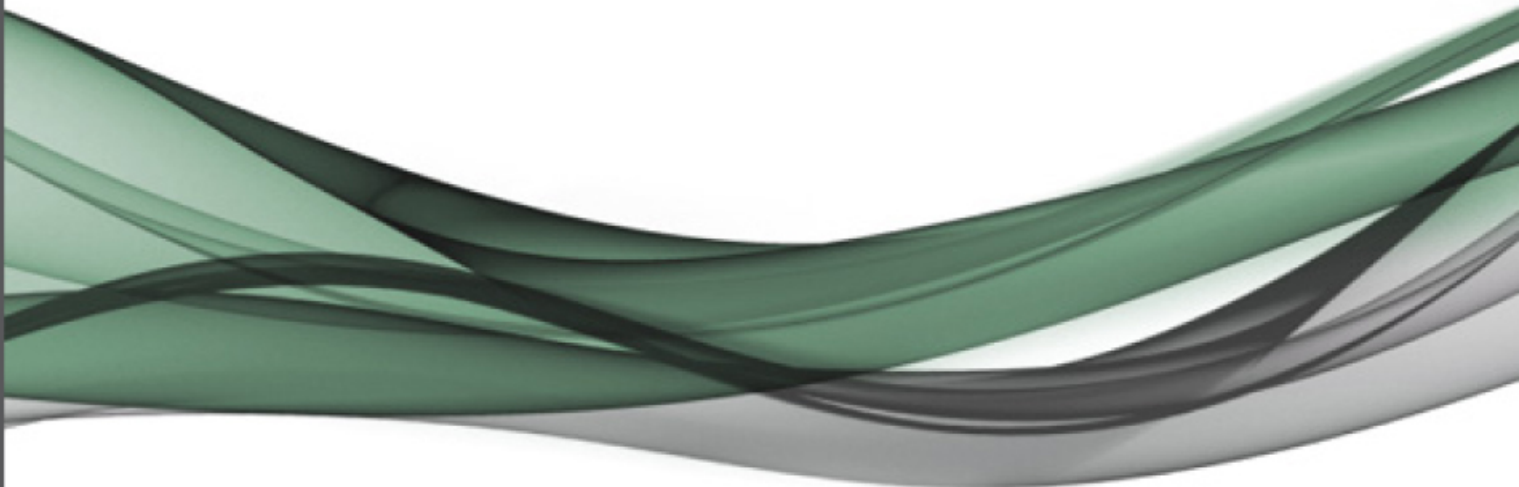


## **FAQ: troubleshooting Java for Saba Web Access**



Published: 06/11/2013

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# What are the Java requirements for using Saba Meeting?

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Saba Web Access requires:

- Java 1.6.0\_10 or later must be installed on your computer.
- A Java plugin must be enabled in your browser.

 **Note:** Saba Meeting uses a signed Java Applet. You must access it each time if prompted by your browser.

## Related Links

[\*How do I enable Java in Internet Explorer on Windows?\*](#) on page 9

To successfully use Saba Web Access on Windows, you must enable the Java plugin in your browser. When Java plugin is not enabled, a black blank screen appears when you attempt to join a session.

[\*How do I check if I have a supported version of Java?\*](#) on page 5

Java 1.6.0\_10 or later must be installed and enabled in your browser to attend or lead events using Saba Web Access. Follow the below steps to verify if your version of Java is supported.

[\*How do I enable Java in Safari on Mac?\*](#) on page 7

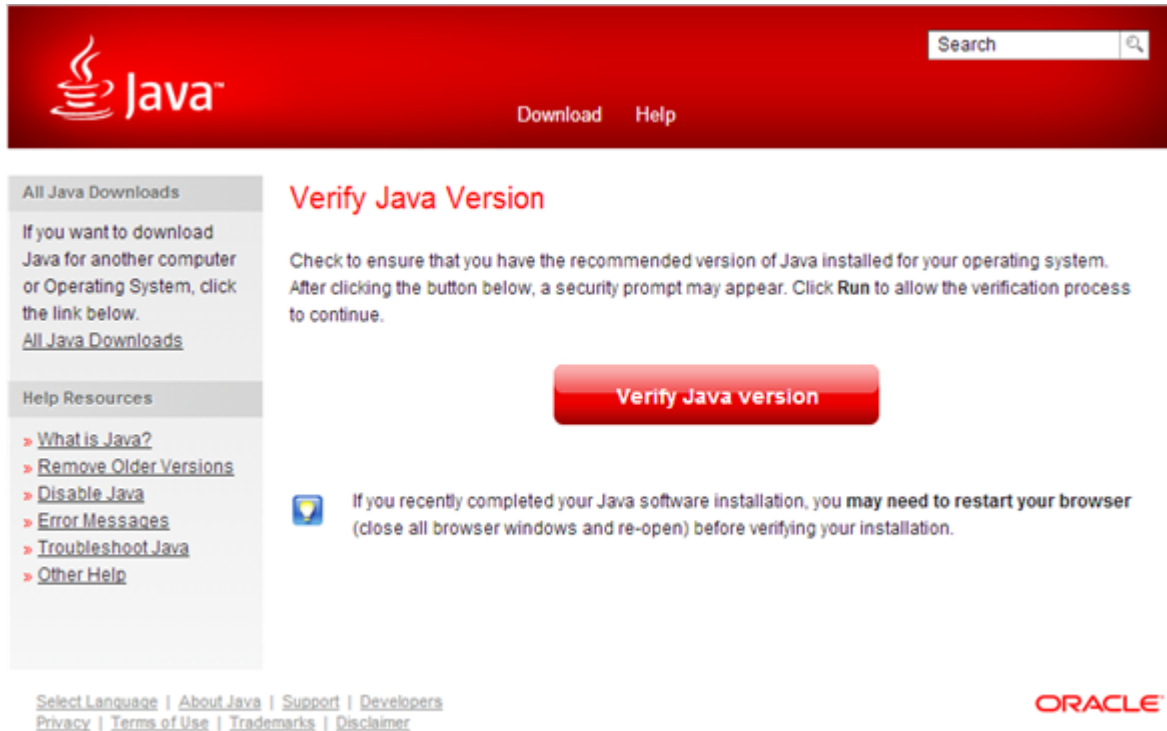
To successfully use Saba Web Access using Safari on Mac, you must allow the Java applet to load. When Java is blocked, a black blank screen appears when you attempt to join a session. Follow the below steps to configure Safari preferences to always allow the Java plugin to load for the Saba Meeting web site.

