Known Issue: Only First Page of a Test or Roster Prints

**Issue Description**

Users trying to print a test or student roster from Blackboard may encounter difficulties when using Internet Explorer or Firefox. In these browsers, only the first page will appear in print-previews and in the generated print.

Seen in: Internet Explorer 8 and up, Firefox 3.6 and up on Windows and Mac computers.

**Work-around Solution**

For PC users, use [Google Chrome](https://www.google.com) to access Blackboard. To generate a complete printed roster or test using Chrome, be sure to first *highlight the entire contents of the test with your mouse*. Then, generate the print command by pressing the “CTRL” and “P” keys all at once on your keyboard. That will bring up the “Print” window, where you can preview the print-job and send it to your printer.

For a demonstration of this process, please see this video: [http://www.screencast.com/t/qvdQn9j92p](http://www.screencast.com/t/qvdQn9j92p)

For Mac users, use Safari to access Blackboard. Simply go to your test or roster in Blackboard and generate your print-outs by pressing the “Command” and “P” keys all at once on your keyboard. No other special steps are required.