



Blackboard

## **Known Issue: Chrome, Firefox and Safari Browsers Blocking SAS Java Applets**

**Date Published:** Mar 25,2020 **Category:** Product:SAS; Version:SAS **Article No.:** 000053270

**Product:** Collaborate -SAS

**Service Pack(s):** SAS

**Description:** Beginning with Google Chrome version 42, Firefox version 52 and Safari version 12, these browsers will not load the Java Applets used in the SAS (Session Administration System).

### **Symptoms:**

Users are unable to access any features within the SAS that require an NPAPI plugin.

### **Important Update:**

Apple has removed support for legacy NPAPI plugins other than Adobe Flash with the release of Safari version 12.

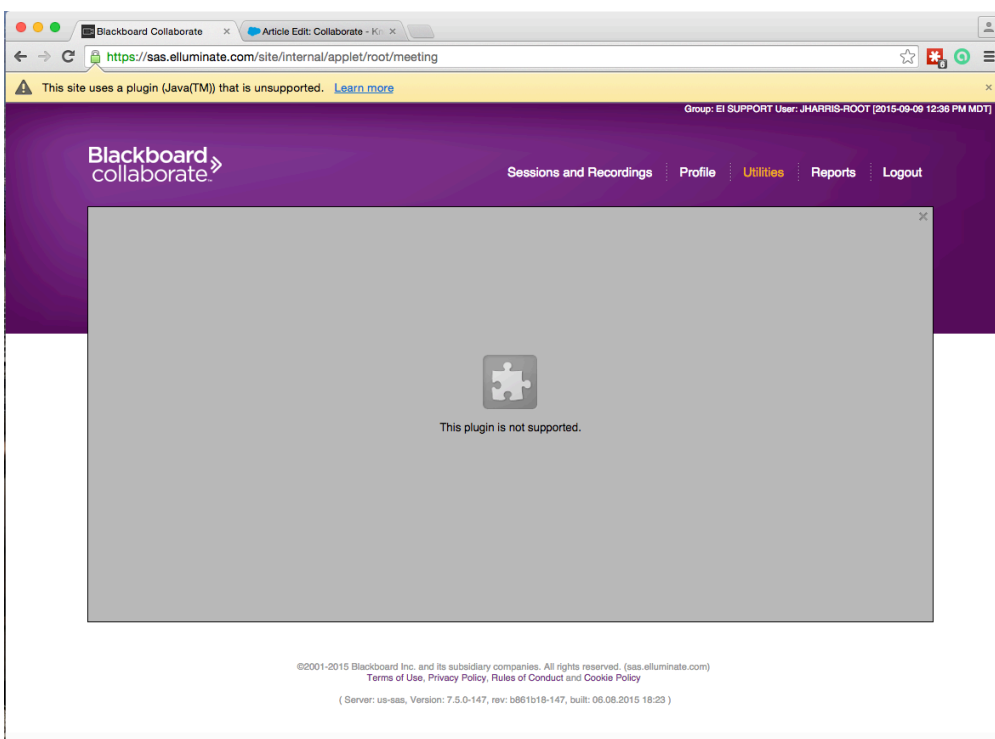
### **Important Update:**

Mozilla has announced that Firefox will stop supporting NPAPI plugins as of March 7th, 2017 with the release of Firefox Version 52.

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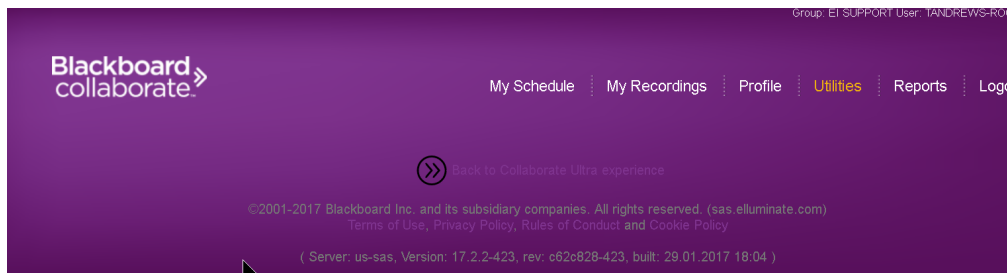
As of September 1, 2015 Google Chrome version 45.0.2454.85 has permanently stopped supporting NPAPI browser plugins. This includes the use of Java in the web browser as well as most media player plugins. Before this date, it is possible to configure Chrome to allow this content; after this date, it will no longer be possible to use these plugins. The Edge browser from Microsoft does not support NPAPI plugins either.

### **Chrome screenshot:**



If you mouse over the puzzle icon, it will read "This plug-in is not supported"

## Firefox Screenshot:



## Affected Platforms

All Windows, Mac and Linux Operating Systems using the following Web Browsers:

- Google Chrome version 42 or greater.
- Firefox version 52 or greater.
- Microsoft Edge browser.
- Safari version 12 or greater.

**Cause:** As of September 1, 2015 Google Chrome version 45.0.2454.85 has permanently stopped allowing NPAPI plugins to run in the web browser.

Mozilla has announced that it will stop supporting NPAPI plugins as of March 7th, 2017 with the release of Firefox Version 52. This includes the Java applets that the SAS uses as well as any NPAPI plugin.

**Resolution/Workaround:**

## Resolution / Workaround

Users can work around this issue by utilizing a web browser that continues to support NPAPI plugins. For example, Windows users can use [Internet Explorer](#), while some Mac users have reported success using [Waterfox Classic](#).

