

## Knowledge Base

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**Web Conferencing - Common issues encountered by web conferencing users**

### COMMON ISSUES ENCOUNTERED BY WEB CONFERENCING USERS

Many user issues that arrive in Collaborate Technical Support are related to a lack of product knowledge on the part of the user. Consult our [On-Demand Learning Center](#), which has a number of Blackboard Collaborate web conferencing resources for both Moderators and Participants, including online training, user's guides, quick reference guides and recordings.

Some issues are not related to users' lack of product knowledge. This article addresses issues commonly encountered by Blackboard Collaborate web conferencing users:

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#### Topic Information

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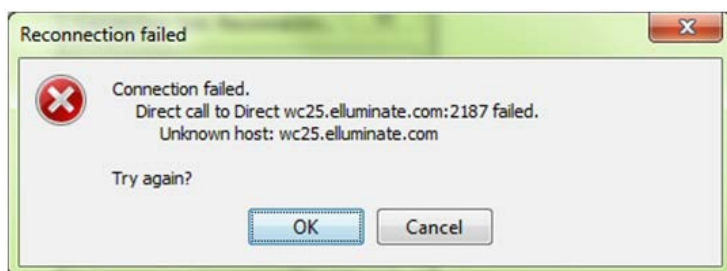
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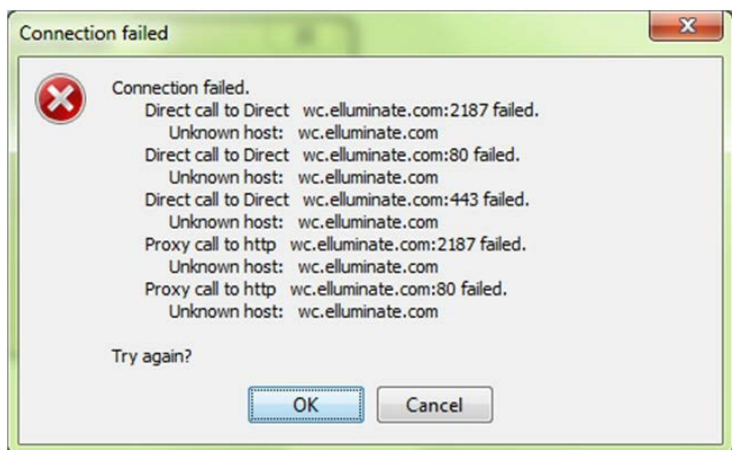
### Connection Failed Errors

Connection Failed messages occur when the user is unable to connect to the Blackboard Collaborate Web Conferencing server. This error can occur under the following conditions:

- The active connection is dropped
- Security software is blocking the connection
- A router or network device is blocking the connection
- Security or network rules are preventing connections over port 80, 2187 or 443
- Network proxy preventing connection

In such cases, the user may receive an error similar (but not limited to) the screenshots below:





### Troubleshooting Connection Issues

This issue is related to the end user's Internet connection and should be addressed by investigating the connection and areas that effect the connection:

- Make sure that there is an active Internet connection.
- Check the stability of the connection. It is possible that a poor connection such as a satellite, wireless or connection of a congested network could cause this problem.
- Attempt to access the configuration room located at:  
<http://tinyurl.com/bbcollabConfigurationRoom>
- Verify that personal computer security software is allowing java to access \*.illuminate.com and \*.blackboardcollaborate.com
- Check ports 80, 2187 and 443 and ensure that these ports open and accessible to illuminate.com and blackboardcollaborate.com
- Verify that all proxy configurations allow access to illuminate.com and blackboardcollaborate.com over ports 80, 2187 and 443.

### Unable To Launch The Application Error

This error occurs when there is a problem with downloading or executing the JAR (Java Resource) files that are required by web conferencing to run. Often this is caused by a problem with the Java cache or deployment folder.

When an "Unable to launch the application" error is displayed, the Java cache is typically full or corrupted or web conferencing is unable to write to the Java cache.

