

## SYSTEM REQUIREMENTS FOR BLACKBOARD COLLABORATE WEB CONFERENCING

PUBLISHED MAY 16, 2017

### Definitions of Terms

**Certified:** fully tested and supported.

**Compatible:** partially tested and supported.

**Provisional:** untested but supported.

**Unsupported:** impossible or not supported.

**Note:** Later versions of a browser or operating system labeled Compatible or Certified are **provisionally supported** by Blackboard Collaborate Support unless otherwise noted.

|                        | Internet Explorer<br>8 | Internet Explorer<br>9 | Internet Explorer<br>10 | Internet Explorer<br>11 | Microsoft<br>Edge                               | <a href="#">Firefox (Latest Stable<br/>Release)</a> | <a href="#">Chrome (Stable<br/>Channel)</a>                                    |
|------------------------|------------------------|------------------------|-------------------------|-------------------------|---|---|--|
| <b>Windows 7</b>       | Compatible             | Certified              | Provisional             | Certified               | Unsupported                                     | Certified   | Certified  |
| <b>Windows 8</b>       | Unsupported            | Unsupported            | Certified               | Certified               | Unsupported                                     | Certified   | Certified  |
| <b>Windows<br/>10</b>  | Unsupported            | Unsupported            | Unsupported             | Unsupported             | Certified                                       | Certified   | Certified  |
|                        | Safari<br>9.x          |                        | Safari 10.X             |                         | <a href="#">Firefox (Latest Stable Release)</a> | <a href="#">Chrome (Stable Channel)</a>             |  |
| <b>Mac OS<br/>10.8</b> | Unsupported            |                        | Unsupported             |                         | Certified                                       |   | Unsupported - Please review<br>the end note below if using<br>Java 7 with Mac. |

|  |  |  |   |  |
|--|--|--|---|--|
| <b>Mac OS 10.9</b>                           | Certified  | Unsupported  | Certified   | Unsupported - Please review the end note below if using Java 7 with Mac. |
| <b>Mac OS 10.10</b>                          | Certified- Please review end note below about using the Blackboard Collaborate Launcher. | Certified- Please review end note below about using the Blackboard Collaborate Launcher. | Certified - Please review end note below about using the Blackboard Collaborate Launcher.   | Unsupported - Please review the end note below if using Java 7 with Mac. |
| <b>Mac OS 10.11</b>                          | Certified- Please review end note below about using the Blackboard Collaborate Launcher. | Certified- Please review end note below about using the Blackboard Collaborate Launcher. | Certified - Please review end note below about using the Blackboard Collaborate Launcher.   | Unsupported - Please review the end note below if using Java 7 with Mac. |
| <b>Mac OS 10.12</b>                          | Unsupported  | Certified- Please review end note below about using the Blackboard Collaborate Launcher. | Provisional - Please review end note below about using the Blackboard Collaborate Launcher. | Unsupported - Please review the end note below if using Java 7 with Mac. |
|  | <b>Firefox (Latest Stable Release)*</b>  |  |   |  |
| <b>Ubuntu 11.10 (64 bit with 64 bit JVM)</b> | Compatible   |  |   |  |

**Firefox (Latest Stable Release)** - For information on Firefox's public development channels, refer to [Firefox's Releases page](#). All other Firefox channels are unsupported.

**Important Update:** Mozilla has announced that Firefox will stop supporting NPAPI plugins as of March 7th, 2017. This includes the Java applets that the SAS uses as well as any NPAPI plugin. [Please review KBA 40427 for more details](#).

**Chrome (Stable Channel)** - For information on Chrome's release channels, refer to the [Chrome Release Channels](#) page. All other Chrome channels are unsupported. Chrome does not support Java 7 on the Mac platform. A 64-bit browser (Safari or Firefox, for example) is required to run Java 7 on Mac OS X. 32-bit browsers such as Chrome do not support Java 7 on the Mac platform.

**Important Update:** Google Chrome, "Version 45.0.2454.85 has permanently stopped supporting NPAPI browser plugins. This includes the Java applets that the SAS uses as well as any NPAPI plugin. [Please review KBA 40427 for more details](#)

**Chrome OS** - Chrome OS and Chromebooks are **NOT** supported for use with Blackboard Collaborate web conferencing.

**Important Note for Mac OS 10.10, Mac OS 10.11 and Mac OS 10.12 users** - Java 8 is NOT supported, you must use the Blackboard Collaborate Launcher to launch your sessions and recordings. Please review [KBA 000037998](#) for more information on how to download the Blackboard Collaborate Launcher.

