Web Conferencing - System Requirements for Blackboard Collaborate Web Conferencing 12.6

Date Published: Oct 02,2019 **Category:** Product:First_Time_Users; Version:Web_Conferencing **Article No.:** 000037388

Product: Collaborate -Web Conferencing

Client Technologies:

Blackboard Collaborate 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.

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.

Blackboard Collaborate Web Conferencing

	Internet Explorer 8	Internet Explorer 9	Internet Explorer 10	Internet Explorer 11	Microsoft Edge	Firefox (Latest Stable Release)	Chrome (Stable Channel)
Windows 7	Compatible	Certified	Provisional	Certified	Unsupported	Certified	Certified
Windows 8	Unsupported	Unsupported	Certified	Certified	Unsupported	Certified	Certified
Windows 10	Unsupported	Unsupported	Unsupported	Provisional	Certified	Certified	Certified

	Safari 9.x		Safari 10.X	Firefox (Latest Stable Release)	Chrome (Stable Channel)
Mac OS	Unsupported		Unsupported	Certified	Unsupported - Please review the end note

				below if using Java 7 with Mac.
Mac OS 10.9	Certified	Unsupported	Certified	Unsupported - Please review the end note below if using Java 7 with Mac.
Mac OS 10.10	Certified- Please review end note below about using the Blackboard Collaborate Launcher.	Certified- Please review end note below about using the Blackboard Collaborate Launcher.	Certified - Please review end note below about using the Blackboard Collaborate Launcher.	Unsupported - Please review the end note below if using Java 7 with Mac.
Mac OS 10.11	Certified- Please review end note below about using the Blackboard Collaborate Launcher.	Certified- Please review end note below about using the Blackboard Collaborate Launcher.	Certified - Please review end note below about using the Blackboard Collaborate Launcher.	Unsupported - Please review the end note below if using Java 7 with Mac.
Mac OS 10.12	Unsupported	Certified- Please review end note below about using the Blackboard Collaborate Launcher.	Provisional - Please review end note below about using the Blackboard Collaborate Launcher.	Unsupported - Please review the end note below if using Java 7 with Mac.
Mac OS 10.13	Unsupported	Certified- Please review end note below about using the Blackboard Collaborate Launcher.	Provisional - Please review end note below about using the Blackboard Collaborate Launcher.	Unsupported - Please review the end note below if using Java 7 with Mac.

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.

Supported Java Versions

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 7,8,10	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?](#)