

Browser Configuration, Troubleshooting, and Plugins

In order to use Blackboard, your browser must be configured correctly. This tip sheet covers the basics of setting up your browser and addresses the most common problems.

In addition to this document, there are a series of Bb FAQs located here: <http://www.grcc.edu/bbfaqs>

Step 1: Ensure you are using a Certified Supported Browser

- The following list describes the certified supported browsers for 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 XP	Windows Vista Desktop	Mac OS 10.3	Mac OS 10.4	Mac OS 10.5
Internet Explorer 6	Compatible	Certified	Not Tested	Not Tested	Not Tested
Internet Explorer 7	Compatible	Certified	Not Tested	Not Tested	Not Tested

Mozilla® Firefox and Netscape® Navigator Web Browsers

	Windows XP	Windows Vista Desktop	Mac OS 10.3	Mac OS 10.4	Mac OS 10.5
Firefox 1.5			Compatible	Certified	Not Tested
Firefox 2.0	Certified	Certified	Not Tested	Certified	Compatible
Firefox 3.0	Compatible	Compatible	Compatible	Compatible	Compatible

Apple® Safari® Web Browsers

	Windows XP	Windows Vista Desktop	Mac OS 10.3	Mac OS 10.4	Mac OS 10.5
Safari 2	Not Tested	Not Tested	Not Tested	Certified	Certified
Safari 3	Not Tested	Not Tested	Not Tested	Compatible	Compatible

- Additional Browser and Operating Systems:
 - o Other browsers may work, but are not supported. For example, Flock, AOL, Google Chrome, or other browsers. Use these at your own risk.
 - o Other operating systems may work, but are not supported. For example, various flavors of Linux. Use these at your own risk.

Step 2: Run the Browser Checkers

- Run the **Browser Checker** available on the My Bb login page. (Scroll down on the Blackboard login page and look for the Browser Tune-up Box.) Ensure that cookies and javascript or active scripting are enabled. If they are not, use the instructions below to configure your browser correctly.
- To use the Audio Tools in Blackboard called Wimba Voice Tools, please run the **Check Wimba Voice Tools** wizard. (Scroll down on the Blackboard login page and look for the Browser Tune-up Box.) Ensure that cookies, javascript, and java are enabled. If they are not, use the instructions below to configure your browser correctly.

Step 3: Review Common Problems

- Common problems and incompatibility with Blackboard have been found with **popup blockers, web browser toolbars (Google Toolbar, Skype, NoScript, Adblock Plus, and others), download accelerators, adware, spyware, personal firewalls, browser level security/privacy, support for iFrames in a browser, and security software such as Norton or McAfee security tools.**
 - Please use the instructions in these applications to set Blackboard as a trusted host, set Blackboard to your whitelist, accept cookies from Blackboard, enable java and javascript, enable iFrames, or disable popup blocking for Blackboard. In some cases you may

need to disable, or at minimum, modify the configuration of programs temporarily while you use Blackboard.

- IFrames Error with Internet Explorer (Enable iFrames Support)
 - Click "Tools" and then "Internet Options"
 - Click the "Security" tab.
 - Click the "Custom level" button.
 - Scroll to the item that says "Launching Programs and Files in an IFRAME" and choose "Enable" and click "OK".
- IFrames Error with McAfee Security Suite (Disable Ad Blocking)
 - Right-click the McAfee icon in the system tray.
 - Click "Privacy Service".
 - Click "Disable" and "OK".
- Because each additional application is unique, we are unable to provide further details or instructions.
- Browser Custom Level *Privacy* Settings (such as the HIGH setting) have been known to cause problems with Blackboard. Specifically, **cookies need to be enabled** in your browser. To enable cookies in Internet Explorer use the following instructions:
 - From the Internet Explorer Tool bar select: Tools | Internet Options | Privacy | Advanced | Ensure: Override is checked, Accept is checked for First-party Cookies and Always Allow Session Cookies is checked.
- Browser Custom Level *Security* Settings have been known to cause problems with Blackboard. Specifically, **javascript or active scripting needs to be enabled** in your browser. To enable active scripting in Internet Explorer use the following instructions:
 - From the Internet Explorer Tool bar select: Tools | Internet Options | Custom Level | And look for Scripting (near bottom): Choose "Active Scripting: Enabled".
- **Sun Java (JRE) Version 1.5** is currently the highest version supported by Blackboard. In order to use certain features of Blackboard, including the Collaboration tools, Java is required.
 - If you browser crashes consistently when Java is activated after you have installed the latest Java, uninstall all the versions of Java installed on your system and re-install the 1.5 version. (Multiple versions of Java have been known to cause problems.)
- Installing Java on Windows

