The Blackboard Collaborate Launcher

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The Blackboard Collaborate Launcher is a utility for Windows and Mac. It provides a convenient and reliable way for you to launch your Blackboard Collaborate web conferencing sessions and recordings. When you click **Join Room** on the **Room Details** page or a recording link in the **Recordings** table, Blackboard Collaborate checks to see if you have the launcher installed. If you do not, Blackboard Collaborate prompts you to download it.
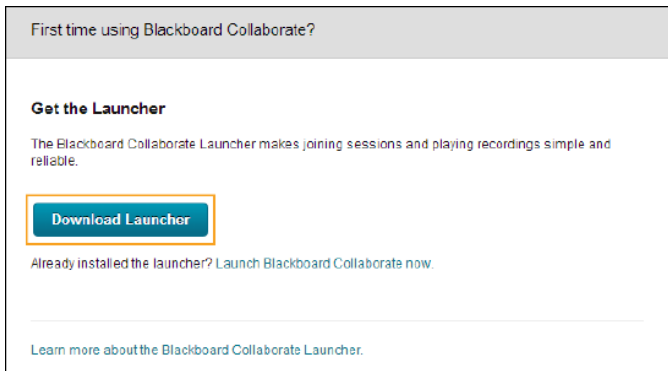
When the launcher is installed, clicking a session or recording link triggers the download of a .collab file. The launcher uses this file to launch Blackboard Collaborate using a known and stable version of Java. Because the launcher includes the required Java, you do not need to install and maintain the system version of Java.

(!) *These help topics document the Blackboard Collaborate Launcher available in **versions 4.4 and 4.6 or later** of the Blackboard Collaborate Building Block.*
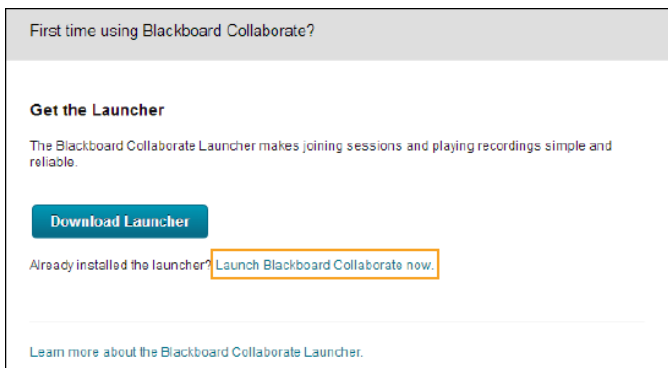
Install the Windows Launcher

Use the following steps to download and install the Blackboard Collaborate Launcher:

1. On the **Room Details** page, click **Join Room** or, in the **Recordings** table, click a recording link. Blackboard Collaborate prompts you to download the launcher installer if you have not installed the launcher or if your browser "thinks" you have not installed the launcher.

   - ***Actual first time user:*** If this is the first time you are using the launcher, click **Download Launcher** in the **First time using Blackboard Collaborate?** pop-up window.
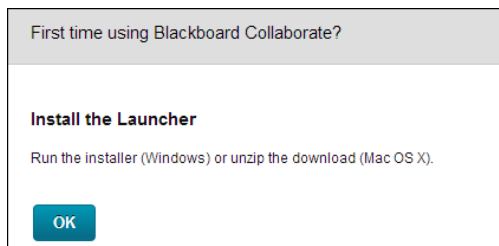
◦ *Apparent first time user:* Even if you already installed the launcher, you may be treated as a "first time user" and be prompted to download the launcher. This can happen if you cleared your cache and cookies last time you exited your browser, use secure or private browsing, or use a different browser.

If this is the case, you do not need to re-download the installer again. In the **First time using Blackboard Collaborate?** pop-up window, click **Launch Blackboard Collaborate now** to bypass the download and then open your .collab file.

2. A pop-up window reminds you to install the launcher. Do not click **OK** until after you have installed the launcher.

    *Internet Explorer and Firefox users, if you do click **OK** now, your prompt to open and run the installer file will be hidden behind a prompt to open the meeting.collab file.*
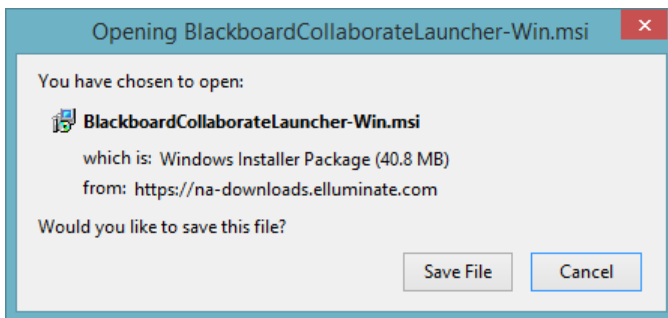

