

I cannot launch my Web Conferencing session and recordings on Mac OS X 10.8.4

Affected Platforms: Mac OS X 10.8.4

Issue

Recent security changes released by Apple may prevent web conferencing customers from launching Blackboard Collaborate sessions and recordings. Customers using Mac OS X 10.8.4 will be affected. The security changes no longer allow users to auto-launch JNLP files. The following message will appear when trying to launch a session:



Note: Clicking the OK button will NOT launch the session

Solution/Workaround

This issue can be resolved by using one of the following workaround methods:

Workaround 1:

To launch a Web Conferencing session or recording follow the steps below:

1. Locate the downloaded JNLP

NOTE If you do not know how to locate the JNLP Download please [click here](#).

2. Control-click (or right-click) the file and then select Open from the context menu. You will see the Open meeting.jnlp confirmation message (Refer to image 1).

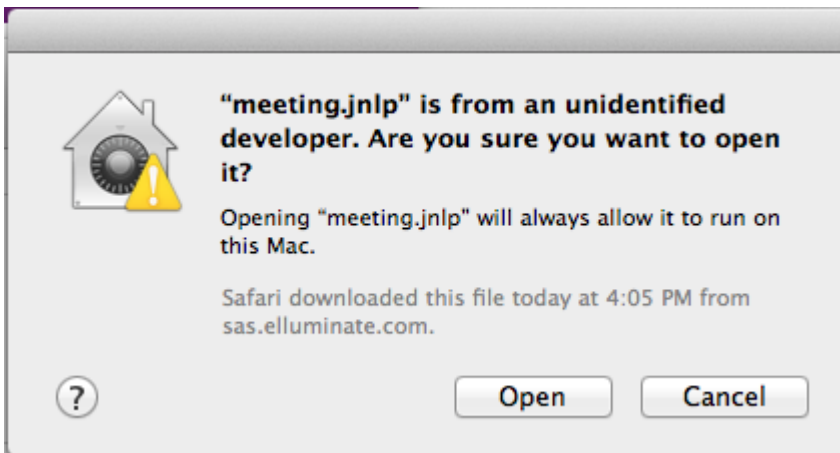


Image 1: Open meeting.jnlp confirmation message

3. Click the Open button at the bottom of the dialogue box to launch your Web Conferencing session (Refer to image 1).

NOTE

Repeat workaround 1 every time you wish to launch a Web Conferencing session or a recording.



Workaround 2:

1. Go to your Apple Menu at the top left corner of your computer screen.
2. Select System Preferences.
3. Select Security & Privacy (Refer to image 2).