# How do I check if I have a supported version of Java?

Java 1.6.0\_10 or later must be installed and enabled in your browser to attend or lead events using Saba Web Access. Follow the below steps to verify if your version of Java is supported.

## Procedure

1. Click the following URL: <http://www.java.com/en/download/installed.jsp>.



2. Click the **Verify Java version** button.
3. If you have an older version of Java, you will be prompted for a permission to run Java. Click the **Run this time** button.



4. A security prompt may appear. Click **Run** to allow the verification process to continue.
5. If you have an older version of Java, click the **Download Java Now** button.
6. Follow the installer prompts to install Java.
7. Restart your computer.

### What to do next

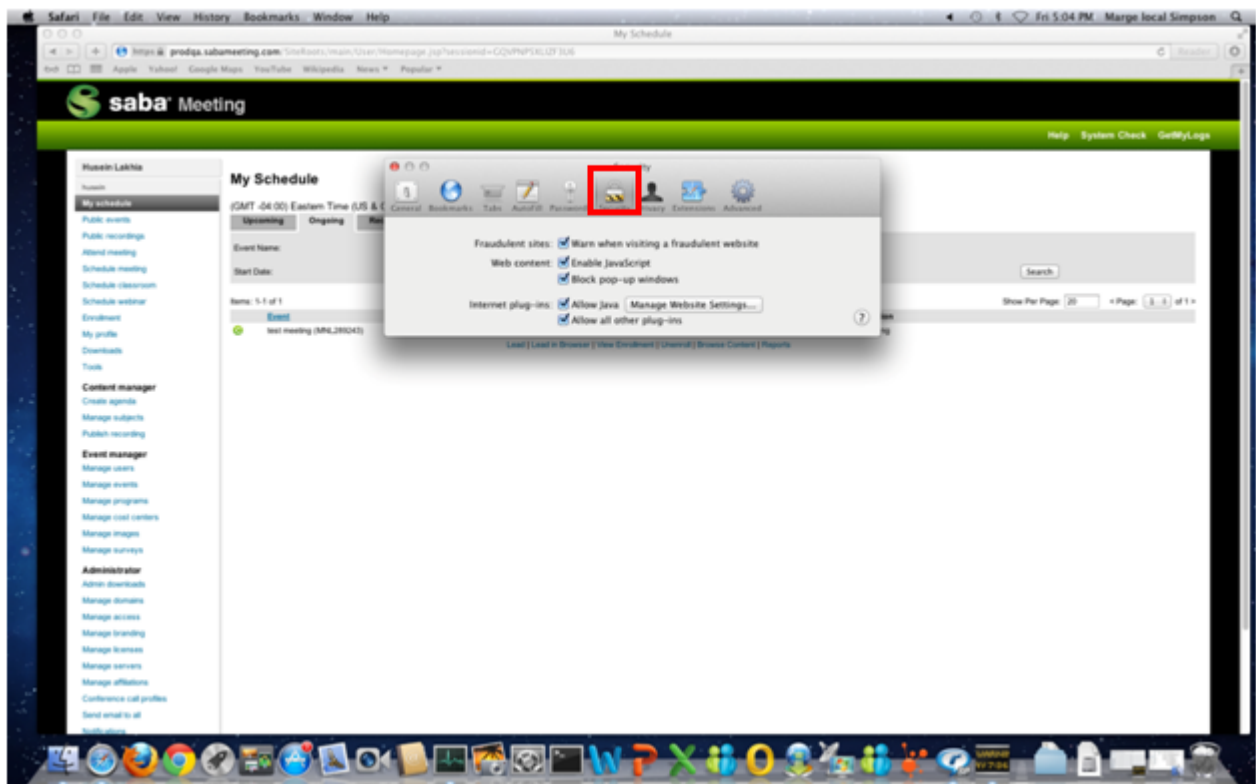
After you have verified that a supported version of Java has been installed, you must enable the Java plugin in your browser.

# How do I enable Java in Safari on Mac?

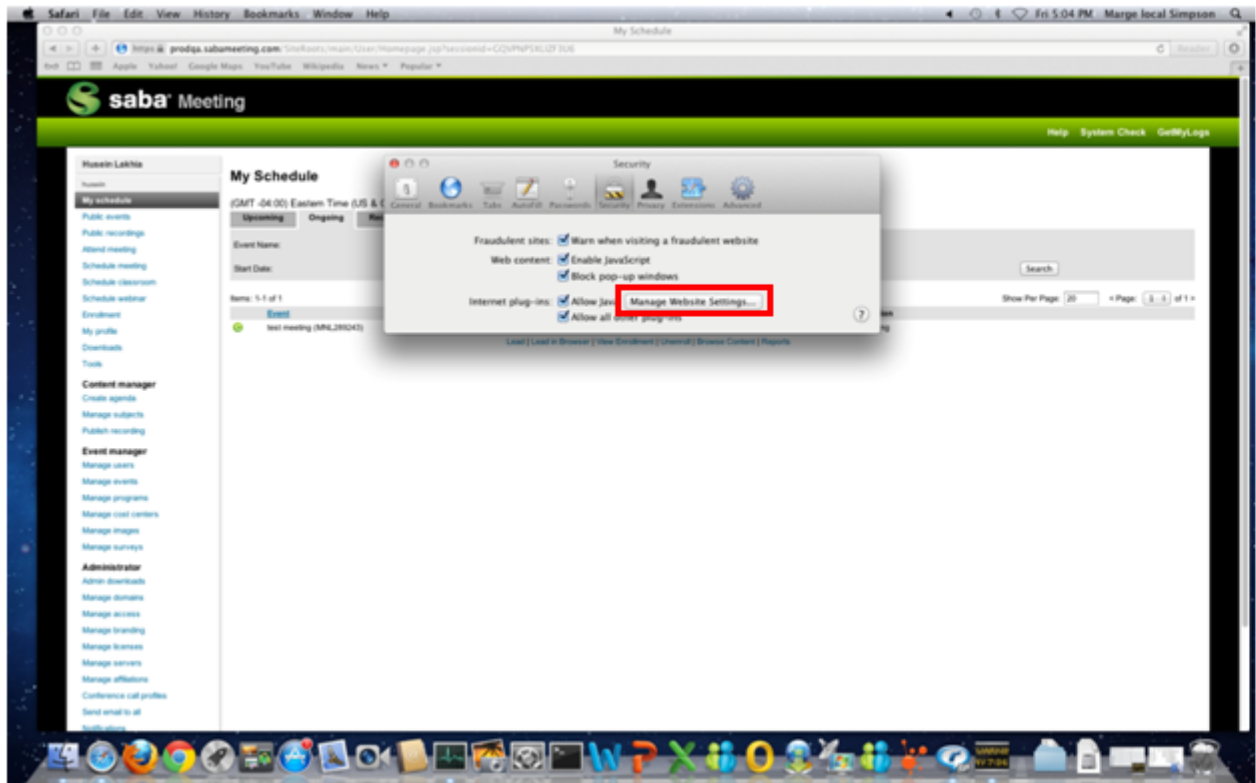
To successfully use Saba Web Access using Safari on Mac, you must allow the Java applet to load. When Java is blocked, a black blank screen appears when you attempt to join a session. Follow the below steps to configure Safari preferences to always allow the Java plugin to load for the Saba Meeting web site.

