

Known Issues with Tech and Digital Tools

If your issue isn't here - [this is how to contact Digital](#).

Big Blue Button

1. Automatic closed caption creation not available on mobile

If you are presenting using Big Blue Button, and you want your words automatically transcribed to help your audience understand you then you have the option of [enabling Automatic Transcription when you join the meeting](#). But this only works if you join from a PC Browser such as Chrome or Edge. It is not an option when you join from a mobile device using Android or Apple IOS.

Mattermost

1. Boards not working on Desktop App on Mac OSX

02 October 2024. A work around is being tried but has not been completed yet.
Alternatively Mattermost boards can be viewed in a browser such as Safari or Chrome.

UK Cloud

1. Renaming files and folders

04 September 2024. There is an issue when trying to rename a file or folder using XRUK Cloud in a web browser. After clicking on the rename option the cursor is NOT in the filename and when clicking on the filename to rename it, the file just opens.

Workaround is to make sure the mouse does not move after clicking rename. The left/right arrow keys can then be used to get the cursor to appear in the rename box. Rename the file and then you MUST press ENTER.

2. Documents jump around when two users are editing the same document

21 July 2024. Work around is to use the arrow keys or page up/page down rather than the scroll bars to scroll, or click somewhere once you've scrolled. As long as the "cursor" remains visible, it should not jump around.

3. Internal file shares don't open the file

02 October 2024. If an internal link to a file has been sent to you, and when the link is clicked you see a folder instead of the file, then this could be due to your browsers pop-up blocker. The solution is to disable the pop-up blocker for <https://cloud.extinctionrebellion.uk/>

See information here on how to allow pop-ups for a specific site in different browsers:

[Chrome](#)

[Edge](#)

[Firefox](#)

4. Problems with files versions when copying files

06 November 2024. Changes to a document do not always get saved immediately. That is, even if other people can see the changes in the document editor (OnlyOffice), copying or downloading the file may still show an old version.

Workaroud is to use the save option on the file menu before copying files.

5. Sharing a Group folder

06 November 2024. Sometimes the browser will crash or there will be gaps in file lists, or the XRUK Cloud menu will stop working. Often this is caused by sharing a group folder with somebody who is already in the group. If you then favourite it, there are two copies of the folder in the favourites list. Workaroud is to not share a group folder with somebody who is already in the group.

Action Network

[The main Action Network Known Issues page can be found here.](#)
