

Issue

Recent security changes released by Apple may affect web conferencing customers using Safari 6.0.3 to launch Collaborate sessions. The security changes no longer allow users to auto-launch JNLP files. These instructions provide a step-by-step guide on how to locate and launch the downloaded JNLP file.

Affected Platforms

Mac OS X 10.7.5, 10.8.2 & 10.8.3 using Safari 6.0.3

Solution/Workaround

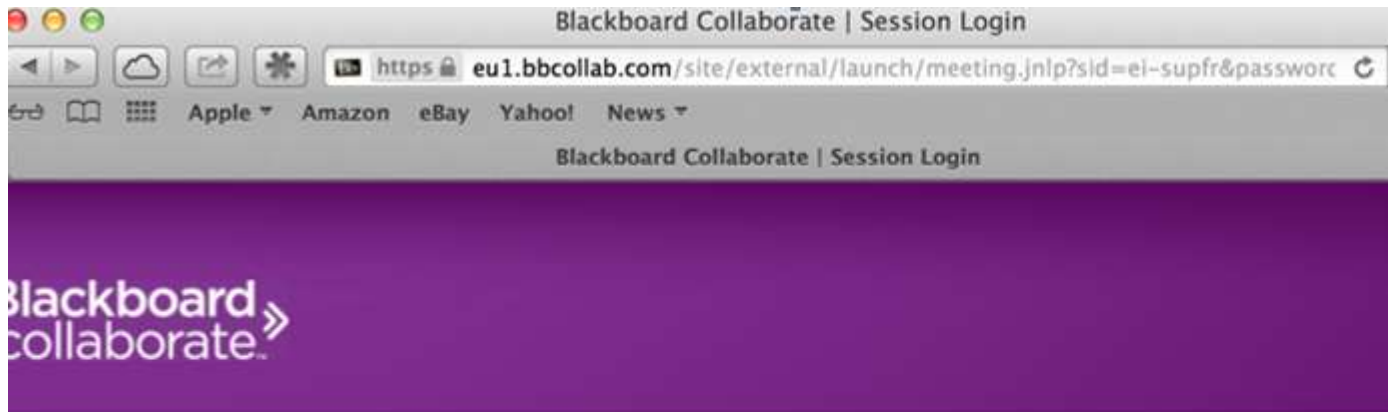
To launch a Web Conferencing session you will have to first locate the downloaded JNLP. Once you have located the JNLP file, simply double click on it to launch.

Role: *User*

Difficulty: *Easy*

Locate JNLP Download and Launch

- Click on the "Downloads" button in the upper right hand corner of Safari.

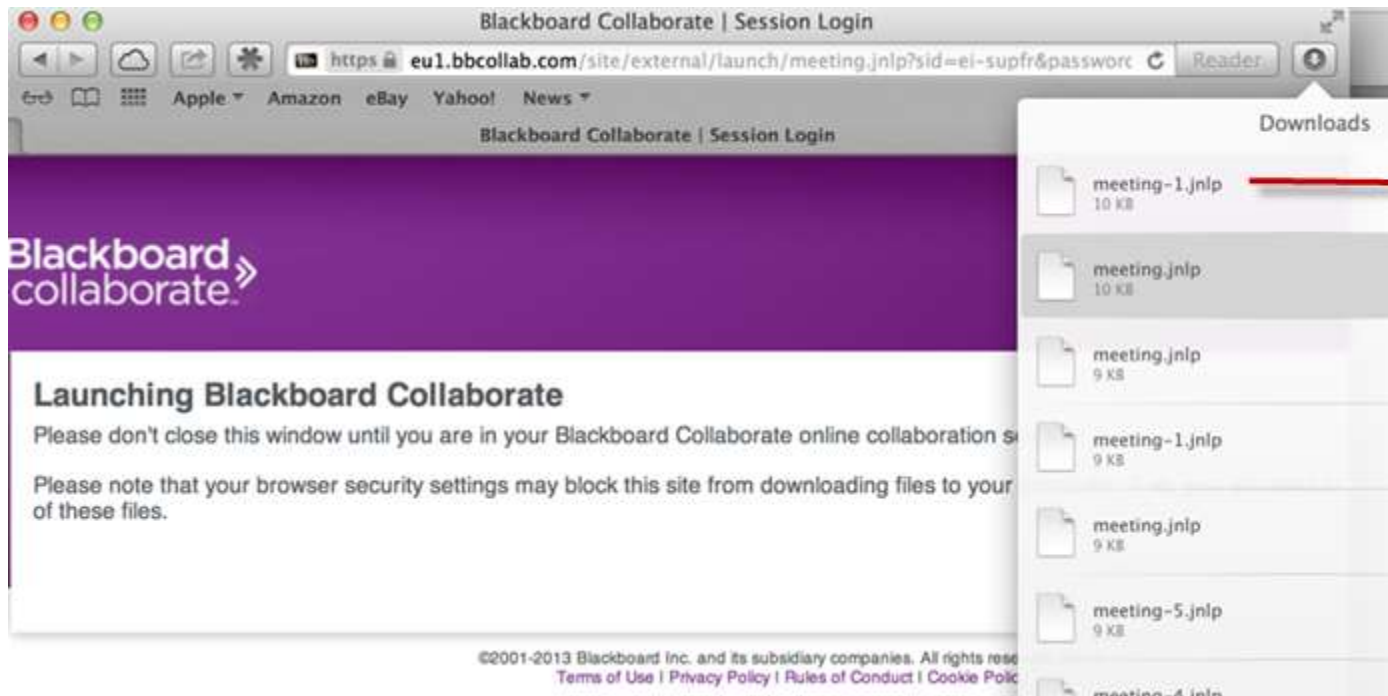


Launching Blackboard Collaborate

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, of these files.

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



- Your session will now launch.

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