## Procedure

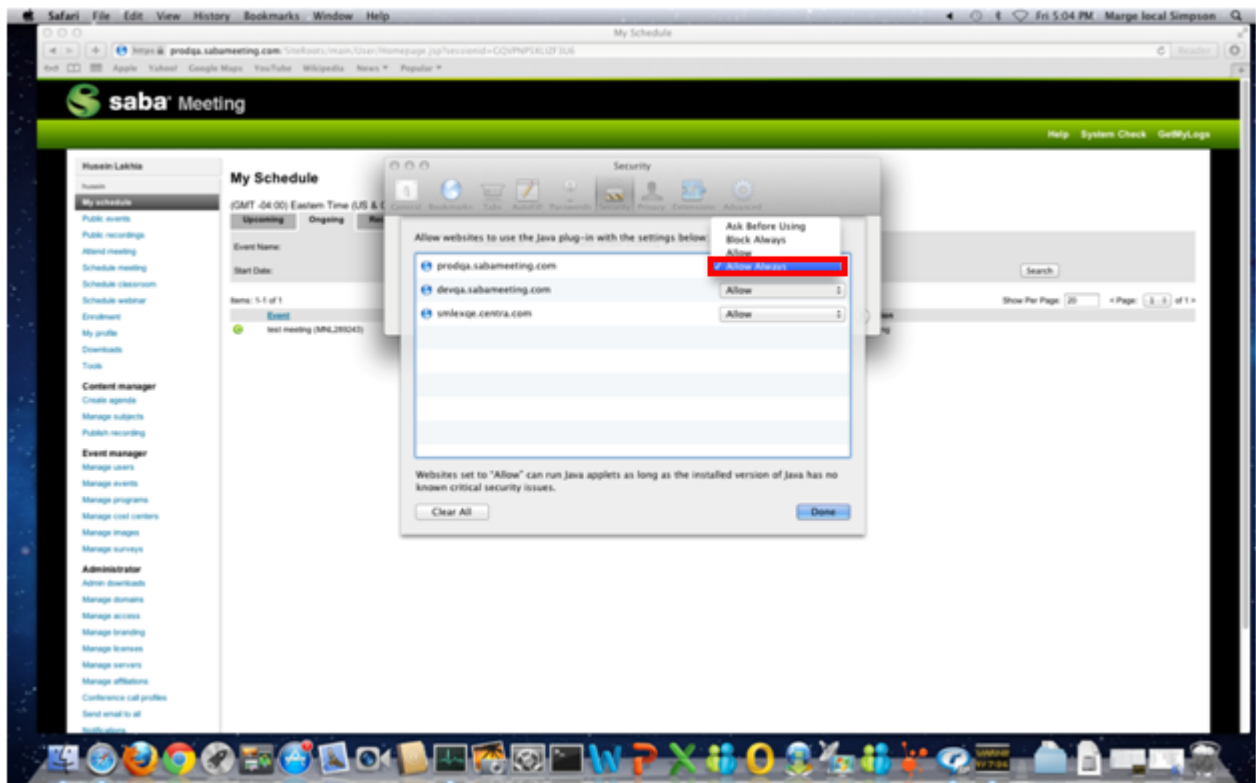
1. In the browser toolbar, click **Safari > Preferences**.
2. Click the **Security** button.



3. Click the **Manage Website Settings** button.



4. Select **Always allow** from the list for the Saba Meeting website.



5. Click **Done**.
6. Restart Safari.



# How do I enable Java in Internet Explorer on Windows?

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To successfully use Saba Web Access on Windows, you must enable the Java plugin in your browser. When Java plugin is not enabled, a black blank screen appears when you attempt to join a session.

## Procedure

1. In the Internet Explorer, from the **Tools** menu, select **Manage Add-ons**.
2. Find the Java add-on and click **Enable**.

### Example

Watch the [how-to video](#).

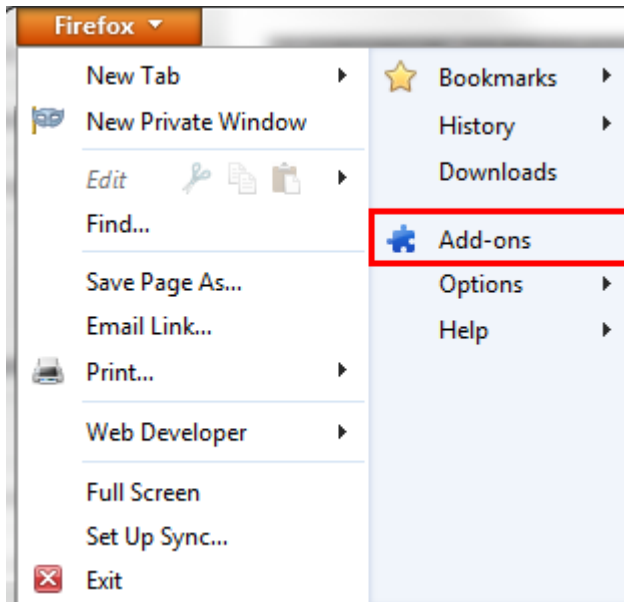
# How do I enable Java in FireFox on Windows?

