



Blackboard

Error: Operation Not Permitted - Unable to Launch the Application

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Product: Web Conferencing

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Document Summary:

Error Summary

When attempting to launch Web Conferencing sessions on Mac OS X with Norton Firewall installed, the following error message is returned: "**Unable to launch the application**"

Affected Platforms

- Mac OS X with Norton Firewall installed
- Web Conferencing

Document Details:

Description

It has been reported that when attempting to launch Web Conferencing sessions on Mac OS X with Norton Firewall installed, the following error message is returned: "**Unable to launch the application**". If you select "Details" on the error, you will see "**Operation Not Permitted**".

Solution/Workaround

This issue may be resolved by disabling Norton Firewall on your Mac. To do so, follow the steps below for detailed instructions.

Warning: Please be advised that this workaround disables some security features provided by Norton Internet Security. You may proceed at your own risk.

1. Search for **Norton** using the Spotlight search box.
2. Click the **Norton Internet Security** option.
3. Click the **Firewall** button located in the middle of the Norton Internet Security window.
4. Click the **Firewall** tab located on the left side of the Norton Internet Security window.
5. Turn off **Connection Blocking** by sliding the radio button to the left.
6. Type in your system password when prompted to do so.
7. The Connection Blocking should now be turned off.
8. Launch your web conferencing session.

Document Link:

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