3. Open the Blackboard Collaborate setup wizard. Different browsers handle this scenario differently and the behavior of each browser may vary depending on how you configured your browser settings.
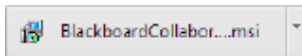
(!) *If your browser also prompts you to open the .collab file, do not do so until you have installed the launcher.*

⚑ *When you run the installer, you possibly may see an **Installer Information** dialog that says "the cabinet file is corrupt and cannot be used." It means the download of the installer was incomplete. This will happen if you lost your connection during download. Download the installer again.*

◦ ***Firefox*** prompts you to save the Windows installer `BlackboardCollaborateLauncher-Win.msi`. Save the file. The default save location is your browser's **Downloads** library. Open the **Downloads** library and, when the download is complete, open the file to start the Blackboard Collaborate setup wizard.
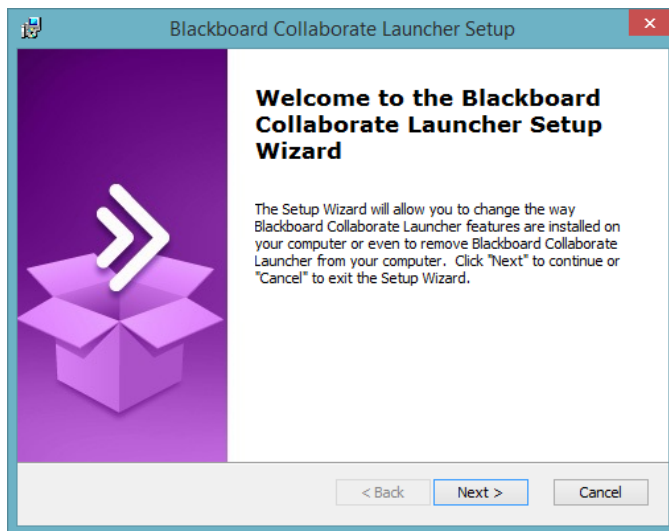
Opening BlackboardCollaborateLauncher-Win.msi ☒

You have chosen to open:

🗄 **BlackboardCollaborateLauncher-Win.msi**

which is: Windows Installer Package (40.8 MB)

from: https://na-downloads.elluminate.com

Would you like to save this file?

Save File   Cancel

◦ ***Chrome*** prompts you to save the Windows installer `BlackboardCollaborateLauncher-Win.msi`. Save the file. The default save location is your **Downloads** folder. In the bottom-left corner of your browser window, Chrome shows you the progress of the download. When the download is complete, click the downloaded file to start the Blackboard Collaborate setup wizard.

🗄 BlackboardCollabor....msi   ▾

◦ ***Internet Explorer*** prompts you to run or save the Windows installer `BlackboardCollaborateLauncher-Win.msi`. Click **Run** to start the Blackboard Collaborate setup wizard.

Do you want to run or save **BlackboardCollaborateLauncher-Win.msi** (40.8 MB) from **na-downloads.elluminate.com**?   Run   Save   ▾   Cancel   ✕

4. Click **Next >** to start the setup wizard and **Finish** when complete.

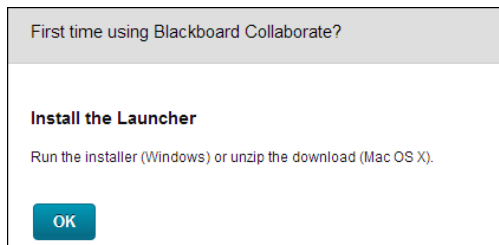**Blackboard** Collaborate: The Blackboard Collaborate Launcher

🚩 *If you see the **Modify, Repair or Remove installation** screen, the launcher is already installed. Click **Cancel** to exit the setup wizard.*

The setup wizard installs the Windows launcher and adds it to the **Start** menu.

🚩 *Windows 8 or later users can find the launcher on the **Start** page in **Metro** view.*

5. In the pop-up window reminder, click **OK** to confirm you installed the launcher.
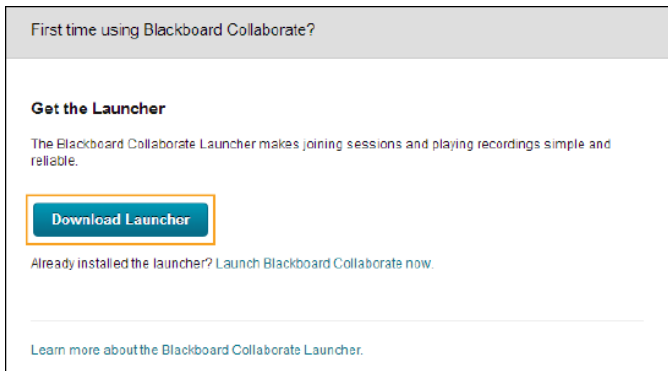

