

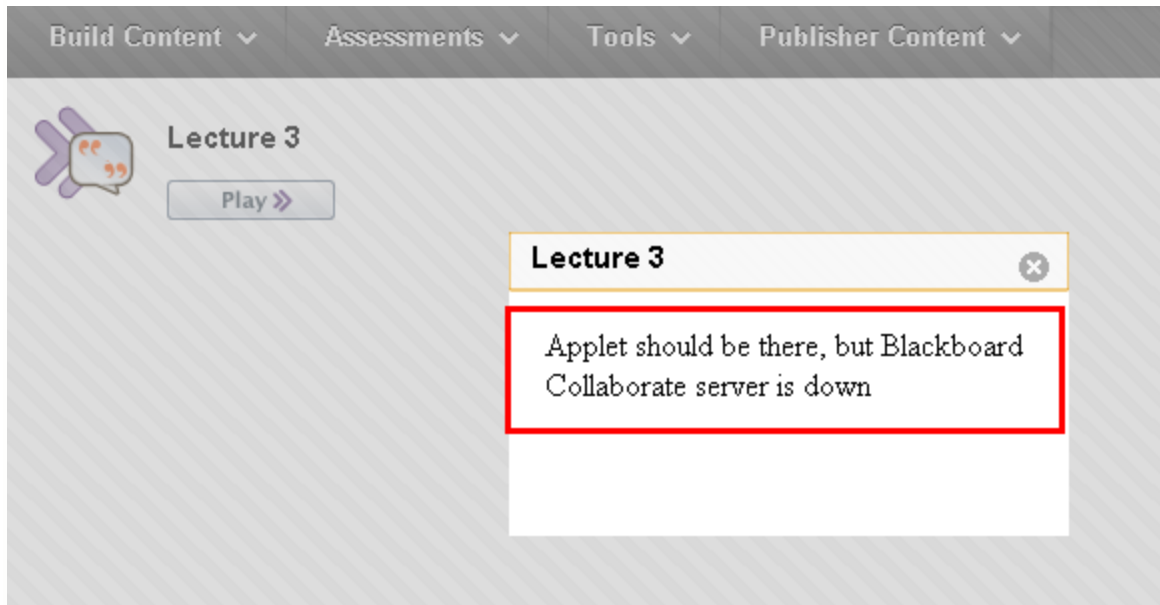
"Applet Should be There, but Blackboard Collaborate Server is down"

## 1. Record Audio

\* Title:

Color:  Black

Record   
Remember to stop the recording before you click 'Submit'.



A default security setting in Internet Explorer or Chrome may result in an error indicating that the Voice Authoring server is down. The following message will appear when a site attempts to load a Voice Authoring applet:

Applet should be there, but Blackboard Collaborate Voice server is down  
Firefox and Safari do not have this same default setting.

Solution (*Internet Explorer*)