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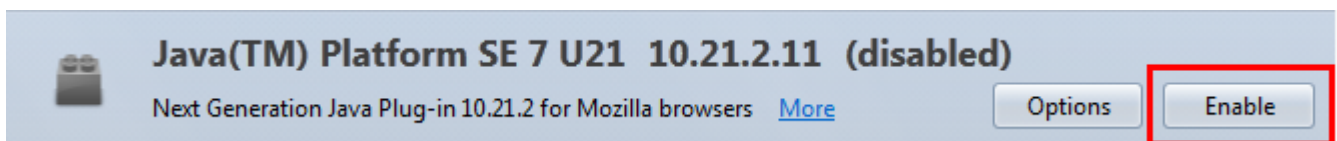
To successfully use Saba Web Access using FireFox on Windows, you must allow the Java applet to run in your browser. When Java is blocked, you cannot join a session. Follow the below steps to configure FireFox to enable the Java add-on.

## Procedure

1. From **FireFox**, select **Add-ons**.



2. Find and enable the Java plugin.



3. Restart the browser.

### Example

Watch the [how-to video](#).

# How do I enable Java in Chrome on Windows?

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To successfully use Saba Web Access using Chrome on Windows, you must allow the Java applet to run in your browser. When Java is blocked, a black blank screen appears when you attempt to join a session. Follow the below steps to configure Chrome preferences to always allow the Java applet to load for the Saba Meeting web site.

## Procedure

1. In the browser address line, type in: `Chrome:plugins`.
2. Find and enable the Java plugin.

### Example

Watch the [how-to video](#).

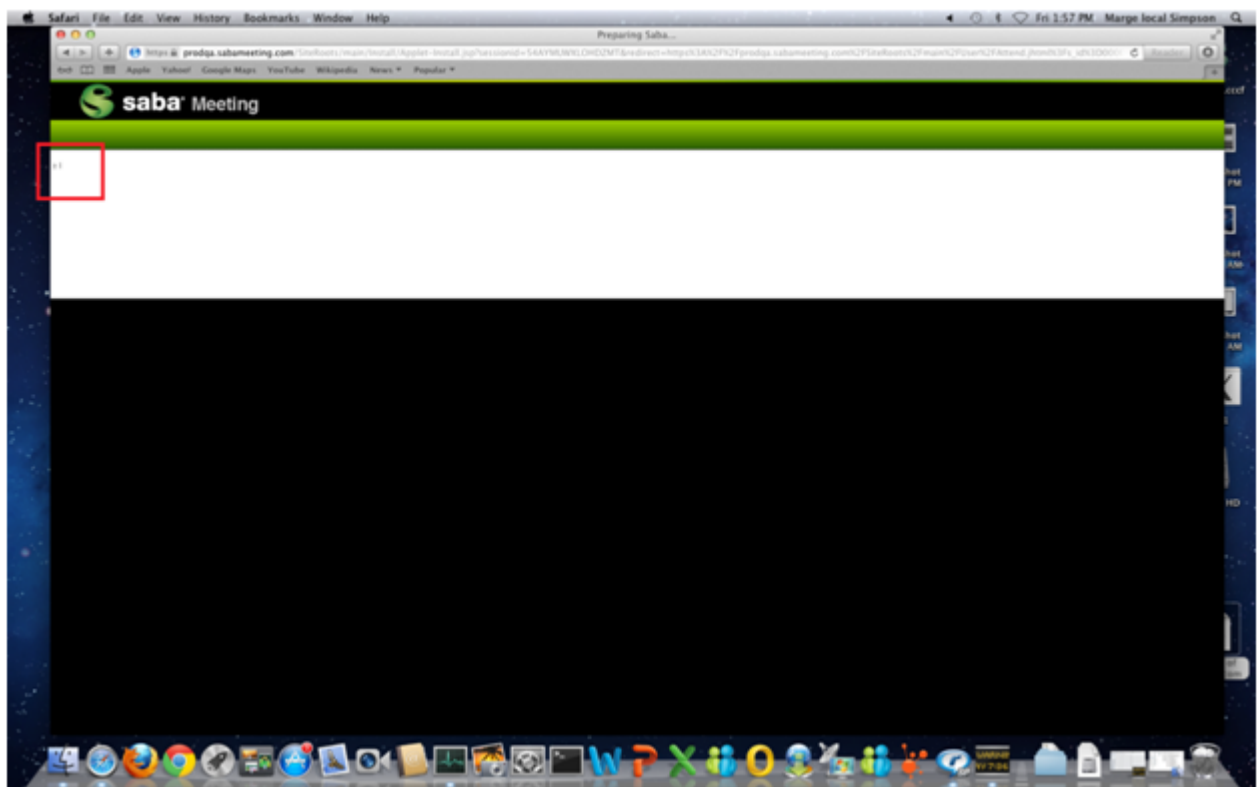
# I am unable to enter a session using Safari on Mac. What do I do?

