

Issue:

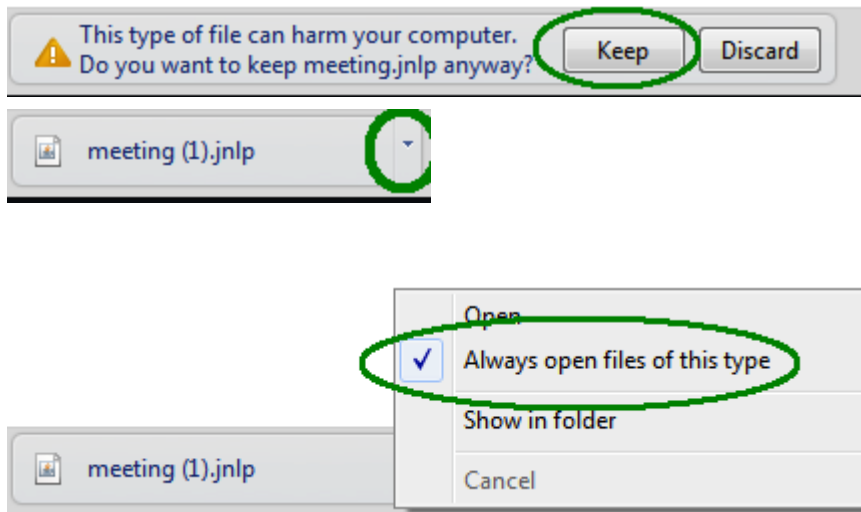
There is a known issue with Google chrome automatically launching java web start (JNLP) files that are necessary to open an Elluminate Live or Blackboard Collaborate session.

There are two methods to work around this problem.

1) After entering your name to sign into your session (also see screen shots)

- When prompted to keep or discard the file --> "meeting.jnlp" choose keep
- Next to meeting.jnlp, choose the drop down menu on the right (right arrow menu) and select "always open files of this type"
- The session should then open and all subsequent sessions should now open automatically. If the session does not open, close the browser and re-enter the session link, the session should then open automatically.

Screen shots for above steps:



2) Use an alternate web browser, Firefox or Internet Explorer