

MAC - MEDIA BAR NOT LOADING and/or AUDIO NOT AVAILABLE

Problem Description

In rare instances, a Mac user will have the symptom of being able to get into the Wimba classroom with no problem, see the slides, check buttons, etc., but not have any audio. The media bar in fact will not load.

If running the setup wizard, the java steps may work fine (assuming the java is up-to-date), but the wizard will fail on the first audio step. You may also see a JSecure Door Error 160 pop-up window.

This is a similar problem to what happens on PCs. For some reason, the automatic install of the horizonmedia file does not work correctly. At least in one recent instance, all necessary folders were installed except the critical one, which is in the **data** folder, and is called **horizonmedia** (this is a Unix executable file with no extension, with similar purpose to horizonmedia.exe for Windows).

Problem Resolution

Open Finder. Select Go->GotoFolder, or hit cmd-shift-G.

In the popup window, type: `~/Library/Application Support`

If you cannot find this folder, see the "Detailed Problem Resolution" on the next page.

Navigate through the following hierarchy. Create any missing folders.

`HorizonWimba/JSecureDoor/horizonmedia_2.3.2`

Note that the actual number might be lower or higher than 2.3.2, but that should be the number as of Sept. 2013.

At this point, you should see two folders, `data` and `logs`. If either is missing, create it.

Inside the `data` folder (if it existed previously), verify the `horizonmedia` executable file is there, or copy it into the folder. The file `horizonmedia` version 2.3.2 is available on the wiki; check the blackboard site to see if a newer version may be available.

Then retry the Wizard and/or entering the classroom.

Detailed Problem Resolution

Step 1 - Showing Hidden Folders

In Finder, go to Applications, then the Utilities folder. Then run the Terminal application.

At the prompt, enter the following two command (note case):

```
defaults write com.apple.Finder AppleShowAllFiles TRUE
```

This turns on hidden files/folders, but you must then restart Finder as follows:

```
killall Finder
```

Make sure when you are done with the whole process to enter these two command again, but replacing the TRUE with FALSE.

Step 2 - Locating the Folder

In Finder, go to the root of the hard drive. If the hard drive is not showing on the desktop, select Preferences in Finder (cmd-comma), then check that show Hard disks on desktop is selected.

Click the hard drive. Then click Users, then the user-name you are running as.

This is where the hidden Library folder is. Again, do NOT confuse this with the normal visible Library folder that shows up if hidden folders are not shown.

Click Library, then Application Support. At this point, you may see a HorizonWimba folder. If not, you can create it. Then find or create the JSecureDoor folder, then the horizonmedia_x.y.z folder. Note the x.y.z is a numeric sequence, something like 2.3.2 as shown below.

Within this folder, there should be a data folder and a logs folder. The logs folder is less important, but within the data folder, there should be a horizonmedia file. A common symptom causing the problem in the first place is that either the data folder or the horizonmedia file is missing.

So for example, your paths may look as follows (MyUser is whatever your actual login is, and 2.3.2 may be a larger number after 9/1/2013).

```
[DISK]/Users/[MyUser]/Library/Application Support/  
HorizonWimba/JSecureDoor/horizonmedia_2.3.2/data
```

```
[DISK]/Users/[MyUser]/Library/Application Support/  
HorizonWimba/JSecureDoor/horizonmedia_2.3.2/logs
```

Again, for this error, you may find any of the folders in that hierarchy missing, or you may find the folders there but the critical horizonmedia executable file missing. Create any missing folders and copy the horizonmedia file from the wiki as described on the first page.