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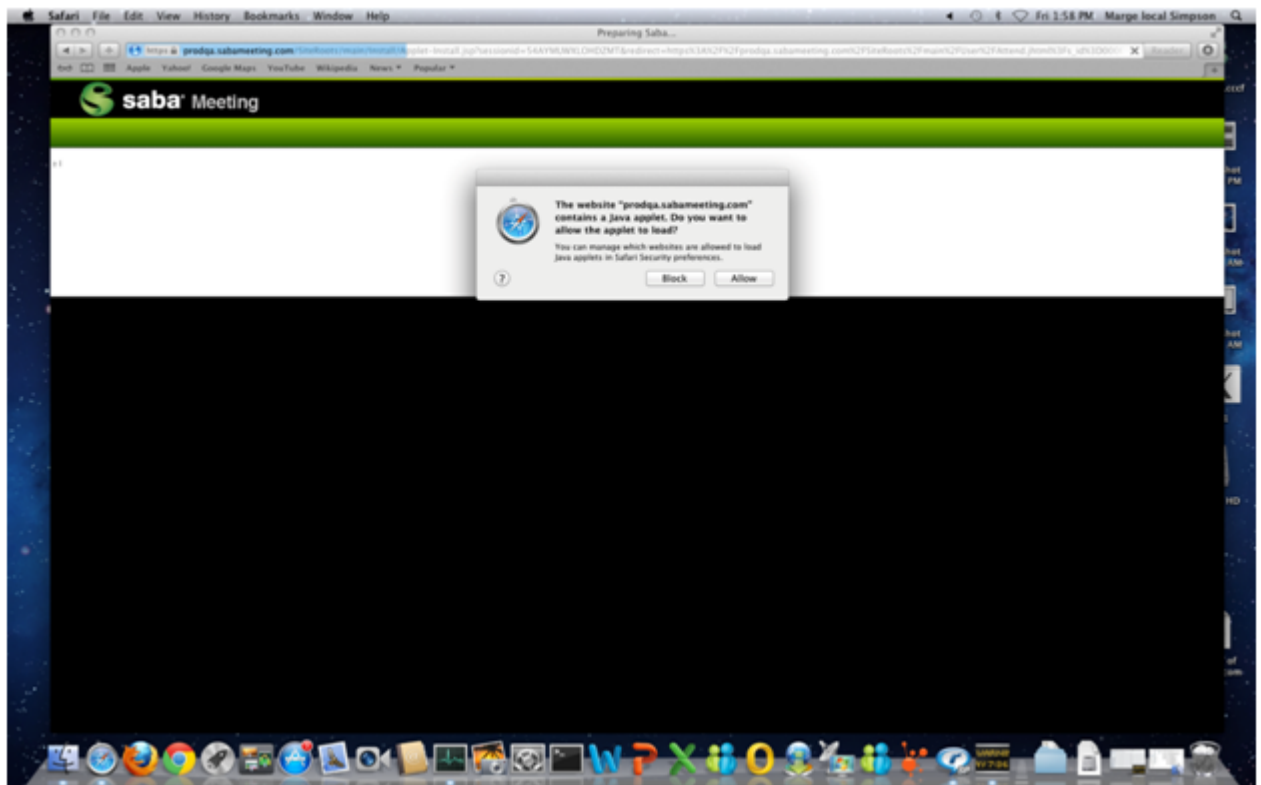
To successfully use Saba Web Access using Safari on Mac, you must allow the Java applet to load. When Java is blocked, a black blank screen appears when you attempt to join a session. Follow the below steps to allow the Java plugin to load for the current session. After the session, you can configure Safari preferences to always allow the Java plugin to load for the Saba Meeting web site.

## Procedure

1. To allow the applet to run this one time, click the blocked plugin icon.



2. When a security prompt appears, click **Allow** to allow the Java plugin to load.



Once the Java applet is loaded, you should automatically be placed in the session.

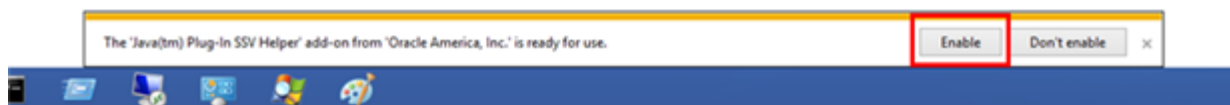
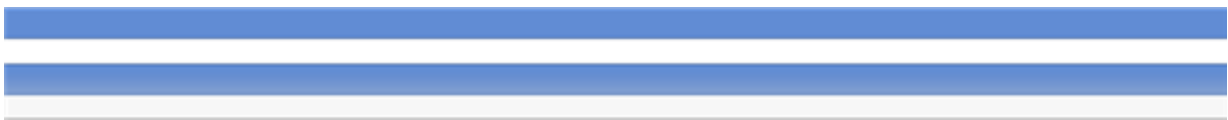
# I am unable to enter a session using IE on Windows 8. What do I do?

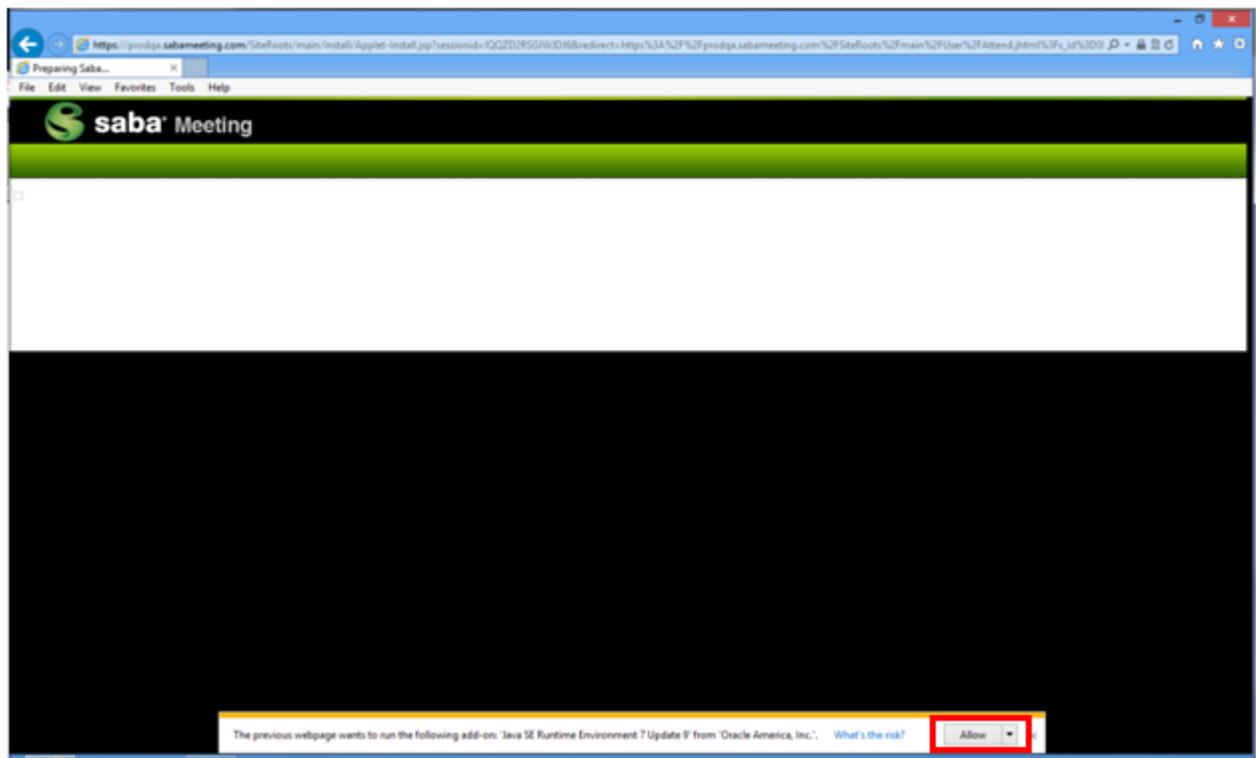
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When Saba Web Access does not load, it is possible that either you do not have a supported version of Java installed on your computer or Java add-on is not enabled in your browser. Follow the below steps to enable the Java add-on for the current session. After the session, you can check your version of Java and configure IE preferences to enable the Java add-on for the Saba Meeting web site.

