

# Blackboard Troubleshooting

## Updated ( 7-29-2008)

### Important:

- All pop-up blockers must be turned off (Browser pop-up, toolbar pop-up (ex. Yahoo, Google, etc))
- Configure your Java Runtime Environment with the recommendations below. **(Especially if you are experiencing problems with attachments and browser crashes)**

### How do I configure my browser?

To ensure that your browser is ready for Blackboard, click on the **Check Browser** button located on the login page. It has all the information you will need to make sure your browser settings are optimized for the best possible Blackboard experience.

### Security Settings

Turn off all popup blockers, the one with Norton 2007 security suite, windows has one, browsers have their own, browser plugin toolbars sometimes have them. Add Blackboard url to their trusted sites.

- Pop-up blockers (sometimes people have multiple pop-up blockers installed, and it requires some hunting to discover that while IE and Yahoo are off, Google is on, for example)
- Firewalls (some firewalls do block pop-ups as well in certain cases)

### Login Problems

If you wish to bookmark Blackboard make sure you bookmark the welcome screen NOT the page with the actual login fields. Bookmarking the login page will prevent you from being able to login.

If you are running a Norton Firewall it is known to conflict with blackboard. When logging into Blackboard you must disable Norton Firewall. It may be sufficient to use the "Disable for 5 minutes feature" while logging in. Failure to do so can prevent you from logging in.

### Try Using a Different Browser

Most spyware and deceptive software affects only Internet Explorer. If you have many problems with Internet Explorer, using a different web browser may be a suitable workaround.

Depending on your version of Blackboard and your client operating system, other supported browsers include: Netscape, Mozilla Firefox, and Safari.

### Sun Java Runtime Environment

Some users have reported problems using Blackboard with Microsoft Windows and some versions of the Sun Java Runtime Environment (JRE).

**Possible causes** - having multiple versions of Sun JREs installed. Some users have found that their problems are resolved after uninstalling all versions of Sun JRE from their computers, and then installing the Java Runtime Version 5.0 Update 8. **Follow the instructions below.**

**To uninstall your current Java version or versions, please do the following:**

1. From the Windows Start menu, select Control Panel
2. Double-click Add or Remove Programs (Programs and Features for Windows Vista users)
3. Select JSE2 Runtime Environment (If you see more than one Java version, remove them all.)
4. Click the Remove button
5. When removal is complete, restart your computer

**\*\*NOTE:** If you have multiple Java versions, please remove them all before proceeding to the next step of installing the compatible Java version.

**\*\*\*Wait until it has been removed.**

**To Install Java 1.5.0\_08**

1. Go to: [http://java.sun.com/products/archive/j2se/5.0\\_08/index.html](http://java.sun.com/products/archive/j2se/5.0_08/index.html)
2. In the section marked "JRE 5.0 Update 8" click 'Download JRE' (Do NOT select Download JDK)
3. Select your platform (Windows, Mac, etc...) and Multi-language.
4. Check "I agree to the Software License Agreement"
5. Click on the "Continue" button
6. Click on the Windows Online Installation link [jre-1\\_5\\_0\\_08-windows-i586-p-iftw.exe](#) (Do not place a check next to it and use the Sun Download manager)
7. You will be asked to Run, Save, Or Cancel, Select SAVE
8. Save it to your DESKTOP
9. When it finishes saving, go to the DESKTOP. Click on the newly saved Java twice. This will install the Java.
10. Click the RUN button

11. Click the Accept button
12. Follow the prompts next > next > etc... > finish
13. When installation is complete, restart your computer

**Please ensure that you have cleared your Java cache. Use the steps below.**

1. From the Windows Start Menu, select Control Panel
2. Double click on the Java icon
3. On the General Tab, click the 'Settings' button, click the 'Delete Files...' button near the bottom of the console.
4. Ensure the all boxes are selected and click the OK Button.

**Lastly, to ensure you do NOT UPDATE the Java version from 1.50\_08 to 1.5.0\_09, please TURN OFF the Java automatic update option. You can do this with the steps below:**

1. Click on the Start button located at the bottom left of your computer screen
2. Select Settings > Control Panel
3. Find Java and click on it twice
4. When it opens click on the tab called Update
5. UNCHECK, if it is not already, the box called "Check for Updates Automatically"
6. Click on OK at the bottom to save the changes.

## **Toolbars and Session Already Running Errors**

When trying to access Blackboard, some users have reported getting "Session Already Running" error messages.

Some users found that this problem could be resolved by changing an Internet Explorer setting:

1. In Internet Explorer, from the *Tools* menu, select Internet Options.
2. Click the Advanced tab.
3. Under *Browsing*, clear the checkbox for Show friendly HTTP error messages.
4. Click OK.
5. Restart the Internet Explorer browser.

## **Search toolbars may cause problems**

Users have reported that this problem could be resolved by uninstalling search toolbars from Yahoo!, mySearch, AltaVista, Google, and other sites.

You may be able to uninstall a toolbar through the Windows Control Panel:

1. From the *Start* menu, select Settings, Control Panel
2. Double-click Add/Remove Programs
3. Locate the search toolbar, and click Change/Remove
4. Follow the onscreen instructions.

For more information on uninstalling a program, refer to its documentation.

## **"Error on Page" when attempting to add an attachment in Blackboard**

When trying to add an attachment to an assignment or discussion message in Blackboard, some users have reported seeing an "Error on Page" message in their browser.