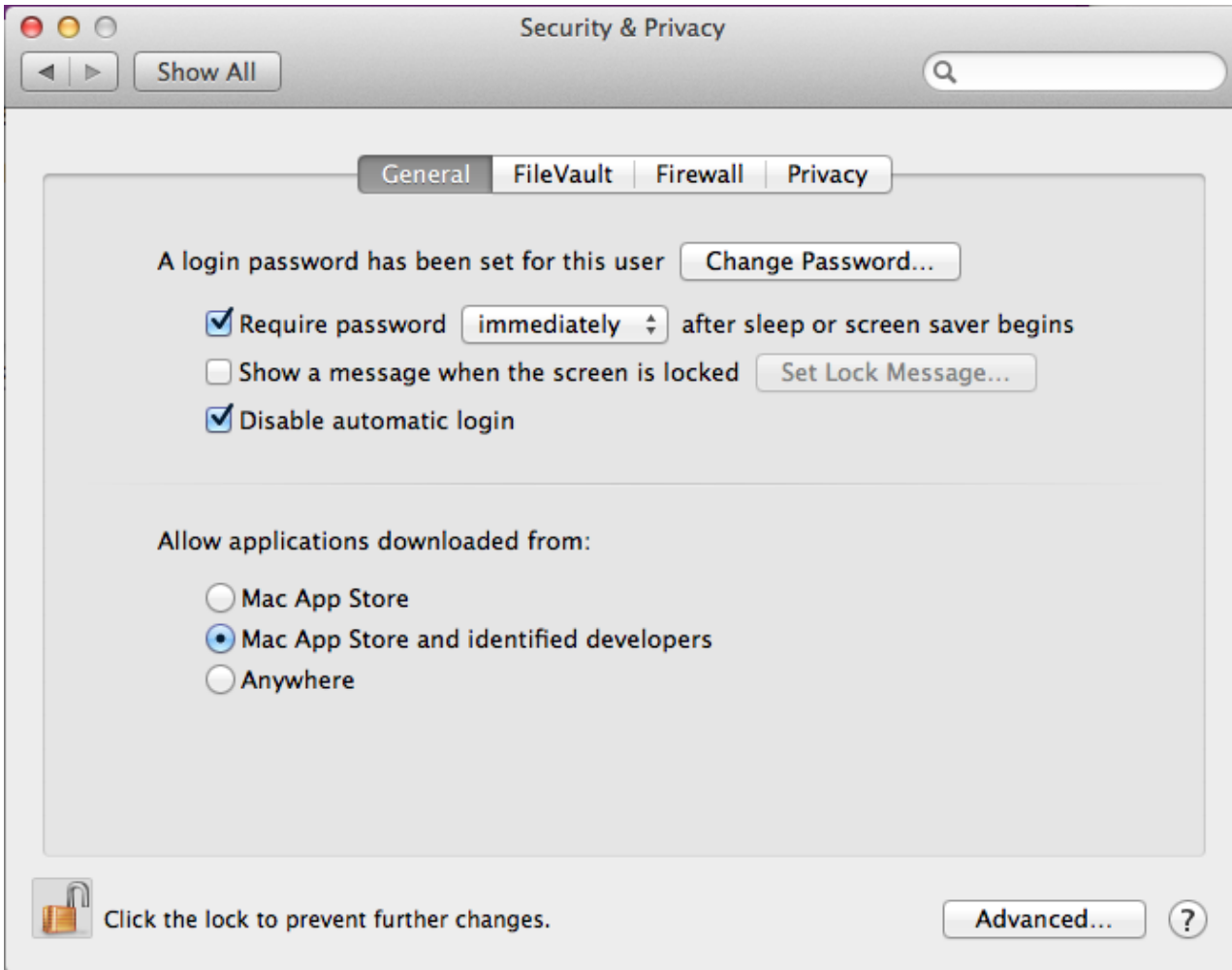


Image 2: Security & Privacy window

4. If necessary, click the lock icon at the bottom left of the Security & Privacy window to make the needed changes (Refer to image 2).
5. Under the *Allow applications downloaded from:* area, select the Anywhere option at bottom of the Security & Privacy window (Refer to image 3).