The instructions below will direct you to install Sun's latest version of Java.

1. Go to the Sun website at: <http://www.java.com>

2. Click on the appropriate link to download Java
 3. Wait while the Sun website detects your Java configuration
 4. If prompted, download and install Sun's Java Virtual Machine
 5. Close all instances of the browser
- If you already have Java installed, you may still need to enable Java for your browser.

To Enable Java for IE (Windows):

1. Open Internet Explorer
 2. Click on the Tools menu -> Internet Options
 3. Click the Advanced tab
 4. Locate the Java (Sun) or Microsoft VM section. Microsoft VM is an outdated VM and we recommend Java Sun. Only the Java (Sun) section should be checked. (If you do not see Java (Sun), you will need to install it.)
 1. If Java (Sun) VM is already checked:
 1. Click on the Security tab and choose Internet
 2. Click on Custom Level
 3. Scroll down to Java VM and select High Safety
 2. Ensure that Microsoft VM is not checked
 5. Click OK and restart Internet Explorer
- **Browser Cache** is important setting which can cause pages to not be refreshed accurately. To ensure that you have the proper cache settings in Internet Explorer use the following instructions:
 - From the Internet Explorer Tool bar select: General | Temporary Files | Settings and set to "Every Time". To clear the cache, which often helps to solve some problems with Blackboard, click "Delete Files".

Step 4: Review Common Solutions

- Adjust or **change your browser settings** suggested in Step 3 above.
- Switch to a **different browser**.
 - Most spyware and deceptive software affect only Internet Explorer. If you have many problems with Internet Explorer, for example, using a different web browser such as Firefox may be a suitable workaround. If you are having problems with Firefox, review your extensions and/or launch Firefox in SafeMode: Start > All Programs > Mozilla Firefox > Mozilla Firefox(Safe Mode)

- Turning off the **Blackboard Visual Text Box** (WYSIWYG) editor.
 - In many cases, turning off the Blackboard Visual Text Box editor seems to help solve browser issues related to incomplete or improper Microsoft Office installations. To turn off the VTBE, use the following instructions:
 - From the My Bb page, click Edit Personal Settings, click Set Visual Text Box Editor Options, click Unavailable and Submit.
- Access Blackboard from **another computer**.
 - If you are unable to change or modify browser settings, in many cases using another computer is an acceptable workaround. For example, all computers on GRCC's campus are supported and configured to use Blackboard.
- Set Blackboard as a **Trusted Host** in your browser.
 - If you are unable to login to Blackboard with IE 7, you may need to set GRCC as a trusted host.
 - Instructions: In Browser: Click Tools, - - Internet Options, - - - Security - Trusted Sites, - - - - Sites, Add: *.grcc.edu, Uncheck: Require Server Verification

Browser Plugins and Additional Software

In addition to browser configuration, some plugins or additional software may be required in order to view course materials. The most common plugins or software used at GRCC are: Realplayer, Adobe Acrobat, Microsoft Word, Microsoft Powerpoint, Quicktime, and Macromedia Flash.

- Plugins - Here are a few of the common plugins that may be required to view course materials:
 - [Adobe Acrobat Reader](#)
 - [Macromedia Flash](#)
 - [Quicktime](#)
 - [Real Player](#)
 - [Sun Java Runtime Environment](#)
- Software - If you are attempting to access Microsoft Word or Powerpoint documents, there are a few solutions available.
 - Download and install [OpenOffice](#).
 - Use online tools like [Google Docs](#).

- Purchase a discounted version of Microsoft Office through [GRCC's Select Program](#).