There are a number of possible causes for this error; most can be resolved by following Blackboard's Browser Tune-Up instructions.

If you have already completed the Browser Tune-up, and you still experience this problem, the following suggestions from the Ask Dr. C forums may help:

- Ensure that the document you are trying to upload is not open in another program on your computer. For example, if you want to upload a Microsoft Word document, save and close the document first.
- If using the Internet Explorer browser, ensure that the "Display a notification about every script error" option is not checked:
  1. In Internet Explorer, from the *Tools* menu, select Internet Options
  2. Click the Advanced tab
  3. Scroll down and uncheck *Display a notification about every script error*
  4. Click OK to save your changes

## **Spyware and Deceptive Software**

Spyware, parasites, and other deceptive software can cause problems when using Blackboard or other websites. Blackboard recommends that you check for, then uninstall or temporarily disable these types of software to eliminate problems when accessing Blackboard.

To check your browser for spyware, parasites, and other deceptive software and for more detailed information, visit the Doxdesk page on parasites: <http://www.doxdesk.com/parasite>

To help you control these types of Internet programs that could run on your computer, you can download and install a spyware detection and removal utility, such as:

- Lavasoft Ad-aware, and/or
- Spybot - Search & Destroy from PepiMK Software

For more information, see [Microsoft's page about Spyware and Unwanted Software](#).

## **Check Your Computer for Viruses**

Viruses can cause many problems with your computer. If your computer is infected with a virus, you may have trouble using Blackboard.

Scan your computer to check for viruses. If you do not have a virus checker, it is strongly recommended that you get one and install it.

Two examples of well-known anti-virus programs are [McAfee VirusScan](#) and Symantec's [Norton AntiVirus](#). Each of these companies also offer free scanning services:

- [McAfee FreeScan](#) and other services
- [Symantec Security Check](#)

Microsoft Support maintains a list of [antivirus-software vendors](#).

For more information about security:

- Macintosh users, see [Apple Product Security](#).
- Microsoft Windows users, see [Microsoft's Protect Your PC site](#).

## **Keep Your Microsoft Windows Software Updated**

If you are using Microsoft Windows operating system, to prevent malicious programs from taking advantage of known security holes, make sure you have the latest updates from Microsoft:

1. In Internet Explorer, from the *Tools* menu, select Windows Update.
2. Follow the online instructions.

## Supported Browsers

Listed below are the supported operating systems and browsers for use with the Blackboard Learning System (formerly Blackboard). The Learning System is a Web-based application and other browsers and operating system may work well, however, the listed configurations are the only configurations that are tested and supported by Blackboard.

| Term       | Definition  |
|------------|---|
| Certified  | fully tested and supported                                  |
| Compatible | key application areas tested                                |
| Not tested | specified Browser is not supported for the Operating System |

### Microsoft® Internet Explorer® Web Browsers

|                       | Windows 2000 | Windows XP | Windows Vista Desktop | Mac OS 10.2 | Mac OS 10.3 | Mac OS 10.4 |
|-----------------------|--------------|------------|-----------------------|-------------|-------------|-------------|
| Internet Explorer 5.2 | Not Tested   | Not Tested | Not Tested            | Not Tested  | Not Tested  | Not Tested  |
| Internet Explorer 5.5 | Not Tested   | Not Tested | Not Tested            | Not Tested  | Not Tested  | Not Tested  |
| Internet Explorer 6   | Compatible   | Certified  | Not Tested            | Not Tested  | Not Tested  | Not Tested  |
| Internet Explorer 7   | Not Tested   | Certified  | Compatible            | Not Tested  | Not Tested  | Not Tested  |

### Netscape® and Mozilla® Firefox Web Browsers

|              | Windows 2000 | Windows XP | Windows Vista Desktop | Mac OS 10.2 | Mac OS 10.3 | Mac OS 10.4 |
|--------------|--------------|------------|-----------------------|-------------|-------------|-------------|
| Netscape 7.1 | Not Tested   | Not Tested | Not Tested            | Not Tested  | Not Tested  | Not Tested  |
| Netscape 8.0 | Not Tested   | Not Tested | Not Tested            | Not Tested  | Not Tested  | Not Tested  |
| Firefox 1.0  | Not Tested   | Not Tested | Not Tested            | Certified   | Certified   | Certified   |
| Firefox 1.5  | Compatible   | Compatible | Not Tested            | Not Tested  | Not Tested  | Not Tested  |
| Firefox 2.0  | Compatible   | Certified  | Compatible            | Not Tested  | Not Tested  | Not Tested  |

#### Apple® Safari® Web Browsers

UPDATE For Vista 4.2/CE 6.2, Service Pack 3, Safari 3.0 is now supported on Mac OS 10.4.

|            | Windows 2000 | Windows XP | Windows Vista Desktop | Mac OS 10.2 | Mac OS 10.3 | Mac OS 10.4 |
|------------|--------------|------------|-----------------------|-------------|-------------|-------------|
| Safari 1   | Not tested   | Not Tested | Not Tested            | Not Tested  | Not tested  | Not Tested  |
| Safari 1.1 | Not Tested   | Not Tested | Not Tested            | Not Tested  | Not Tested  | Not Tested  |
| Safari 1.3 | Not Tested   | Not Tested | Not Tested            | Not Tested  | Compatible  | Compatible  |
| Safari 2   | Not Tested   | Not Tested | Not Tested            | Not Tested  | Certified   | Certified   |