Blackboard Collaborate System Requirements Checklist

1. Does your computer system run one of the following operating systems?
   - Windows XP (32 bit with 32 bit JVM only), Windows Vista or Windows 7
   - MacOS 10.6, 10.7 or 10.8
   - Ubuntu 11.10 (64 bit with 64 bit JVM)

2. Does your system have Java installed?

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Java Versions (JRE)</th>
</tr>
</thead>
</table>
   | Windows XP, Vista, 7 | 1.6, 1.7 (Java SE 6 & Java SE 7)  
                          Java Access Bridge 2.0.1 |
   | Mac OS X          | Apple Java 1.5.0_16 + (J2SE 32 bit)  
                          Apple Java 1.6.0_07 + (J2SE 64 bit)  
                          Oracle Java 1.7 See known issues |
   | Linux             | 1.6, 1.7 (Java SE 6 & Java SE 7)  
                          64 bit JVM’s with 64 bit Operating Systems |

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

3. Does your system meet the following minimum 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 speakers
   - Webcam (recommended, but optional)
4. Depending on your operating system, you will need to use one of the following supported internet browsers.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Internet Explorer 8</th>
<th>Internet Explorer 9</th>
<th>Internet Explorer 10</th>
<th>Firefox (Latest Stable Release)</th>
<th>Chrome (Stable Channel)**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows® XP (32 bit with 32 bit JVM only)</td>
<td>Certified</td>
<td>Certified</td>
<td>Unsupported</td>
<td>Compatible</td>
<td>Compatible</td>
</tr>
<tr>
<td>Windows Vista®</td>
<td>Certified</td>
<td>Certified</td>
<td>Unsupported</td>
<td>Compatible</td>
<td>Compatible</td>
</tr>
<tr>
<td>Windows 7</td>
<td>Certified</td>
<td>Certified</td>
<td>Unsupported</td>
<td>Compatible</td>
<td>Compatible</td>
</tr>
<tr>
<td>Windows 8</td>
<td>Unsupported</td>
<td>Unsupported</td>
<td>Provisional</td>
<td>Provisional</td>
<td>Provisional</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Browser</th>
<th>Safari 4.0</th>
<th>Safari 5.0</th>
<th>Safari 5.1</th>
<th>Firefox (Latest Stable Release)**</th>
<th>Chrome (Stable Channel)**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac OS 10.6</td>
<td>Compatible</td>
<td>Certified</td>
<td>Compatible</td>
<td>Compatible</td>
<td>Compatible</td>
</tr>
<tr>
<td>Mac OS 10.7</td>
<td>Unsupported</td>
<td>Unsupported</td>
<td>Compatible</td>
<td>Compatible</td>
<td>Compatible - Please review the end note below if using Java 7 with Mac 10.7 or Mac 10.8 and Chrome.</td>
</tr>
<tr>
<td>Mac OS 10.8</td>
<td>Unsupported</td>
<td>Unsupported</td>
<td>Compatible</td>
<td>Compatible</td>
<td>Compatible - Please review the end note below if using Java 7 with Mac 10.7 or Mac 10.8 and Chrome.</td>
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<tr>
<th>Operating System</th>
<th>Firefox (Latest Stable Release)**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ubuntu 11.10 (64 bit with 64 bit JVM)</td>
<td>Compatible</td>
</tr>
</tbody>
</table>

**NOTE:** Various browsers will have different dialog boxes that you may need to click through when launching a Blackboard Collaborate Web Conference. At this time we are recommending any browser except Internet Explorer.

**Test Your System for Compatibility**

Please ensure the following:

- You are using the computer on which you will attend your session.
- Your computer is connected to the Internet and has a stable, reliable connection.
- You have a microphone and speakers.
- You have the appropriate permissions to save files to your computer. If you are unsure, please contact your system administrator.
Select the following link to determine if your system is configured correctly.

http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1473

**Connect to the Configuration Room**

Blackboard provides a Configuration Room that you can use to test your connection, settings, and configure your audio once your system is setup. This step is optional, but highly recommended to determine if your system is configured correctly.

https://sas.elluminate.com/site/external/jwsdetect/meeting.jnlp?sid=345&password=M.03136578F26BD36D82394DAAE2A4B5&username=Test

**NOTE:** When joining a Blackboard Collaborate web conferencing session for the first time you may see a security dialog box asking to confirm the application’s digital signature. Click "Run" to continue.

If you are have any problems getting Collaborate to launch, always update your Java before trying other measures. Visit [http://www.java.com/en/](http://www.java.com/en/) to get the latest version.

When installing a new version of Java, you may uncheck the “Install the Ask Toolbar and make Ask my default search provider” checkbox. This browser add-on is not required to run Blackboard Collaborate.

**Additional Resources**

Visit Grand Valley State University’s Information Technology Learning Tools website for helpful tools and handouts.
http://www.gvsu.edu/it/learn/blackboard-collaborate-52.htm

View Blackboard’s online Collaborate Web Conferencing orientation for more information about how to configure the settings on your computer and to use the Collaborate interface.
http://www.brainshark.com/blackboardinc/vu?pi=zGLzYw5XBz35SgZ0

Additional information can be found in the Blackboard On-Demand Learning Center.
http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center/Web-Conferencing.aspx