6. Open `meeting.collab` to join your session or `play.collab` to play your recording. If you don't see a prompt to do so, open the file in your **Downloads** folder.
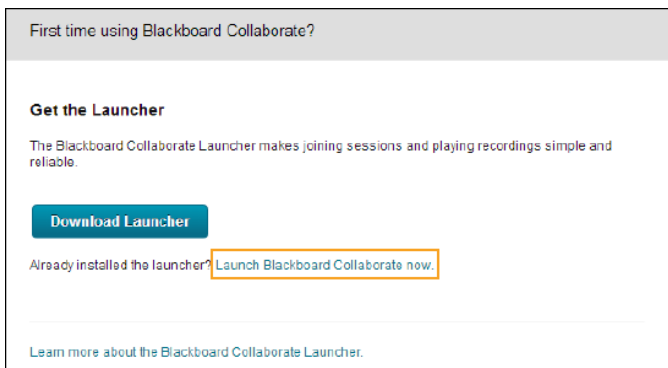
Install the Mac Launcher

Use the following steps to download and install the Blackboard Collaborate Launcher:

1. On the **Room Details** page, click **Join Room** or, in the **Recordings** table, click a recording link. Blackboard Collaborate prompts you to download the launcher ZIP installer if you have not installed the launcher or if your browser "thinks" you have not installed the launcher.

   ◦ **Actual first time user:** If this is the first time you are using the launcher, click **Download Launcher i**n the **First time using Blackboard Collaborate?** pop-up window.

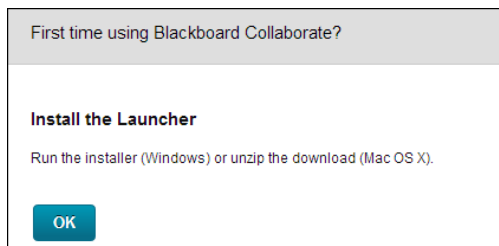**Blackboard** Collaborate: The Blackboard Collaborate Launcher

- ○ *Apparent first time user:* Even if you already installed the launcher, you may be treated as a "first time user" and be prompted to download the launcher. This can happen if you cleared your cache and cookies last time you exited your browser, use secure or private browsing, or use a different browser.

    If this is the case, you do not need to re-download the installer again. In the **First time using Blackboard Collaborate?** pop-up window, click **Launch Blackboard Collaborate now** to bypass the download and then open your .collab file.
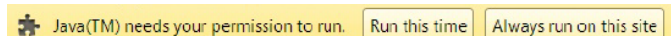

2. A pop-up window reminds you to install the launcher. Do not click **OK** until after you have installed the launcher.

   ⚑ *Firefox users, if you do click **OK** now, your prompt to open and run the installer file will be hidden behind a prompt to open the meeting.collab file.*

3. Java may prompt you for permission to run. To avoid this step in the future, click **Always run on this site**.

Blackboard Collaborate: The Blackboard Collaborate Launcher

4. When the installer file `BlackboardCollaborateLauncher-Mac.zip` is fully downloaded, unzip the file to install the launcher.

    - ◦ ***Safari*** automatically unzips the file and installs the launcher. No further action is required.

    - ◦ In ***Firefox*** and ***Chrome***, open the ZIP file in your **Downloads** folder to unzip and install the launcher.
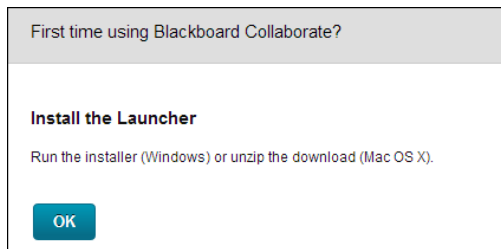
      Your browser may ask you which application to use to open the ZIP file. If so, select the Archive Utility in `System/Library/CoreServices`.

    ⓘ *If your browser also prompts you to open the .collab file, do not do so until you have installed the launcher.*

    ⚑ *When you unzip the installer using the **Archive Utility**, you possibly may see the error "Unable to expand BlackboardCollaborateLauncher-Mac.zip into Downloads. (Error 2 - No such file or directory.)". It means the download of the installer was incomplete. This will happen if you lost your connection during download. Download the installer ZIP file again.*

    By default, the launcher resides in the **Downloads** folder. When you open your session or recording .collab file, Blackboard Collaborate gives you the option to move the launcher to your **Applications** folder.

5. In the pop-up window reminder, click **OK** to confirm you installed the launcher.

    First time using Blackboard Collaborate?

    Install the Launcher
    Run the installer (Windows) or unzip the download (Mac OS X).

    [OK]

6. Open `meeting.collab` to join your session or `play.collab` to play your recording. If you don't see a prompt to do so, open the file in your **Downloads** folder.

Blackboard Collaborate: The Blackboard Collaborate Launcher