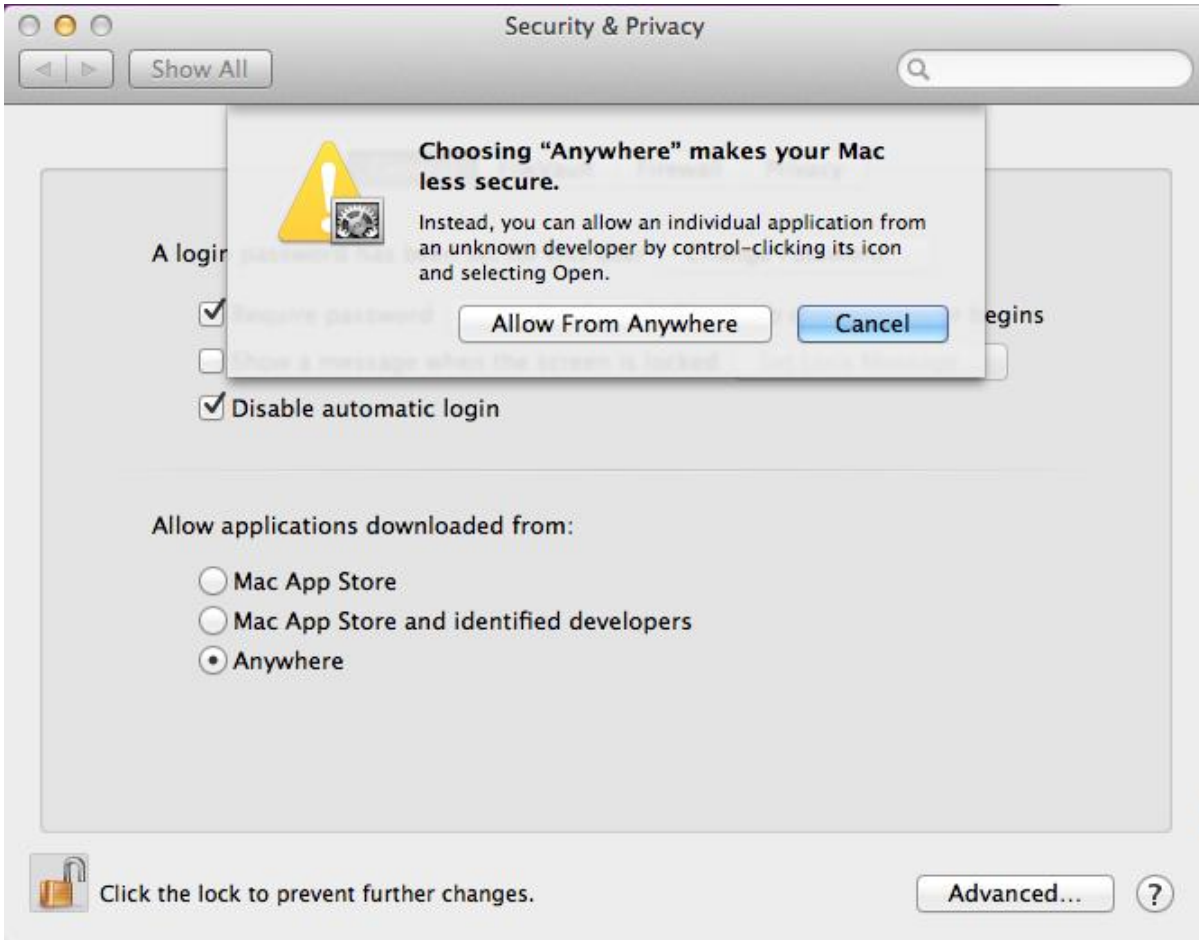


Image 3: Choose Anywhere confirmation message

6. Click the Allow from Anywhere button to confirm (Refer to image 3).
7. You should now see the Open confirmation message shown in image 4 below:

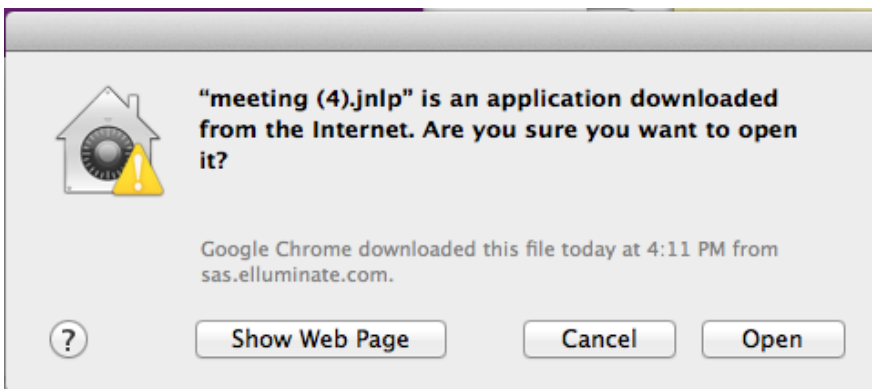


Image 4: Open confirmation message

8. Click the Open button to allow your Web Conferencing session or recording to launch successfully.

Locating the JNLP file

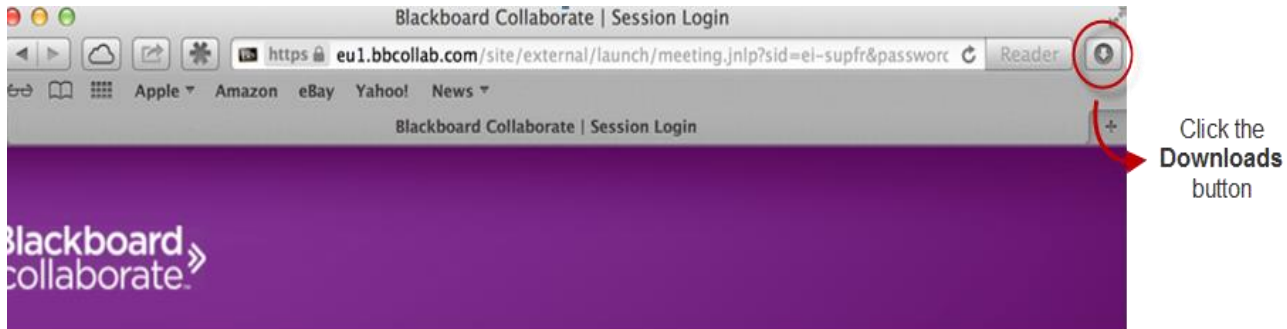


LAUNCHING JNLP DOWNLOAD ON MAC OS

Below are instructions on how to locate the downloaded JNLP file using **Safari** and **Chrome**.

1. Locate the downloaded JNLP file using **Safari**:

- Click on the "Downloads" button in the upper right hand corner of Safari (Refer to image 1).