Difficulty: Minor

Role: Student/Instructor

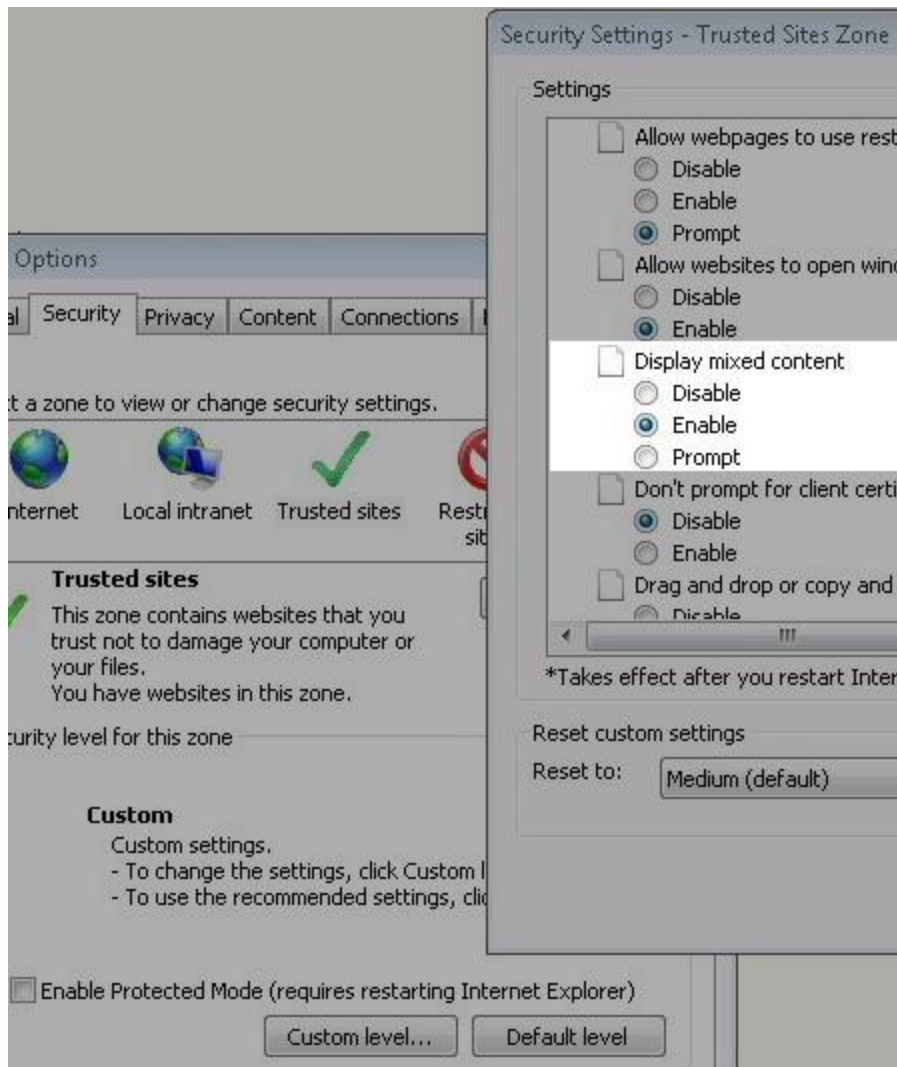
When loading a Voice Authoring feature configured for standard web protocol (http) through a Course Management System configured for SSL (https), a dialogue message will appear asking the following:

*"Do you want to view only the web content that was delivered securely?"*

To ensure that Wimba Voice content appears, click No.

To change the security settings that trigger this message, follow the steps below.

1. In the gear menu, select Internet Options.
2. Click the Security tab.
3. Click the Custom Level button.
4. In the Miscellaneous section, under *Display mixed content*, select Enable.



5. Click OK. The security settings dialogue closes.
6. Click OK. The Internet options window closes.

You can now access the Voice Authoring applet.

Solution (*Chrome*)

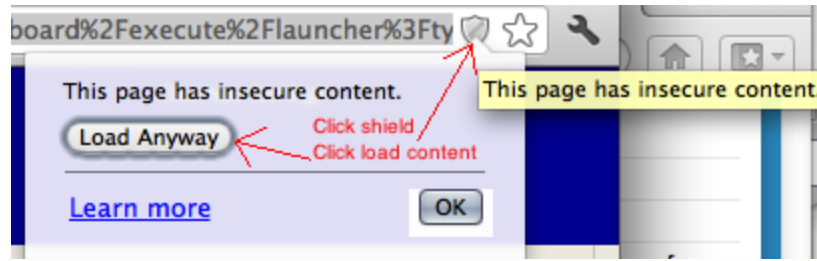
**Difficulty:** Minor

**Role:** Student/Instructor

When loading a Voice Authoring feature configured for standard web protocol (<http>) through a Course Management System configured for SSL (<https>), a dialogue message will appear asking the following:

"Applet should be there, but the Blackboard Collaborate Voice server is down."

To allow this content, you'll see a shield icon appearing in the address bar, click on that, then click load content.



You can now access the Voice Authoring applet.