

# Troubleshooting problems accessing Panopto via Blackboard

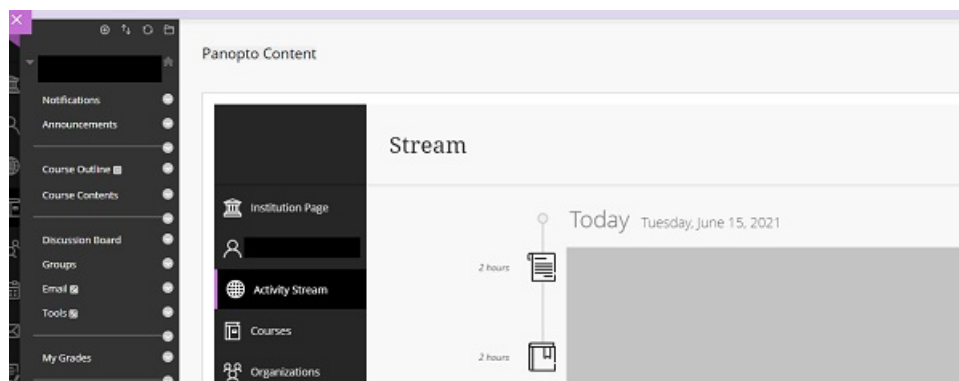
Last Modified on 08/09/2021 12:24 pm HKT

## Overview

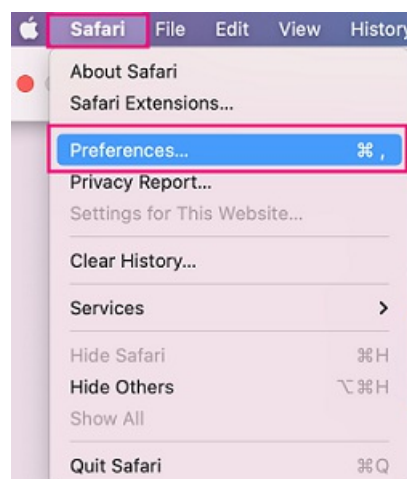
- The [migration to Panopto Cloud on AWS \(cuhk.ap.panopto.com\)](https://help.edtech.cuhk.edu.hk/docs/migration-to-panopto-cloud-on-aws-cuhkapanoptocom) (<https://help.edtech.cuhk.edu.hk/docs/migration-to-panopto-cloud-on-aws-cuhkapanoptocom>) has been completed. Teachers, TAs & Support Staff members are advised to access and check their Panopto folders and videos after the migration.
- This article lists out three potential issues occurring in some Blackboard courses after the migration and suggests the workarounds / follow-up actions.
  - I. [Activity Stream is displayed after clicking 'Panopto Video' link in a Blackboard Course](https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-accessing-panopto-via-blackboard#I) (<https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-accessing-panopto-via-blackboard#I>)
  - II. ["Error getting the folder from the Panopto server. It may have been deleted."](https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-accessing-panopto-via-blackboard#II) (<https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-accessing-panopto-via-blackboard#II>)
  - III. ["This session link is invalid"](https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-accessing-panopto-via-blackboard#III) (<https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-accessing-panopto-via-blackboard#III>)

## Potential issues

### I. Activity Stream is displayed after clicking "Panopto Video" link in Safari



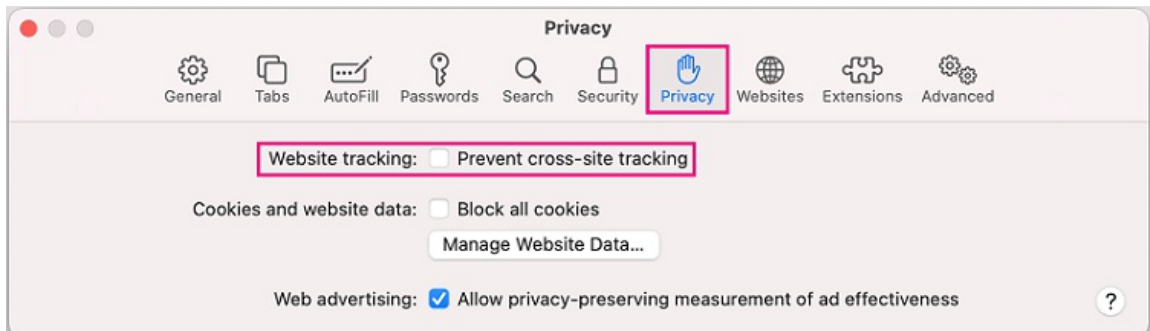
- The issue can be resolved by disabling "Prevent cross-site tracking" in Safari.
  1. Access "Preferences" in Safari.



Questions: [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk)

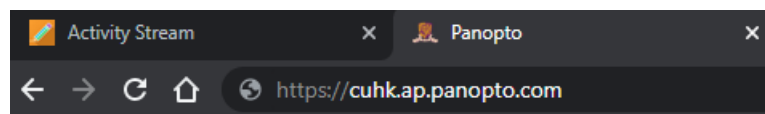
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2. Under "Privacy", uncheck "Prevent cross-site tracking".

