



Blackboard

## Blackboard Collaborate Launcher Mac Update August 14, 2015

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**Product:** Java and Blackboard Collaborate Launcher

**Type:**Support Bulletin

A purple gradient banner with the Blackboard Collaborate logo on the left and the text 'Product Update Notification' on the right.

Blackboard  
collaborate > Product Update Notification

### Bulletin/Advisory Information:

We are pleased to release a Blackboard Collaborate Launcher update for Mac users. This update addresses the Java error experienced by Mac users. There is nothing your institution needs to do regarding this update. Mac users will simply have to download the updated version of the Launcher application.

To download the update Mac users will have to do the following:

- Check for updates from the Blackboard Collaborate Launcher preferences panel, by doing the following:
- Double click on the Blackboard Collaborate Launcher.app file to open the Blackboard Collaborate Launcher Control Panel (refer to image 1).
  - **Note:** The Blackboard Collaborate Launcher.app file will typically reside in the Downloads folder, though a user can choose to move it to a different location on their file system. If a user wants to move it to the Applications folder, then they may require admin privileges.

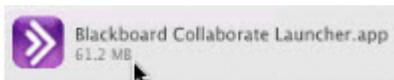


Image 1: Blackboard Collaborate Launcher.app file

- Click the Advanced button at the top of the Launcher Control Panel (refer to image 2).



Image 2: The Advanced button in the Launcher Control Panel

- In the Advanced Launcher Settings window, you will be presented with the following options (refer to image 3). To ensure you are running the latest version you will be using the **Check for Updates** option. Please click the **Check for Updates button** to download the latest version.

**Note:** Configuring preferences in the Blackboard Collaborate Launcher will NOT affect your system Java settings.

- **Network Settings...** button to configure network settings.
- **Clear Cache...** button to clear your Launcher Java cache.
- **Check for Updates...** button to help you receive the Launcher updates in a timely manner.

**Note:** To download updates automatically, select the option *Automatically download updates*.

- **Java Console Settings** allows you to enable, disable, or hide the Java console.

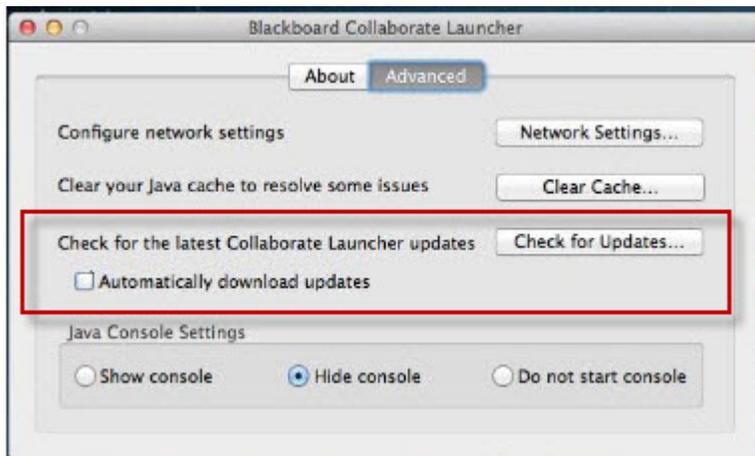


Image 3: Advanced Launcher Settings window

If you have any questions, please contact our Technical Support Team by submitting a ticket through our [Support Portal](#).

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