Summary

Blackboard Collaborate web conferencing users may be experiencing a set of Java security warnings when launching sessions. These warnings are a result of a new way in which Java is handling digital signatures.

**Please note:** These warnings are indicating that our security certificate has expired, which is not accurate. The warnings are not a result of our software, resource files, or the technology being either unsigned or expired.

Document Details:

The reason users are receiving these warnings is because we do not sign our JNLP/Collab files. Our JNLP/Collab files include unique session URLs and authentication tokens. Given that these sessions are dynamically generated, we cannot pre-generate a digital signature for each session.

**Please Note:** The Server's Trusted Certificate is renewed as needed and is used to decrypt the digital signature for our server.

Screen Captures

Windows
Do you want to run this application?

Name: Blackboard Collaborate
Publisher: Blackboard Collaborate
From: https://.../classroom-full.jar

This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.

Do not show this again for apps from the publisher and location above

The application's digital signature has expired.

More Information

More Information

Part of the application is missing a digital signature. Only run if you trust the origin of the application.

This application will run with unrestricted access to your personal files and other facilities (webcam, microphone) on your computer.

Although the application has a digital signature, the application's associated file (JNLP) does not have one. A digital signature ensures that a file is from the vendor and that it has not been altered.

The certificate was issued by a trusted source.

Certificate Details...
MAC 10.7 or earlier

Note: Mac 10.8.4 users should be using the Blackboard Collaborate Launcher
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This application will run with unrestricted access to your personal files and other facilities (webcam, microphone) on your computer.

Although the application has a digital signature, the application's associated file (JNLP) does not have one. A digital signature ensures that a file is from the vendor and that it has not been altered.

The certificate was issued by a trusted source.

<table>
<thead>
<tr>
<th>Certificate Details...</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>V3</td>
</tr>
<tr>
<td>Serial Number</td>
<td>[4222410876401050275779585...</td>
</tr>
<tr>
<td>Signature Algorithm</td>
<td>[SHA1withRSA]</td>
</tr>
<tr>
<td>Issuer</td>
<td>CN=Thawte Code Signing CA - G2,...</td>
</tr>
<tr>
<td>Validity</td>
<td>[From: Mon Mar 18 00:00:00 UTC 2013, To: Wed Mar 18 23:59:59 UTC 2013]</td>
</tr>
<tr>
<td>Subject</td>
<td>CN=Blackboard Collaborate, OU=...</td>
</tr>
<tr>
<td>Signature</td>
<td>0000: 5D B6 4C B5 56 9A 82 A8 ...</td>
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<tr>
<td>MDS Fingerprint</td>
<td>20:5E:22:43:32:10:44:FE 5D:C3:0...</td>
</tr>
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</table>

Solution/Workaround
Windows:
To launch sessions, please select Do not show this again for apps from the publisher and location above then click Run when presented with these Java security warnings. Please Note: You will need to perform this task only once to eliminate the Java security warnings.

Mac:
To launch sessions, please select Allow all applications from "na-downloads.elluminate.com" with this signature then click Allow when presented with this Java security warning. Please Note: You will need to perform this task only once to eliminate the Java security warnings.

Important Note:

Blackboard Collaborate is actively working on a Java mitigation strategy!
Because Apple introduced more aggressive security measures around Java where the default security settings did not allow sessions to launch, we have already delivered a Java-independent “Launcher” solution for Apple Mac OSX 10.8.4+. Blackboard Collaborate is currently actively working on a Windows version of the Blackboard Collaborate Launcher that is intended for delivery the first half of 2014.

The Blackboard Collaborate Launcher’s goal is to remove the barrier to instant collaboration by reducing the impact of Oracle’s Java updates, as well as Apple’s actions. In short, with this solution, users will not need to install Java and Java updates on their systems in order to use Collaborate web conferencing. The Launcher contains a stable version of Java that only Collaborate web conferencing can call and use, therefore, securely eliminating our dependency on system Oracle Java. For customers using this Launcher, a new release of Java by Oracle will not create new issues for the web conferencing users.

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