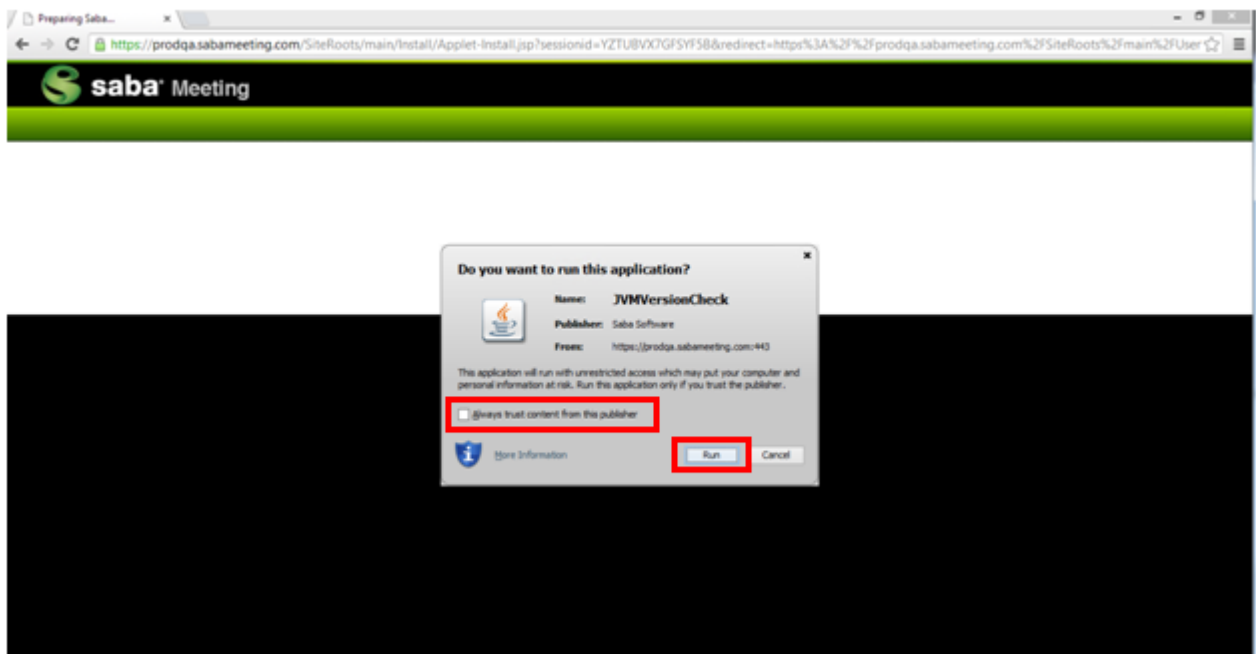
## Procedure

1. When joining a session, if the Java add-on is not enabled, when the security pop-up appears, click the **Enable** button or the **Allow** button (depending on your version of Java) to the Java add-on to run this one time.

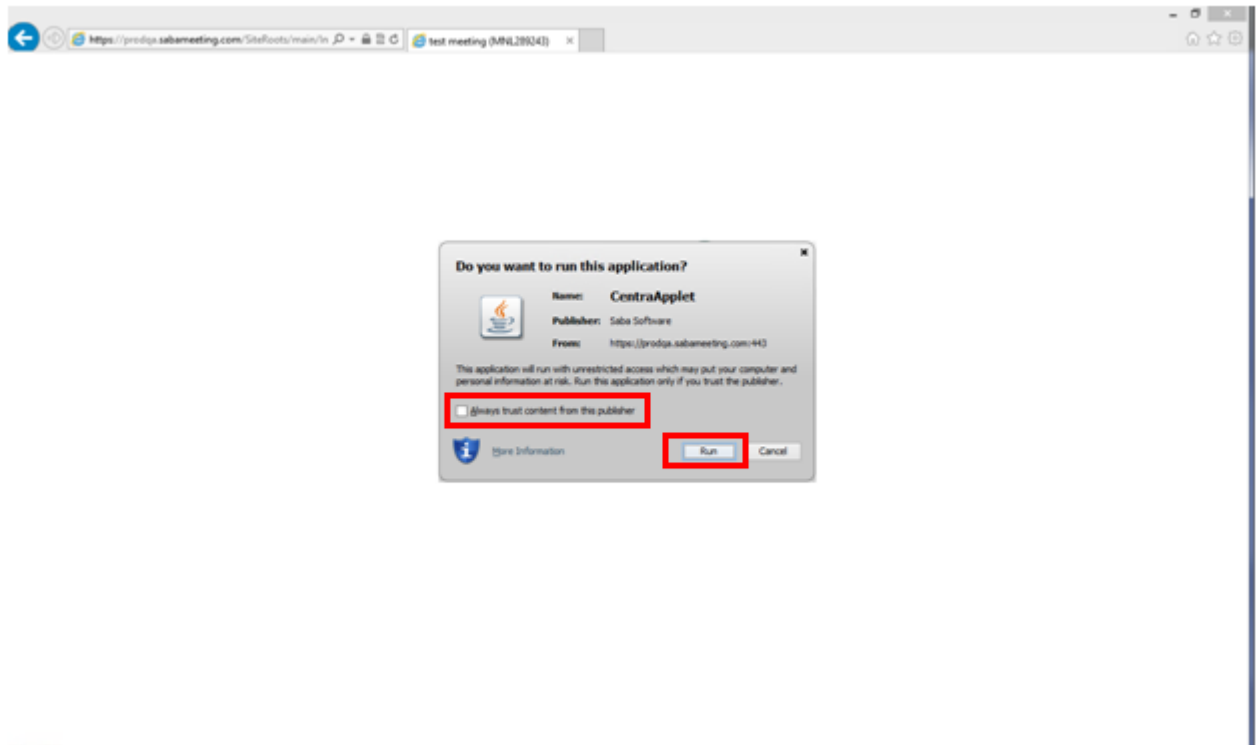




2. When the **Do you want to run this application** pop-up window appears, check the **Always trust content from this publisher** checkbox and click the **Run** button.



