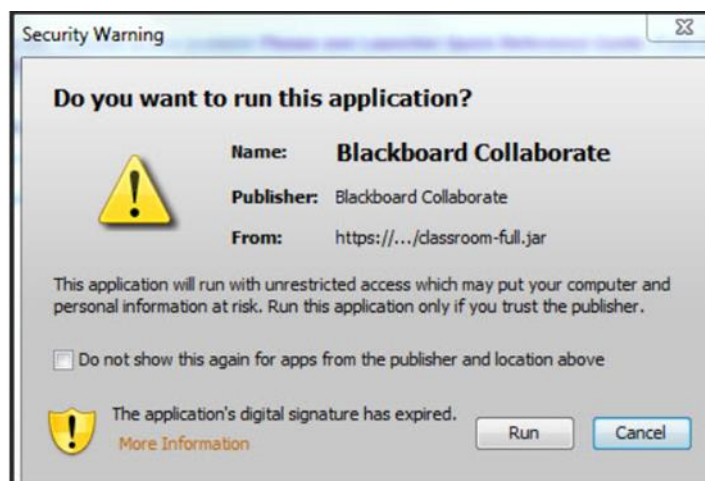


JAVA SECURITY ERRORS

Java security errors may appear when you are attempting to open an older session or recording in CCC Confer (Blackboard Collaborate) in which the Java Security Certificate used to sign the program files has expired. These warnings are a result of a new way in which Java is handling digital signatures. *Please note:* These warnings are indicating that the Blackboard security certificate has expired, which is not accurate; the warnings are not a result of Blackboard software, resource files, or the technology being either unsigned or expired.

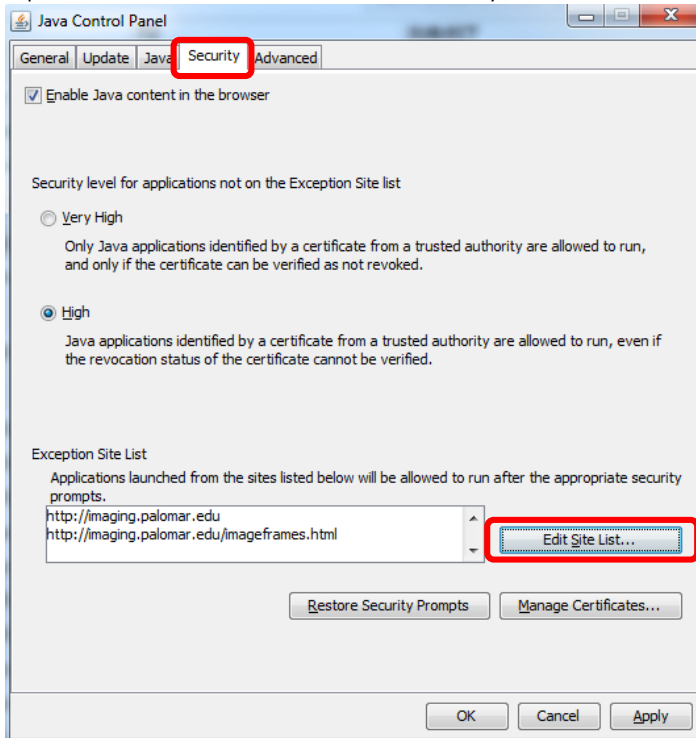
ERROR MESSAGE ON WINDOWS:



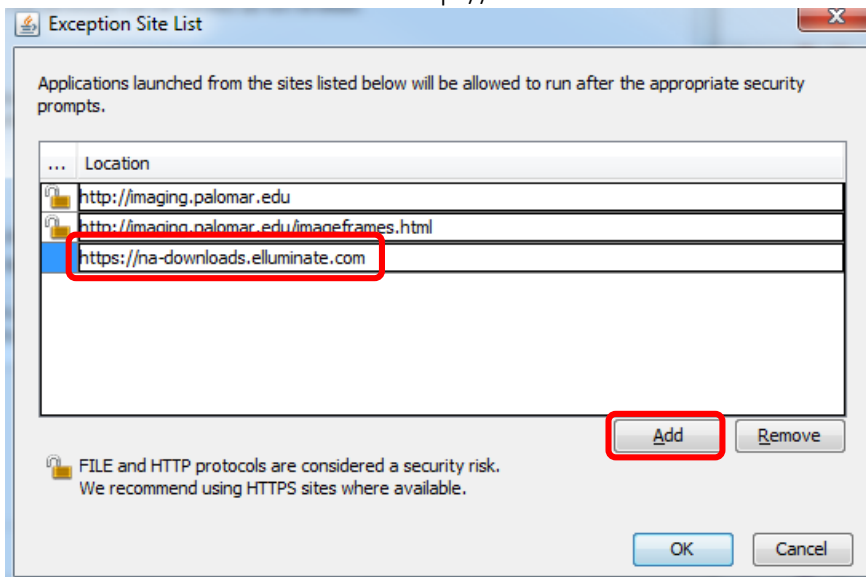
WORKAROUND FOR ACCESSING THE SESSION ON WINDOWS

