



Blackboard

Configuring Mac OS X System and Proxy for use with Blackboard Collaborate Web Conferencing

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Product: Collaborate - Web Conferencing

Document Type: User Documentation

Document Summary:

Affected Platforms

Blackboard Collaborate Web Conferencing

Document Details:

Both Java Web Start and Blackboard Collaborate web conferencing should automatically detect your proxy settings. However, there are occasions when this does not happen automatically, and you are prompted for your proxy information. The following information will provide you with the steps needed to locate the necessary information and how to enter it correctly.

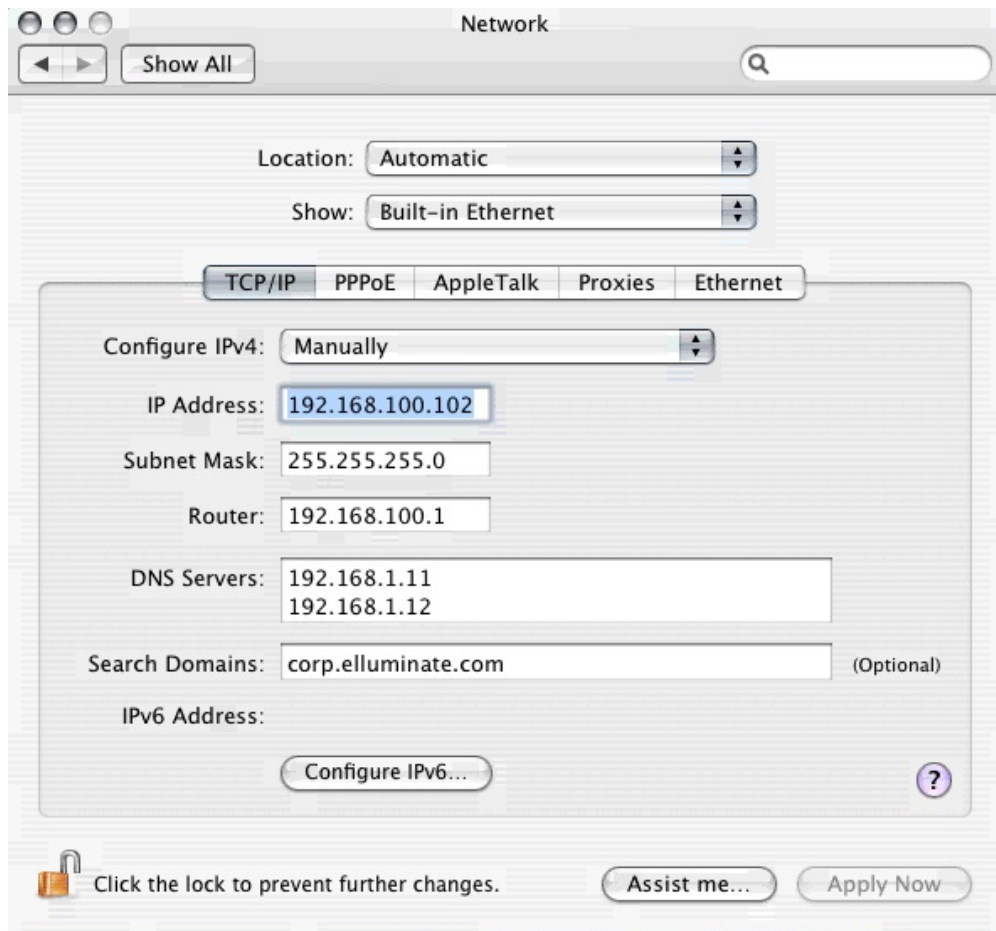
Solution:

STEP 1:

