Known Issue: Java 8 update 40 causes tiny chat fonts and wrong alignment text

Date Published: Mar 31, 2015 Category: Product:Java_Known_Issues_and_Error_Messages; Version:Java_and_Blackboard_Collaborate_Launcher Article No.: 000040231

Product: Collaborate -Web Conferencing
Service Pack: Java and Blackboard Collaborate Launcher

Issue Description: When a user opens a .jnlp/.collab file using Java 8 update 40, the chat window becomes very difficult to use because the font becomes very small and misaligned.

Symptoms:

Known Issue Symptom

If a user with Java 8 update 40, opens a Collaborate web conferencing session and uses the chat tool. The user will notice that the font size is tiny and the text is misaligned.

Screen Shot

Affected Platforms

Users with Java 8 Update 40, installed
Resolution/Workaround:
The current workaround is to downgrade Java to any other supported version:

**Supported Java Versions**

**Note:** 32 bit operating systems require a 32 bit JVM. 64 bit operating systems require a 64 bit JVM.

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Java Versions (JRE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP, Vista, 7, 8</td>
<td>Java 7 and Java 8 (update 31 and lower)</td>
</tr>
<tr>
<td></td>
<td>Java Access Bridge 2.0.1</td>
</tr>
</tbody>
</table>

Or to open the session using the Collaborate Launcher.

The information contained in the Knowledge Base was written and/or verified by Blackboard Support. It is approved for client use. Nothing in the Knowledge Base shall be deemed to modify your license in any way to any Blackboard product. If you have comments, questions, or concerns, please send an email to kb@blackboard.com. © 2015 Blackboard Inc. All rights reserved