Collaborate - Known Issue: Chrome Browser Blocking SAS Java Applets

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Product: Collaborate -SAS
Service Pack: SAS

Issue Description: Google Chrome "Version 42.0.2311.90 m" is currently blocking Java Applets used in the SAS (Session Administration System) by default.

Symptoms:

Known Issue Symptoms

Users are unable to access any feature inside the SAS login.

If you mouse over the puzzle icon, it will read "This plug-in is not supported"

Affected Platforms

All Windows, Mac and Linux Operating Systems using Google Chrome "Version 42.0.2311.90 m"
Cause: Google Chrome "Version 42.0.2311.90 m" blocks ALL NPAPI plugins (including Java).

Resolution/Workaround:

Resolution / Workaround

• Copy & paste the following text into your Google Chrome browser address bar. chrome://flags/#enable-npapi
• Click Enable, to Enable the NPAPI plug-in required by the SAS.

• Once NPAPI has been Enabled, you'll now have to close your Google Chrome Browser and restart it, for the change to take effect.

• Once you have enabled NPAPI, the Collaborate SAS applets will function correctly.