Click the Downloads button

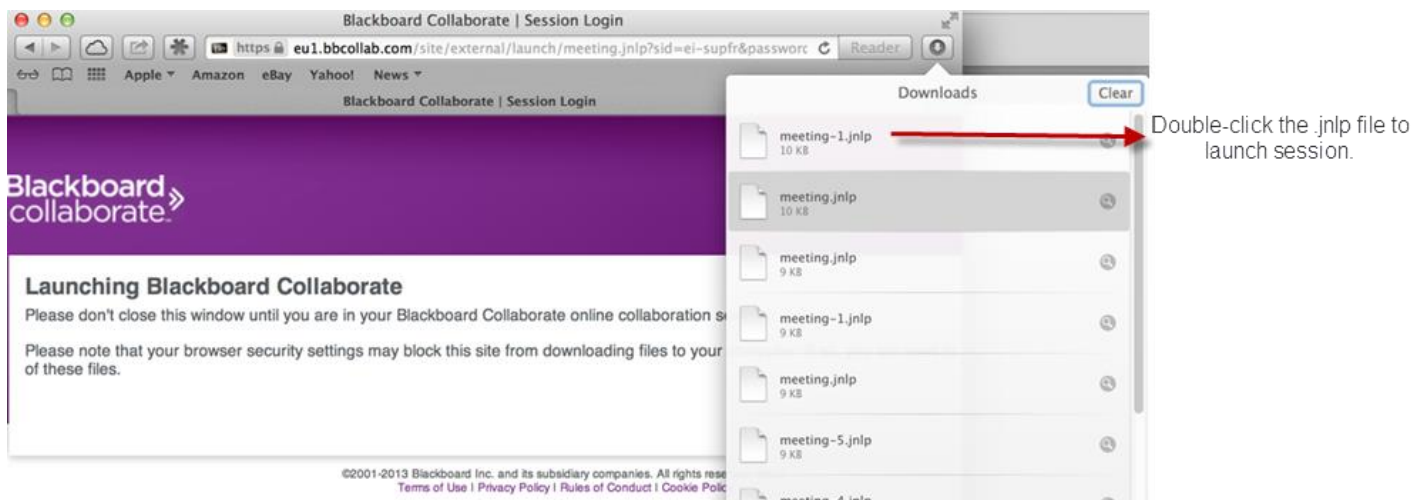
Launching Blackboard Collaborate

Please don't close this window until you are in your Blackboard Collaborate online collaboration session.

Please note that your browser security settings may block this site from downloading files to your computer. If so, you will need to of these files.

Image 1: "Downloads" button in the upper right hand corner

- Double-click on the top-most file that appears; in most cases the JNLP will be named meeting-(number).jnlp (Refer to image 2).



Double-click the .jnlp file to launch session.

Image 2: Downloads menu

2. Locate the downloaded JNLP file using **Chrome**:



LAUNCHING JNLP DOWNLOAD ON MAC OS

- Access the session from your **Chrome** web browser.
- Click the **Keep** button in the **Keep .JNLP file** confirmation message (Refer to image 3).

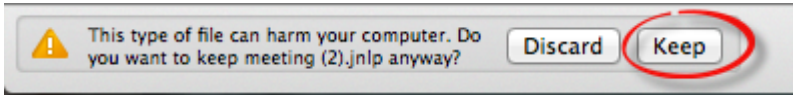


Image 3: Keep .JNLP file confirmation message

- Once the file finishes downloading, click the arrow on right of the download indicator in Chrome.
- Select the Show in Finder option (Refer to image 4).

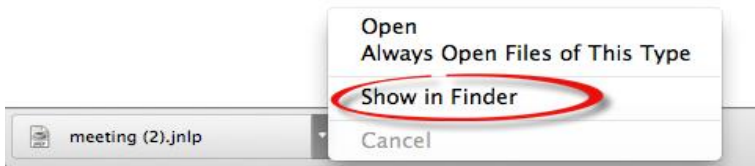


Image 4: Show in finder option

- Locate the downloaded JNLP file
- Right click (Control click) the downloaded JNLP file and then select **Open** (Refer to image 5).

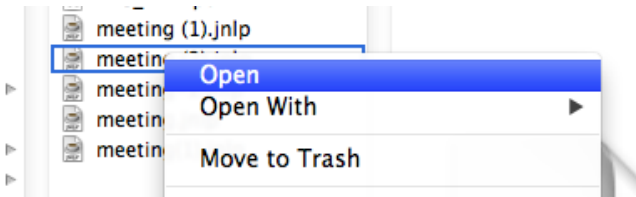


Image 5: Open option from the drop down menu

- Click the Open button in the Open session warning message to launch the session (Refer to image 6).

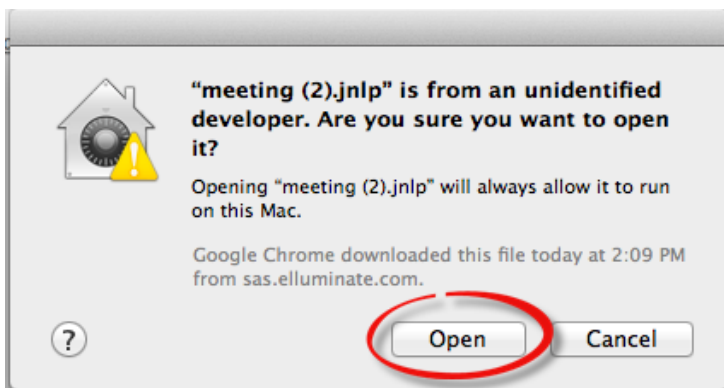


Image 6: Open session warning message

Please Note: Another possible workaround is to launch sessions using Firefox.