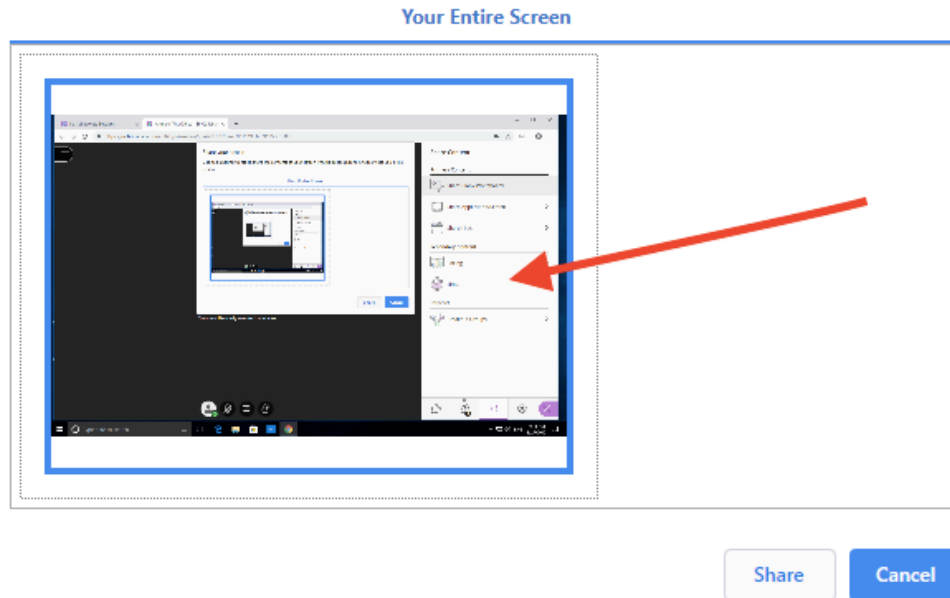
- Using Chrome with a single monitor/screen, as a Moderator or Presenter click on "Share Application/Screen"
- User selects to share "Entire Screen".
- The "Share your screen" window opens.



- The Share button is greyed out until the user clicks on the image of their desktop so that the desktop is selected.
- Once the desktop image is selected the user will see that image has a blue border in Windows and a grey border on Mac.

## Share your screen

Desktop Sharing wants to share the contents of your screen with us.bbcollab.com. Choose what you'd like to share.



- Now the user can select the Share button.

## Affected Platform

Chrome on Windows and Mac

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**Title**

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