**My Collaborate Session Won’t Launch??**

Every once in a while a PC will not be set-up to recognize and open the .jnlp file necessary to launch the Collaborate session. To solve this problem, you need to complete a one-time task that will help your computer know how to handle the .jnlp file.

1. Go to Collaborate and attempt to launch a session. Make sure that no matter what happens, you save the .jnlp file someplace you can easily find it (such as your desktop). Right-click the link and choose "Save As" if you have to. (It may save to your ‘downloads’ file by default)

2. Find the .jnlp file and right-click it. It could be called something like "get.session.launch.event"; more commonly it will be called "get.session.link.jnlp".

3. From the drop-down menu, choose "Open with". Then, on the secondary menu that appears, select "Choose default program..."

4. On the "Open with" dialog box, make sure that the "Always use the selected program to open this kind of file" check-box is checked.

5. Click on the Browse button.

6. At this point you can either search for the Java program or navigate to it. It’s located in **C:\Program Files\Java\jre6\bin** (on Windows 7, it will likely be in **C:\Program Files (x86)\Java\jre6\bin**), and it’s called "**javaws.exe**" ("ws" meaning "web start").

7. Once you find javaws.exe, select its icon, which will return you to the "Open with" dialog box. Click OK.