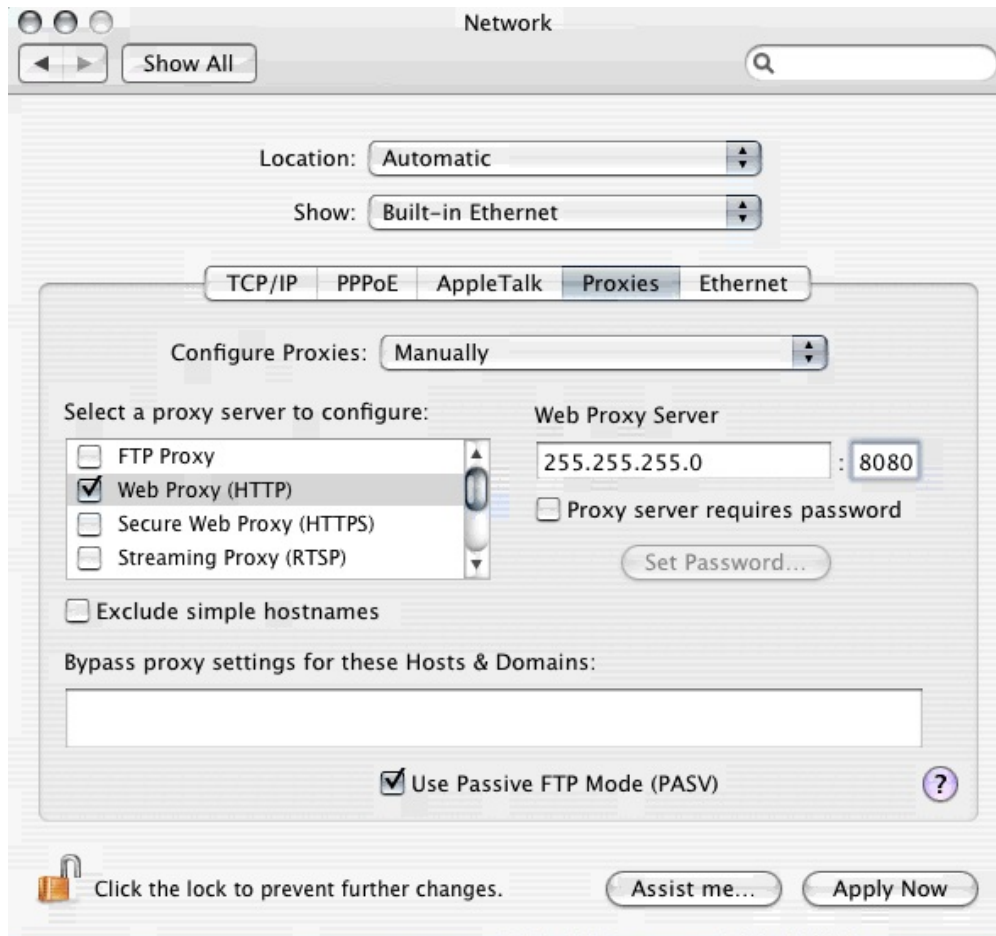
Apple Mac OS X

1. Open your **System Preferences**
2. Select **Network**

3. Select your **connection device** from the **Show** drop-down box



4. Select the **Proxies** tab



5. Copy down the information in the Address and Port fields from either Web Proxy or Secure Web Proxy

If this information is not available or not present on your computer, you will need to contact your System Administrator for assistance.

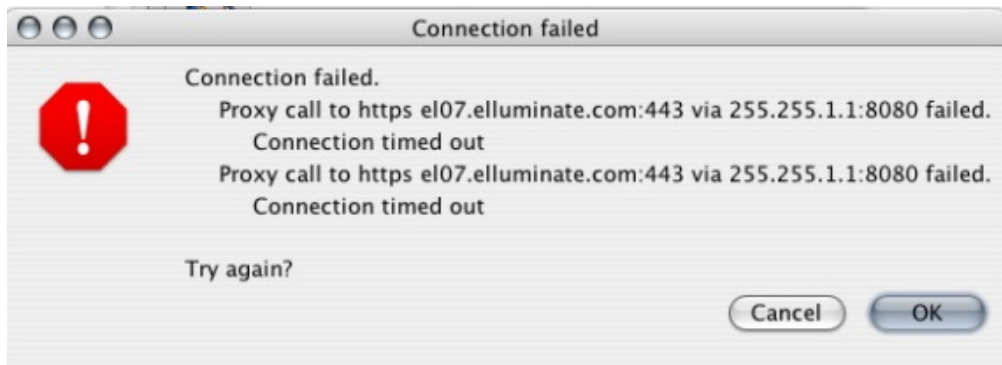
If you get a Java Web Start error when launching into Elluminate *Live!*, you may need to configure the proxy settings for Java Web Start manually. [Check Java Web Start errors](#)