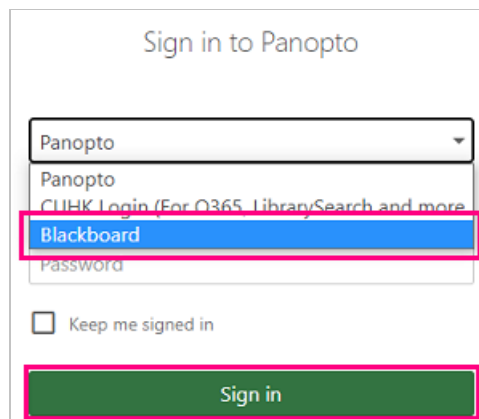


- If you have concerns about disabling the above setting, you can still access Panopto directly at <https://cuhk.ap.panopto.com> (<https://cuhk.ap.panopto.com>) using **CUHK Login**; then **search for the course video folder**:

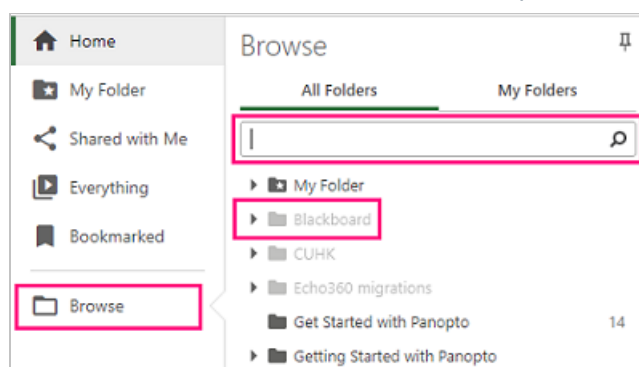
1. Open a browser and access <https://blackboard.cuhk.edu.hk>.
2. In the same browser, open a new tab, and enter <https://cuhk.ap.panopto.com>.



3. Select "Blackboard" and click "Sign in".



4. Click "Browse" to locate the course video folder and the videos. You can type and search the course in the search box, or expand the folder named "Blackboard" to find the Panopto folder.



- Or, use another browser (e.g., Firefox, Chrome) to access "Panopto Video".

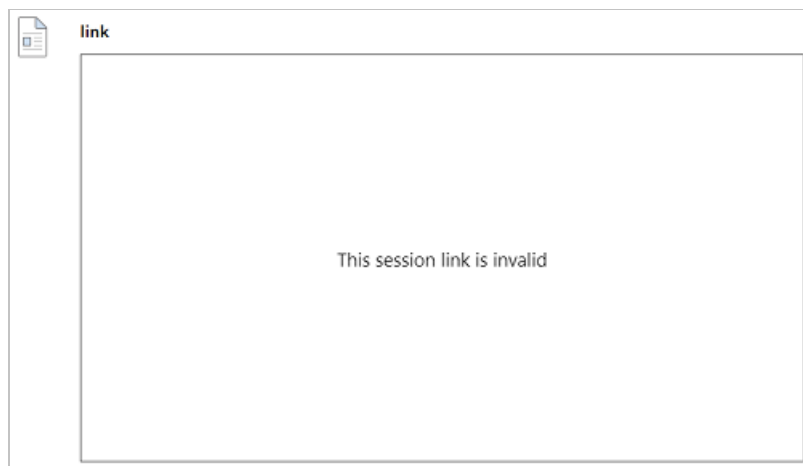
II. "Error getting the folder from the Panopto server. It may have been deleted."

## Panopto Content

Error getting the folder from the Panopto server. It may have been deleted.

- Please provide us with the Course ID(s) at [ITSC Service Desk](https://servicedesk.itsc.cuhk.edu.hk/) (https://servicedesk.itsc.cuhk.edu.hk/) or [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk) () for the follow-up.

### III. “This session link is invalid”



- The following may help to work around the issue. Chrome/Edge users report this issue more often than Firefox users.
  1. Clear all browser cache and temporary internet files, including site data
  2. Sign in the Panopto Cloud system at <https://cuhk.ap.panopto.com> first, then open a new tab to access the Blackboard course and recheck the videos.
- If the issue persists, please provide us with the Course ID, the name and the location of the item(s) at [ITSC Service Desk](https://servicedesk.itsc.cuhk.edu.hk/) (https://servicedesk.itsc.cuhk.edu.hk/) or [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk) () for the follow-up.

## Further Questions

- If you encounter any other issues, please contact us at [ITSC Service Desk](https://servicedesk.itsc.cuhk.edu.hk/) (https://servicedesk.itsc.cuhk.edu.hk/) or [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk) () with the following information:
  - Course ID(s);
  - Screenshot of the issue;
  - Brief description of actions you have taken before encountering the issue;
  - Browser (brand and version) you used to access Panopto.