Loraine, Ann <aloraine@uncc.edu>

Re: HelpDesk Online Incident# (216805): *ref#24-216805
1 message

David Norris <dcnorris@uncc.edu>   Wed, Sep 2, 2015 at 4:24 PM
To: OnlineHelpDesk@uncc.edu
Cc: Ann Loraine <aloraine@uncc.edu>, aloraine@gmail.com, weclemen@uncc.edu

Hi Brandon,
I think I may be able to help clarify some things about his software package. The firefox plugin included in this RPM will only work for 32 bit firefox, and to use the "attend in browser" feature a 32 bit java runtime and browser plugin need to be installed. This is less than ideal, but I did eventually discover that it is possible to launch the desktop client using a 64 bit java runtime and 64 bit firefox browser with the java plugin linked.

Steps To making this software actually work:
"Attend in Browser" mode:
1. Install 32 bit java
2. Install 32 bit firefox
3. Download the centra rpm http://mt202.sabameeting.com/SiteRoots/main/Install/linux/setup.jhtml?locale=en_US
4. Install the rpm
5. sym link /usr/lib/firefox/plugins/npCentraUpdaterPlugIn.so to ~/.mozilla/plugins
6. sym link the java plugin to the same location (e.g. ln -s JAVA_HOME/jre/lib/i386/libnpjp2.so ~/.mozilla/plugins/)
7. launch firefox
8. Follow meeting link
9. Enter your uncc email and choose "Attend in Browser"
9. When the page says loading java, you will need to enable the java plugin on this page by clicking the brick icon in the url and choosing "allow now" (see attached screenshot)
9. Click run and ignore all java pop ups related to security (always choosing allow)

Steps for Native Desktop Launch
1. Install 64 bit java
2. Install 64 bit firefox
3. Download the centra rpm http://mt202.sabameeting.com/SiteRoots/main/Install/linux/setup.jhtml?locale=en_US
4. Install the rpm
5. Install java plugin for firefox (e.g. ln -s JAVA_HOME/jre/lib/amd64/libnpjp2.so ~/.mozilla/plugins)
6. Launch firefox
7. Follow meeting link
8. Enter uncc email
9. Choose "Launch on Desktop"
10. Choose to "Allow mt202.sabameeting.com to run java"
11. ignore all java warning pop ups choosing to "run" or "allow"

Best Regards,
David

On Wed, Sep 2, 2015 at 1:48 PM, <OnlineHelpDesk@uncc.edu> wrote:
Hello Ann,

Saba for Linux can be downloaded from here:

http://mt202.sabameeting.com/SiteRoots/main/Install/linux/setup.jhtml?locale=en_US

Make sure that Java is up to date on the machine.

A better option may be to use the Attend In Browser function. This function tends to work best in Mozilla Firefox. When in Firefox, make sure the Java plug-in for the browser is up to date and that nothing is being blocked by pop-up blockers or security settings.

Alternatively, the computers in the library on campus are available for use with Saba as well.

If you need additional assistance, please reply to this email, visit the IT Service Desk in Atkins 140C or call 704.687.5500 - Option 2.
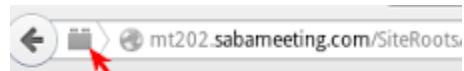
Branden
IT Service Desk

Note: This email is sent with reference to Incident #216805.
Please mention reference number 'ref#24-216805' for further email communications.

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