



Blackboard

Blackboard Collaborate Original Experience (Web Conferencing): System Requirements

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Product: Collaborate -Web Conferencing

Technologies:

Blackboard Collaborate Original Experience (Web Conferencing) System Requirements

Below, please find the supported Operating Systems, supported Internet Browsers, and recommended system specifications for using Blackboard Collaborate Web Conferencing 12.6.

The screenshot displays the Blackboard Collaborate interface. On the left, a purple banner reads "Blackboard collaborate". Below it, a white box titled "Downloading Session" contains the following text: "When the session file has finished downloading, open meeting.collab in your browser's Downloads folder to join the session . If you can't open the .collab file, download the Blackboard Collaborate Launcher. Still can't get into your session? Please read our troubleshooting help topic." On the right, a browser window titled "JESSICA'S SUPPORT ROOM" is open. The browser's address bar shows "Public Page" and "1/1". The page content is mostly blank, with a sidebar on the right containing a "PARTICIPANTS" list. The list shows "Jessica Moderator" and "MAIN ROOM (1)" with "Jessica Moderator (You)" listed below it. The top of the browser window has a menu bar with "AUDIO & VIDEO" and "CHAT" options, along with "Talk" and "Video" buttons.

Not the product you are using? Collaborate Ultra Browser Requirements can be found here - https://help.blackboard.com/Collaborate/Ultra/Participant/Get_Started/Browser_Support

Blackboard Collaborate Original Experience (Web Conferencing)

Definitions of Terms

Certified: fully tested and supported.

Compatible: partially tested and supported.

Provisional: untested but supported.

Unsupported: impossible or not supported.

Note: Later versions of a browser or operating system labeled Compatible or Certified are **provisionally supported** by Blackboard Collaborate Support unless otherwise noted.

	Internet Explorer 11	Microsoft Edge	Firefox (Latest Stable Release)	Chrome (Stable Channel)
Windows 8	Certified	Unsupported	Certified	Certified
Windows 10	Provisional	Certified	Certified	Certified
	Safari 12.x	Safari 13.X	Firefox (Latest Stable Release)	Chrome (Stable Channel)
Mac OS 10.12	Certified	Unsupported	Certified	Certified
Mac OS 10.13	Unsupported	Certified	Certified	Certified
Mac OS 10.14	Unsupported	Certified	Certified	Certified
Mac OS 10.15	Unsupported	Certified	Certified	Certified
Mac OS 11.0 Big Sur	Unsupported	Unsupported	Unsupported	Unsupported

Managers and Admins using SAS should be aware that no modern browsers support the NPAPI browser plugin needed to run Java applets. [Please review KBA 40427 for more details](#)

Firefox (Latest Stable Release) - For information on Firefox's public development channels, refer to [Firefox's Releases page](#). All other Firefox channels are unsupported.

Important Update: Mozilla has announced that Firefox will stop supporting NPAPI plugins as of March 7th, 2017. This includes the Java applets that the SAS uses as well as any NPAPI plugin. [Please review KBA 40427 for more details.](#)

Chrome (Stable Channel) - For information on Chrome's release channels, refer to the [Chrome Release Channels](#) page. All other Chrome channels are unsupported. Chrome does not support Java 7 on the Mac platform. A 64-bit browser (Safari or Firefox, for example) is required to run Java 7 on Mac OS X. 32-bit browsers such as Chrome do not support Java 7 on the Mac platform.

Important Update: Google Chrome, "Version 45.0.2454.85 has permanently stopped supporting NPAPI browser plugins. This includes the Java applets that the SAS uses as well as any NPAPI plugin. [Please review KBA 40427 for more details](#)

Linux - Linux (all distributions) is **NOT** supported for use with Blackboard Collaborate Web Conferencing.

Chrome OS - Chrome OS and Chromebooks are **NOT** supported for use with Blackboard Collaborate Web Conferencing.

MacOS Big Sur 11.0 - is **NOT** supported for use with Blackboard Collaborate Web Conferencing.

Note: 32 bit operating systems require a 32 bit JVM. 64 bit operating systems require a 64 bit JVM.

Operating System	Java Versions (JRE)
Windows 8, Windows 10	Java 7 and Java 8 Java Access Bridge 2.0.1
Mac OS X	Oracle Java 7 and Java 8

Additional 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 headphones (A headset with microphone/headphones is highly recommended)
- Webcam (optional)
- **Note:** Thin client solutions such as Citrix Metaframe and Virtual Machines are **NOT** supported for use with Blackboard Collaborate Web Conferencing.

System Requirements for Blackboard Collaborate mobile web conferencing:

Blackboard Collaborate Mobile Web Conferencing system requirements: [Mobile - System Requirements for Blackboard Collaborate Mobile Web Conferencing](#).

Supported Document Versions:

To find out which versions of Microsoft PowerPoint and OpenOffice/StarOffice Impress are supported in Blackboard Collaborate please refer to [Blackboard Collaborate - What versions of Microsoft PowerPoint and OpenOffice/StarOffice Impress can I use with Blackboard Collaborate Web Conferencing?](#)

Looking for Blackboard Collaborate Ultra Information?

- https://help.blackboard.com/Collaborate/Ultra/Administrator/About_Collaborate/Browser_Support

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