

This article does not apply to users running Internet Explorer 9 or higher.

Issue:

There is a setting in Internet Explorer 8 that needs to be adjusted to ensure automatic launching of java web start (JNLP) files that are necessary to open an Elluminate Live or Blackboard Collaborate Web Conferencing 11 sessions. Enabling this setting will allow the meeting.jnlp file to automatically prompt for file download.

The following steps typically solve this issue, also reference screen shot.

- 1) Open Internet Explorer; Go to Tools > Internet Options > Security Tab, click on the "Custom level" button.
- 2) This will open a second window, "Security Settings", scroll down to "Downloads" and under "Automatic prompting for file downloads" click enable. This will allow you to properly launch meetings
- 3) Click OK in that window and the Internet Options window.
- 4) Close and reopen Internet Explorer, re-launch the session link.