1. Open the Windows Control Panel, go to 'Programs and Features' and locate the Java icon.

2. Open the Java Control Panel – Security tab – Edit Site List...

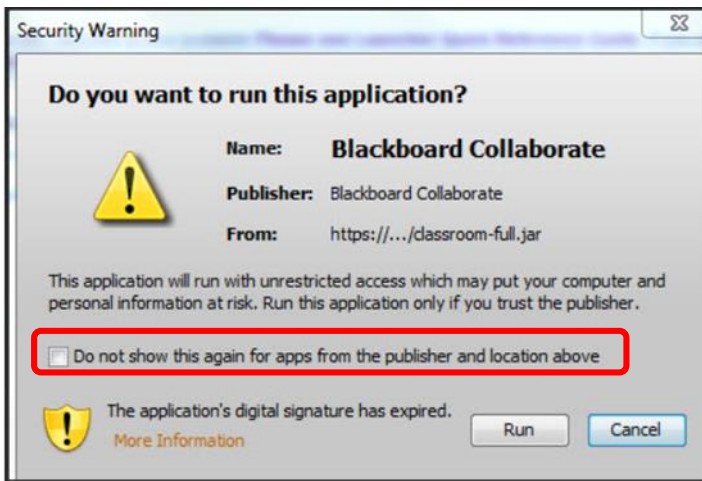


3. Click the 'Add' button to enter https://na-downloads.illuminate.com, then click 'Add' again.



- o Note: You only need to perform this task only once.

4. Return to the error message and check 'Do not show this again for apps from the publisher and location above', then click Run.



- The file will run and the session will open.

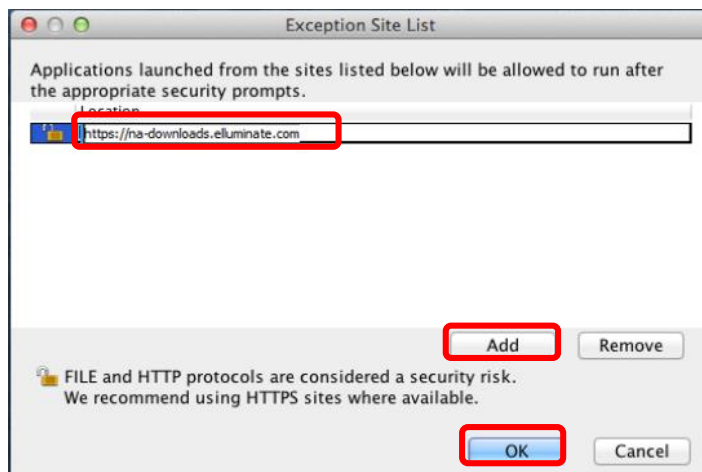
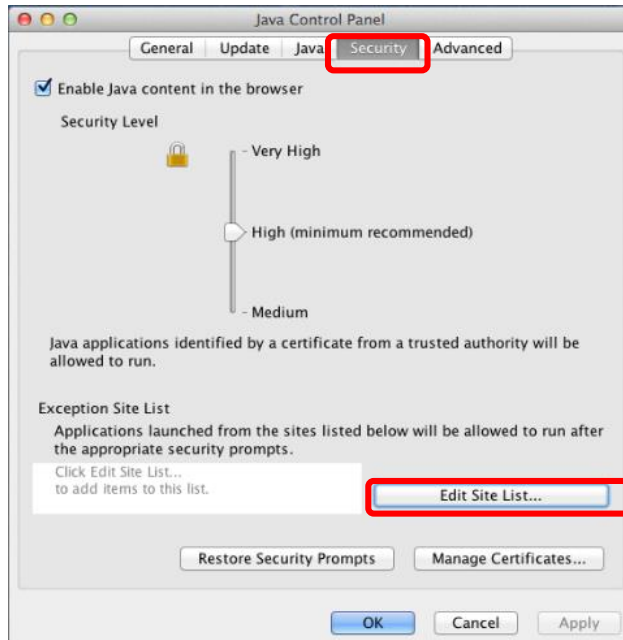
ERROR MESSAGE ON MACS:



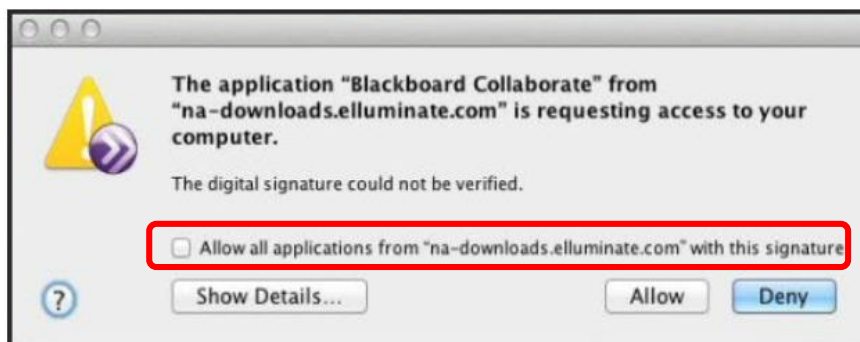
WORKAROUND FOR ACCESSING THE SESSION ON A MAC

1. Enable Finder to show the files extension:
 - Open Finder
 - Go to Finder > Preferences
 - Click 'Show all filename extensions'
 - Close the Preferences Window
2. Rename the .collab file name extension:
 - Open the 'Downloads' folder in Finder
 - Select the meeting.collab file
 - Press Control-Command-R to rename the file
 - Replace .collab with .jnlp at the end
 - Press Return to save the change
3. Add a security exception to your system Java.
 - Open up the System Preferences in OS X
 - Open the Java Control Panel, usually listed on the bottom row
 - Click on the Security Tab
 - Click on the Edit Site List button
 - Click on the Add button
 - Type: <https://na-downloads.elluminate.com>
 - Click OK

- Click OK again.
Note: You only need to perform this task only once.



4. Return to the error message:
- Check 'Allow all applications from na-downloads.illuminate.com'
 - Click 'Allow'



- The file will run and the session will open.