Mac OS X Users Using Java 7 Cannot Copy and Paste in the SAS Using the Standard Practices

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Product: Collaborate -SAS
Service Pack: SAS

Issue Description: If you are a Mac OS X user with 10.7 - 10.10 who has upgraded to Oracle's Java 7 (including up to update 75) and you use the SAS Java applet (Recordings screen of the Session Management Utilities) to access recording links, you will not be able to copy and paste the links in the standard ways: entering the Command-C and Command-V keyboard shortcuts or selecting Copy or Paste from the Edit menu.

Symptoms:

If you are a Mac OS X user with 10.7 - 10.10 who has upgraded to Oracle's Java 7 (including up to update 75) and you use the SAS Java applet (Recordings screen of the Session Management Utilities) to access recording links, you will not be able to copy and paste the links in the standard ways: entering the Command-C and Command-V keyboard shortcuts or selecting Copy or Paste from the Edit menu.

Note: When pasting a link outside of a Java applet, such as in an email or word processing program, you can still use the keyboard shortcut Command-V.

Affected Platforms

Mac OSX 10.7, 10.8, 10.9 and 10.10 machines with Java 7 installed.

To determine if you have Java 7, please refer to Oracle's Java Test Page?

Resolution/Workaround:

Use the following keyboard shortcuts:
Control-C to copy a link from the SAS Java applet (Command-V required to paste copied content to external application)
Control-V to paste a link into the SAS Java applet (Command-C required to copy content from external application)

Note: Content can be copied into or out of the SAS Java applet once in Google Chrome and then stop working (require a restart). This is a known issue with Google Chrome and Mac OS X. As a result, we recommend Java users consider alternatives to Chrome as soon as possible. Instead, we recommend Firefox, Internet Explorer and Safari as longer-term options.

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