

Knowledge Base

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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:



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).

Related Topics

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[Web Conferencing - Known Issue: The recording pullback interval drifts over time.](#)

[Web Conferencing - I receive the following error. "The application's digital signature cannot be verified. Do you want to run the application?"](#)

Topic Information

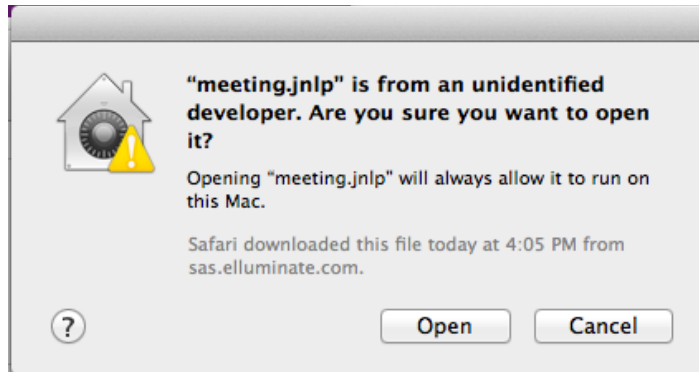
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▪ Image 1: Open meeting.jnlp confirmation message

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:

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).

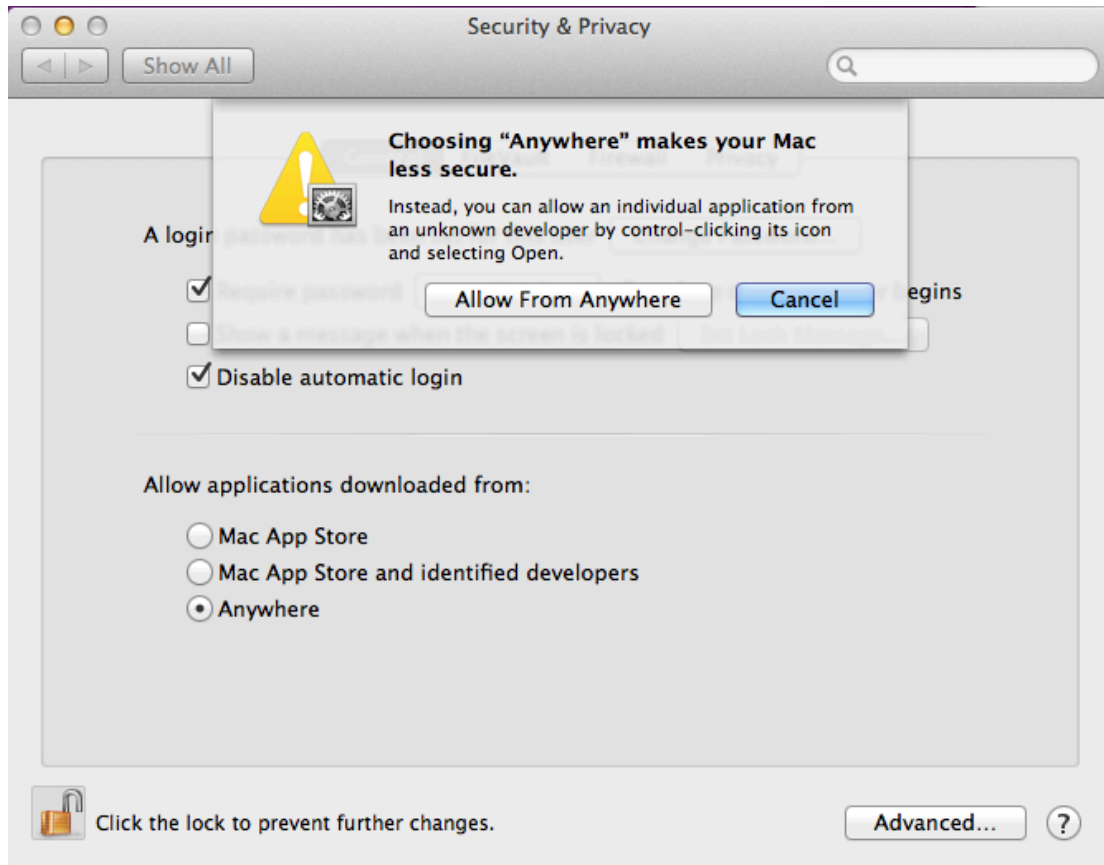


▪ Image 2: Security & Privacy window

4. If necessary, click the lock icon at the bottom left of the Security & Privacy window to

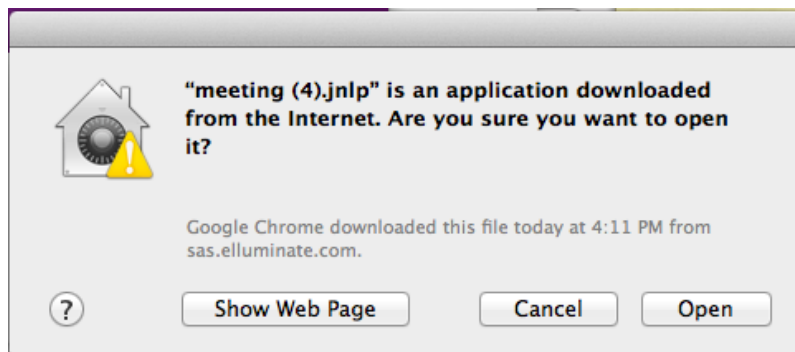
make the needed changes (Refer to image 2).

- 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

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



- Image 4: Open confirmation message

- 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](#) 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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