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

Affected Platforms
Mac OSX 10.8.4

Issue
Recent security changes released by Apple may prevent Web Conferencing customers from launching Blackboard Collaborate sessions and recordings. Customers using OS X Mountain Lion v10.8.4 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:

```
“meeting.jnlp” can't be opened because it is from an unidentified developer.
Your security preferences allow installation of only apps from the Mac App Store and identified developers.

Safari downloaded this file today at 4:05 PM from sas.elluminate.com.
```

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:**
Role: User
Difficulty: Novice

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

1. Locate the downloaded JNLP
   - Note: Please refer to knowledge base article 2941 to learn how to locate the JNLP Download.

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).
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:**

**Role:** User  
**Difficulty:** Novice

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).

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](image)

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](image)

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

*Workaround 3: We support mobile devices too!*

*Role: Participant Only*

Join the Blackboard Collaborate session on your iOS mobile device (iphone/ipad) or Android phone or tablet. Please refer to [knowledge base article 2474](http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=2940) to learn how.
Further Details

For further information regarding this Apple Security Update, please visit:
http://support.apple.com/kb/HT5784

Link to this article: http://support.blackboardcollaborate.com/ics/support/default.asp?
deptID=8336&task=knowledge&questionID=2940

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