STEP 2:

Entering Proxy Information into Blackboard Collaborate

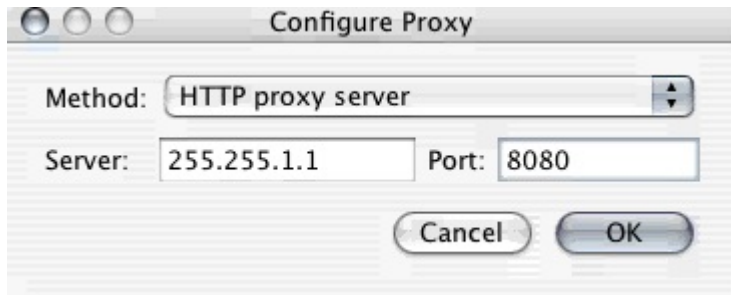
The proxy information should pass automatically from Java Web Start to Blackboard Collaborate. If it does not, a Connection Failed error message will appear, and it may be necessary to manually configure the proxy settings in Blackboard Collaborate. In this step, Blackboard Collaborate will be manually configured to use a specified address and port number to connect to a proxy.

1. Cancel the authentication process by clicking the **Cancel** button when prompted to try again in the Elluminate *Live!* environment.

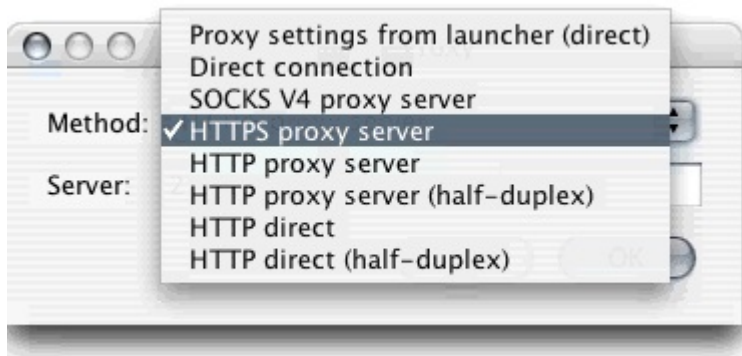


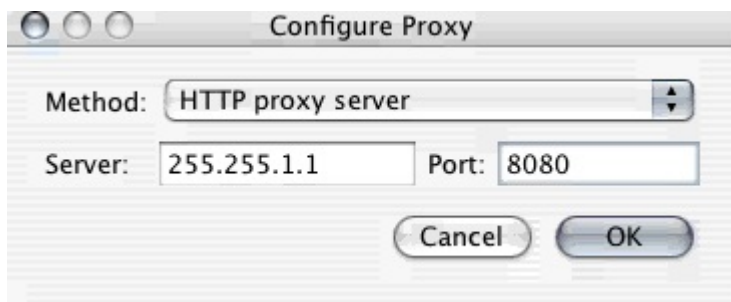
2. Select **Proxy Configuration...** from the **Session** menu.
3. In the 'Type of proxy server...' field, select 'Use HTTP proxy server'.
4. Enter the proxy address recorded in the step above into the Server field, and the port number into the Port field.

NOTE: The connection failed message may have different server information then from above. Blackboard Collaborate connects currently on servers el01.illuminate.com through - el08.illuminate.com.



5. Click **OK**.
6. Select **Join the Session** from the **Session** menu.
7. If this fails, go back to step 3 and select 'Use HTTPS proxy server'.





Document Link:

Optional Links:

If a connection still cannot be established you will need to contact your System Administrator because further configuration is necessary. Please provide them with the following information.

[System Administrator Information](#)