

# TROUBLESHOOTING COLLABORATE ON MAC 10.10x YOSEMITE



Student Support  
eLearning

## Known Issue

Instructors and students may experience difficulty with joining a Blackboard Collaborate web conference when using a computer running Mac 10.10x Yosemite as its operating system. Upon attempting to open a .collab file in the Collaborate Launcher to join the meeting, the application will crash and produce a crash report.

### MAC USERS MAY TRY THE FOLLOWING WORKAROUNDS TO JOIN THE MEETING

- [Clear your Mac's Java cache](#) and then try launching the .collab file again.
- If the meeting still will not launch, rename the extension of the *meeting.collab* file to *meeting.jnlp*. Then try to launch the session using the re-named file. This will allow you to open the session using system Java instead of the Blackboard Collaborate Launcher app.

Important Note: You must have [Java installed on the Mac computer](#) to attempt this workaround.