



Blackboard

Error: SSLException: User rejected Certificate Authorization for: sas.illuminate.com for JNLP file

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Product: Publish

Document Type: User Documentation

Document Summary:

Error Summary

Cannot access JNLP URL - SSLException: User rejected Certificate Authorization for: sas.illuminate.com for JNLP file

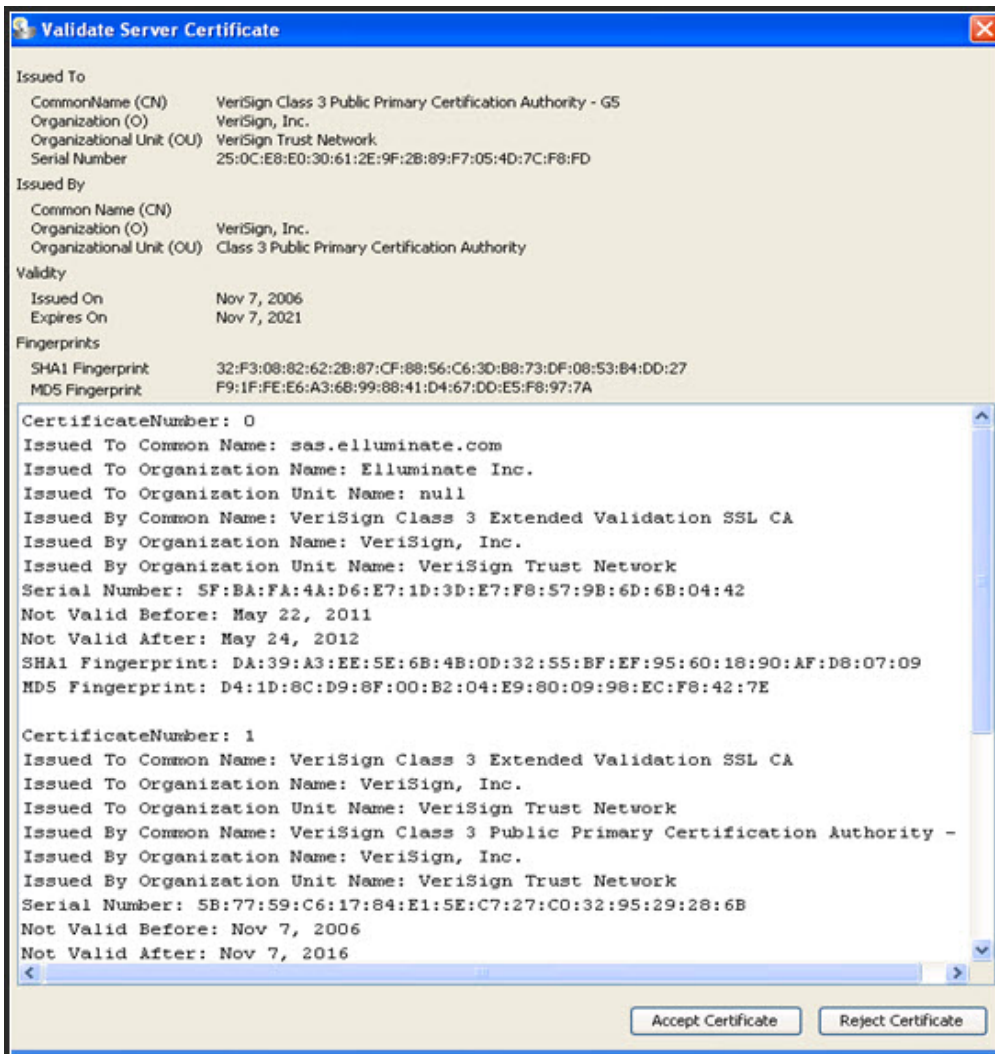
Affected Platforms and Software

Java 7, Java 8

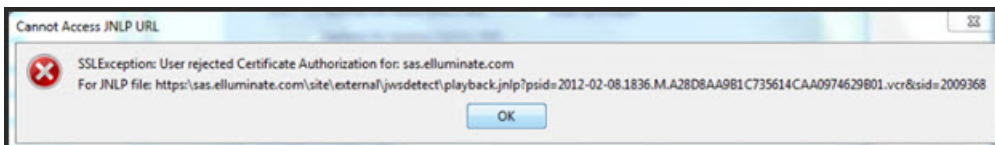
Document Details:

Description

If you are using Java 7 or Java 8 with Publish 2.4 you maybe experiencing problems accepting the server certificate. It has been reported that when you try to convert a recording you will be asked to validate the server certificate. If you click "Accept Certificate" nothing happens and if you click "Reject Certificate" you will receive the "Cannot Access JNLP URL" error shown in image 2 below.



(image 1: Validate Server Certificate)



(image 2: Cannot Access JNLP URL)

Solution/Workaround

First make sure you have the most updated release of [Publish!](#)

Workaround 1: Use Publish with Java 7 or Java 8

1. Locate the Playback URL address of the recorded session from the Session Administration System (SAS) or from the Blackboard Collaborate Recording email.
2. Copy the Playback URL address and paste it into the URL line of your Firefox web browser. If you do not have Firefox, go to <http://www.mozilla.org/en-US/firefox/new/> to download it.
3. Save the JNLP file to the computer without opening it.

Note: The JNLP file can be used only once. It is important to use a new file that has not been opened.

4. Open the JNLP file with Notepad or any other Text Editor program.
5. Copy the URL address listed at the bottom of the page between <argument> and </argument>.

For example:

<argument><https://sas.illuminate.com/site/external/download/recording?uid=F2B5123A308047B1D71A83F7E37D2433></argument>

6. Paste the URL address into the URL line of your web browser.
7. Save the .VCR file that you are prompted to download.
8. Open Illuminate Publish and then click the Browse... button to locate the .VCR file that is saved on your computer.
9. After selecting the desired options, click the Convert button at the bottom of the page.

Workaround 2: Use the SAS Recording Converter

As an alternative to Publish, you may use the SAS Recording Conversion service to produce MP3s and MP4s from your recordings. For more information, please refer to [Knowledge Base Article 37097](#).

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