3. In the **Always trust content from this publisher** pop-up, click the **Run** button to allow CentraApplet applet to load.



## Related Links

[How do I enable Java in Internet Explorer on Windows?](#) on page 9

To successfully use Saba Web Access on Windows, you must enable the Java plugin in your browser. When Java plugin is not enabled, a black blank screen appears when you attempt to join a session.

[How do I check if I have a supported version of Java?](#) on page 5

Java 1.6.0\_10 or later must be installed and enabled in your browser to attend or lead events using Saba Web Access. Follow the below steps to verify if your version of Java is supported.



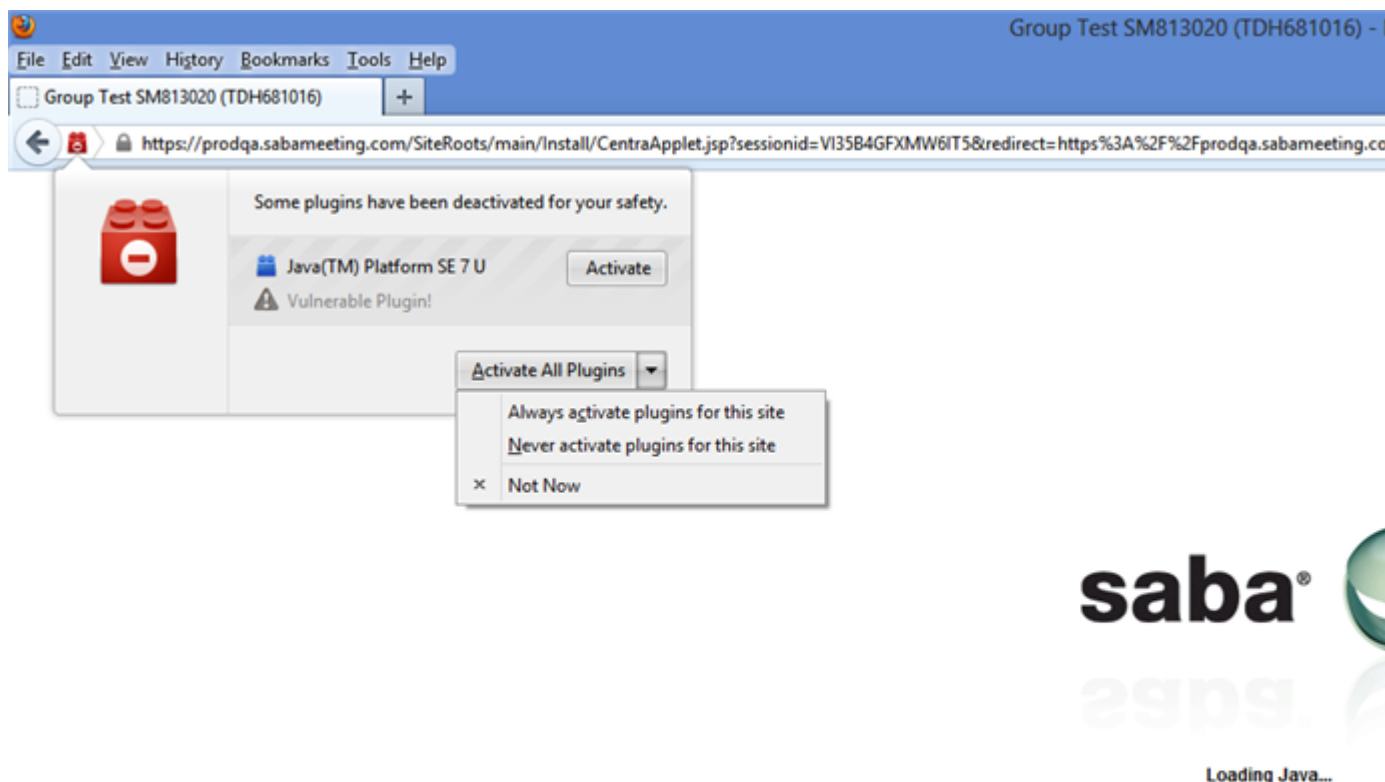
# I am unable to enter a session using FireFox on Windows 8. What do I do?

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When Saba Web Access does not load, it is possible that either you do not have a supported version of Java installed on your computer or Java plugin is not enabled in your browser. Follow the below steps to enable the Java plugin for the current session.

## Procedure

1. When entering the session using FireFox, in the browser address line, click the red icon.



2. Click the activate button to activate Java for the current session only.  
Once Java is activated, you will be placed into the session.

## Related Links

[How do I enable Java in Internet Explorer on Windows?](#) on page 9

To successfully use Saba Web Access on Windows, you must enable the Java plugin in your browser. When Java plugin is not enabled, a black blank screen appears when you attempt to join a session.

[How do I check if I have a supported version of Java?](#) on page 5

Java 1.6.0\_10 or later must be installed and enabled in your browser to attend or lead events using Saba Web Access.  
Follow the below steps to verify if your version of Java is supported.

