



Blackboard

## **Known Issue: Collaborate Original users unable to upload PowerPoint files in Collaborate Classic on Mac OS High Sierra.**

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**Product:** Collaborate -Web Conferencing

**Service Pack(s):** Web Conferencing

**Issue Description:** Collaborate Original users unable to upload PowerPoint files in Collaborate Classic on Mac OS High Sierra.

### **Symptoms:**

#### **Known Issue Symptoms**

Upon trying to upload a PowerPoint file into a Collaborate Original session, user gets an error message:  
"Failure calling PPT to process"

### **Affected Platforms:**

*MacOS High Sierra (version 10.13)*

### **Resolution/Workaround:**

#### **Workarounds**

1. Convert the PowerPoint slides to image files (jpeg format) and upload them into your Collaborate Original session.
2. Use Oracle Java instead of launcher.
  1. You will need to change the file type association for the .collab file to direct it to open with Oracle Java
  2. Right Click on .Collab File > Get Info > Expand the Opens With section.
  3. Finder opens
  4. Click Always Open With
  5. Select Macintosh HD from drop down once finder opens.
  6. Select Enable: All Applications
  7. Navigate to /System/Library/CoreServices/Java Web Start.app

8. Select Java Web Start.app

3. Download and use [Apache OpenOffice](#) to complete the PowerPoint upload process.

- [Setting Whiteboard Preferences to use Open Office instead of Microsoft PowerPoint](#)

Related Article - [Known Issue: Users on Mac OSX 10.8+ with Office 2011 receive "Failure Calling PowerPoint to process presentation"](#)