### Troubleshooting Unable To Launch The Application Error

Try the following solutions, starting with the first and moving through the list until your problem is solved:

- Ensure that you are connected to the Internet and that the connection is active.
- Clear your Internet browser's cache
- [Clear your Java cache.](#)
- [Check your computer's personal firewall/router.](#)
- [Verify the correct proxy settings.](#)

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### Java Web Start Installation Errors

Java Web Start is a required software package necessary for Blackboard Collaborate web conferencing which ensures that the latest version of Web Conferencing is running and ensures easy start-up. If the Java Web Start installer application has trouble installing or running a Java Web Start error will likely be displayed. Typically problems occur when the computer does not have correct permissions or when computer resources are low or inadequate to perform the installation.

### Troubleshooting Java Web Start Installation Errors

This issue is related to the inability to run on install Java Web Start due access restrictions resource availability. When troubleshooting this issue, check the following:

- Verify that there is a stable connection to the Internet.
- Verify that there is enough disk space and that the computer meets the minimum system requirements.
- Verify that the system is not overloaded with competing software and that all applications are closed when running. Verify that the computer has been restarted to clear system memory and competing resources. Close all start-up programs.
- Verify permissions are available to install the software.

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## Unable To View Recording Errors

When clicking on the link to a recording an error message will display. This can be caused by the fact the session was not recorded, the session was deleted OR the recording was deleted (*please note that deleting the session will also delete the recording*).

## Troubleshooting Recording Issues

Unfortunately, in most cases, the session was not recorded. If this is the case, a recording of the session cannot be recovered. In most all cases, a session that was deleted or if the recording was deleted, the recordings are irrecoverable. If a session was deleted and the recording has disappeared and you wish to recover the associated session recordings, please contact Blackboard Collaborate technical support as soon as possible.

Missing recordings, in general, are not recoverable. It is important to remind end users not to remove recordings or their parent sessions. Also, it is important to remind users to properly begin and end a recording if the session is to be recovered.

## Login Failed Error

When logging into a session with the wrong username and password will cause a Login failed error. In these cases, the end user is using the wrong username and/or wrong password to login to the session or session management tool.

## Troubleshooting Login Issues

Blackboard Collaborate does host the Web Conferencing platform and interface. However, Blackboard Collaborate is not responsible for managing specific user accounts for non-administrators. All end users should contact their institution's administrator for access as they will be responsible for managing direct access to sessions and accounts.

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## Session Launch Error

Session launch error typically occurs when the end user uses the wrong link to access a session.

### Session Launch Error

The session you are trying to join was not recognized.  
In most cases, the cause is one of the following scenarios:

- The session you are trying to join is not available at this time. If the session is more than 1 week in the future, please check back within 7 days of the session to view the session details.
- The link that you clicked on is malformed or it appears in an application that does not support links that wrap lines. You may copy the link from the application and paste it into your Browser's address area.
- You have copied only a portion of the link into your Browser's address area.
- The session has been deleted.

## Troubleshooting The Session Launch Error

This issue could be related to one of the following:

- The session you are trying to join is not available at this time. If the session is more than 1 week in the future, please check back within 7 days of the session to view the session details.
- The link that you clicked on is malformed or it appears in an application that does not support links that wrap lines. You may copy the link from the application and paste it into your Browser's address area.
- You have copied only a portion of the link into your Browser's address area.
- The session has been deleted and is unavailable.

While Blackboard Collaborate does host the Web Conferencing platform and interface, Blackboard Collaborate is not responsible for managing access for non-administrators. All end users should contact their institution's administrator for access as they will be responsible for managing direct access to sessions and accounts.

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## Audio & Video Quality Issues

Audio and video quality issues can cause problems with the overall flow of an online session. While Web Conferencing takes special care making accommodations for the broad range of end users connecting to a session there are a wide variety of variables that can affect the overall quality of a participant's ability to listen/view a session:

- Variability in Internet connection
- Quality of hardware device
- Sound/video driver/software

- Computer hardware
- Other running applications

## Troubleshooting Audio Quality Issues

When addressing audio and video quality issues, the following questions should be asked:

- Is everyone in the session experiencing quality issues?
- Are there audio/quality issues with other applications
- What is bandwidth/Internet connection speed? Is there network congestion?
- Is the connection wireless?
- What other applications are running? Could these applications be competing with processor or memory resources?
- Are audio and video drivers up to date?
- Will the device work with other programs

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