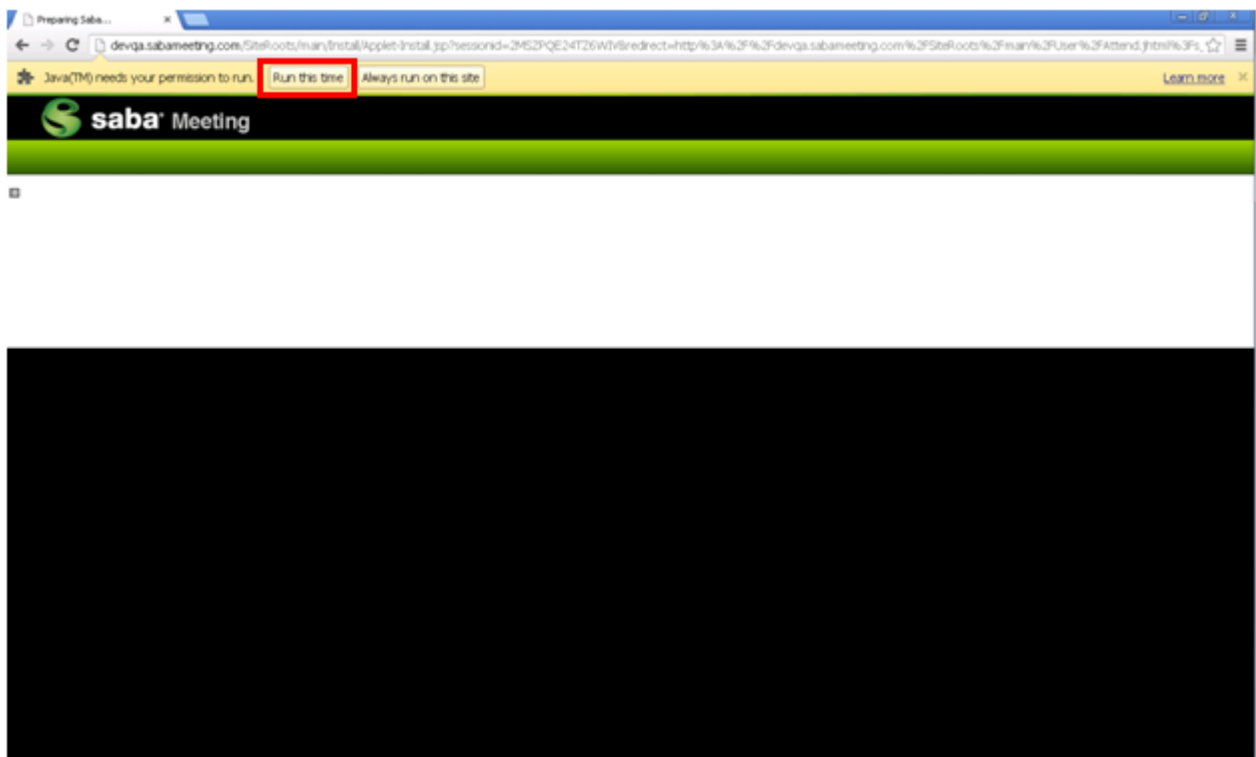
# I am unable to enter a session using Chrome on Windows. What do I do?

---

When Saba Web Access does not load, it is possible that either you do not have a supported version of Java installed on your computer or Java plugin is not enabled in your browser. Follow the below steps to enable Java for the current session.

## Procedure

1. When entering a Saba Meeting session using Chrome, if you have an older version of Java, in the security pop-up, click the **Run this time** button to load the Java plugin.



2. The Second security pop-up will ask you to give a permission to load the Saba Meeting applet. Click the **Run this time** to load the applet.  
You will be placed into the session.

## Related Links

[How do I enable Java in Internet Explorer on Windows?](#) on page 9

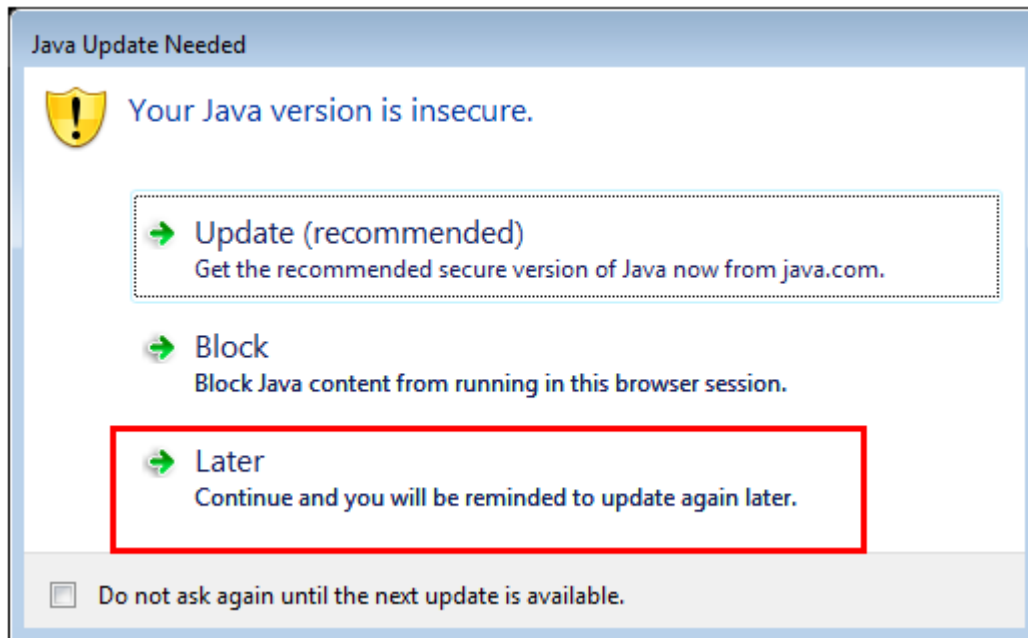
To successfully use Saba Web Access on Windows, you must enable the Java plugin in your browser. When Java plugin is not enabled, a black blank screen appears when you attempt to join a session.

[How do I check if I have a supported version of Java?](#) on page 5

Java 1.6.0\_10 or later must be installed and enabled in your browser to attend or lead events using Saba Web Access. Follow the below steps to verify if your version of Java is supported.

## What do I do when I am prompted to update Java while joining a meeting?

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If you are using an older version of Java, for example Java 1.7.0\_21, you may receive the following message when launching the browser client. You can proceed by selecting option **Later**. Doing so will not update your existing Java version and allow you to attend the meeting using browser client.

Selecting **Update** will terminate your client launch process and redirect your browser to Java.com to download the latest version of Java. You will not be able to launch the Saba Meeting client until the Java update is finished.

If you select **Block**, you will not be able to launch any Java application within the browser including Saba Meeting browser client.