## SUPPORTED JAVA VERSIONS

**Note:** 32 bit operating systems require a 32 bit JVM. 64 bit operating systems require a 64 bit JVM.

| Operating System | Java Versions (JRE)   |
|------------------|---|
| Windows 7,8      | Java 7 and Java 8<br>Java Access Bridge 2.0.1                   |
| Mac OS X         | Oracle Java 7   |
| Linux            | Java 7 and Java 8<br>64 bit JVM's with 64 bit Operating Systems |

### ADDITIONAL REQUIREMENTS:

- 256 MB RAM
- 20 MB free disk space
- Internet Access - 28.8 kbps speed or above (Broadband connection highly recommended)
- Soundcard with microphone and headphones (A headset with microphone/headphones is highly recommended)
- Webcam (optional)
- **Note:** Thin client solutions such as Citrix Metaframe and Virtual Machines are **not** supported for use with Blackboard Collaborate web conferencing.

## SYSTEM REQUIREMENTS FOR BLACKBOARD COLLABORATE MOBILE WEB CONFERENCING:

### SYSTEM REQUIREMENTS FOR MOBILE (ANDROID)

| Device Name              | OS Version             | Certified | Compatible | Provisional | Unsupported |
|--------------------------|------------------------|-----------|------------|-------------|-------------|
| <b>Samsung Galaxy S3</b> | Android 4.1.1          | Certified |            |             |             |
| <b>Samsung Galaxy S2</b> | Android 4.X            | Certified |            |             |             |
| <b>Nexus 7 Tablet</b>    | Android 4.3            | Certified |            |             |             |
| <b>Galaxy Tab 10.1</b>   | Android 4.1.1          | Certified |            |             |             |
| <b>Nexus 10 Tablet</b>   | Android 4.2.1          | Certified |            |             |             |
| <b>LG Optimus Black</b>  | Android 2.3.4          | Certified |            |             |             |
| <b>Kindle Fire 8.9</b>   | Customized Android 4.X | Certified |            |             |             |
| <b>Other Devices</b>     | Android 2.3+           |           |            | Provisional |             |

### SUPPORTED BROWSERS

The following browsers are recommended for launching Blackboard Collaborate Mobile (Android) Web Conferencing.

- Chrome and Browser supported on Android
- Silk supported on Kindle Fire HD

#### Notes:

- Blackboard Collaborate Mobile (Android) Web Conferencing, available in version V12.5, is included in the license for enterprise and departmental-licensed customers and has already been enabled for these accounts. Mobile is not available for Moderator access.
- If you are using Blackboard Collaborate Mobile you must connect to Web Conferencing sessions on port 2187.

## SYSTEM REQUIREMENTS FOR MOBILE (IOS)

|  | <b>iOS Operating System 4.3 - 7.0</b> |
|--|---------------------------------------|
| <b>Apple iPad 2</b>                      | Certified                             |
| <b>Apple iPad 3</b>                      | Certified                             |
| <b>Apple iPad 4</b>                      | Certified                             |
| <b>Apple iPod Touch (4th Generation)</b> | Certified                             |
| <b>Apple iPod Touch (5th Generation)</b> | Certified                             |
| <b>Apple iPhone 4</b>                    | Certified                             |
| <b>Apple iPhone 4s</b>                   | Certified                             |
| <b>Apple iPhone 5</b>                    | Certified                             |

\*Blackboard Collaborate Mobile Web Conferencing, available in version V12 or later, is included in the license for enterprise and departmental-licensed customers and has already been enabled for these accounts. Mobile is not available for Moderator access.

## SUPPORTED DOCUMENT VERSIONS

In order to import presentations from Microsoft PowerPoint or OpenOffice/StarOffice Impress, you need to use the following versions:

### WINDOWS 7, WINDOWS 8, AND WINDOWS 10

|                               |   |
|-------------------------------|---|
| PowerPoint 2007               | .ppt and .pptx  |
| PowerPoint 2010               | .ppt and .pptx  |
| PowerPoint 2013               | .ppt and .pptx ( <b>Please Note:</b> PowerPoint 2013 is only provisionally supported) |
| PowerPoint 2016               | .ppt and .pptx ( <b>Please Note:</b> PowerPoint 2016 is only provisionally supported) |
| OpenOffice.org 3.1 and higher | .ppt, .pptx, .sxi and .odp  |

### MAC OS X 10.7+

|                               |   |
|-------------------------------|---|
| PowerPoint 2004               | .ppt  |
| PowerPoint 2008               | .ppt and .pptx  |
| PowerPoint 2011               | .ppt and .pptx  |
| PowerPoint 2015               | .ppt and .pptx ( <b>Please Note:</b> PowerPoint 2015 is only provisionally supported) |
| OpenOffice.org 3.1 and higher | .ppt, .pptx, .sxi and .odp  |

### Linux (Ubuntu)

|                               |                            |
|-------------------------------|----------------------------|
| OpenOffice.org 3.1 and higher | .ppt, .pptx, .sxi and .odp |
|-------------------------------|----------------------------|