



Computer Settings and Troubleshooting
Blackboard™ Learn Release 9.1 SP8

Essential Computer Software:

Operating System (general recommendations)

- Microsoft Windows: (Windows 2000/XP/Vista)
- Mac (10.2/10.3/10.4)

Hardware:

- 256 MB of RAM (minimum), 512 Mb or more recommended
- 2 GB of free disk space
- Ethernet or Wireless network card (for high-speed Internet connection) or 56K modem (for dial-up Internet connection)
- T1, DSL, Cable, or Satellite high-speed connection (56K dial-up will work, but the online course system will run slowly).
- Sound card with speakers (for courses with multimedia)
- Video resolution 800 x 600, 65k color depth or better
- Data backup system (zip disk or external HDD, CD R/RW, DVD R/RW)

• **Computer/Browser Settings**

- **Web Browsers** supported by Blackboard™ Learn Release 9.1 SP8 (see tables below).

Microsoft Windows Operating System

| | Internet Explorer 9 | Internet Explorer 8 | Firefox (Final Release Channel)* | Firefox 3.6 | Chrome (Stable Channel)** |
|-------------------------------|----------------------------|----------------------------|---|--------------------|----------------------------------|
| Windows XP (32-bit) | Unsupported | Compatible | Compatible | Compatible | Compatible |
| Windows Vista (32-bit) | Certified | Compatible | Certified | Compatible | Compatible |
| Windows Vista (64-bit) | Compatible | Compatible | Compatible | Compatible | Compatible |
| Windows 7 (32-bit) | Certified | Compatible | Certified | Compatible | Certified |
| Windows 7 (64-bit) | Compatible | Compatible | Compatible | Compatible | Compatible |

Apple Mac OS Operating System

| | Safari 5.1 | Safari 5.0 | Safari 4.0 | Firefox ¹ (Final Release Channel) | Firefox 3.6 | Chrome (Stable Channel) |
|---------------------------------|------------------|------------------|-----------------|---|-----------------|----------------------------|
| Mac OS X 10.5 "Leopard" | Unsupported | Compatible | Compatible | Compatible | Compatible | Compatible |
| Mac OS X 10.6 "Snow Leopard" | Certified | Certified | Compatible | Certified | Compatible | Certified |
| Mac OS X 10.7 "Lion" | Certified | Unsupport ed | Unsupport ed | Certified | Unsupport ed | Certified |

¹ Firefox 8 and Mac OS are not compatible with the drag and drop functions on Blackboard Learn.

*The Firefox Release Channel is the fully tested version by Mozilla and intended to be the most stable. This channel is updated roughly every 6 weeks. For further detail on Firefox, please review the material available at <http://blog.mozilla.com/blog/2011/04/13/new-channels-for-firefox-rapid-releases/>.

**The Chrome Stable Channel is the fully tested version by Google and intended to be the most stable as the name implies. This channel is updated roughly every 2-3 weeks for minor releases and 6 weeks for major releases. For further detail on Chrome, please review the material available at www.chromium.org.

Accessibility and JAWS

Blackboard strives to make all its products as accessible as possible. JAWS for Windows 11 and 12 were used during accessibility testing for SP9.

JRE Support

Blackboard Learn requires the latest version of Sun JRE 6 or JRE 7. The JRE can be downloaded from <http://www.oracle.com/technetwork/java/javase/downloads/index.html>. **NOTE:** Multiple versions of Java installed on the same computer can cause errors to occur. It is highly recommended that you remove all Java versions and only have the recommended version of Java installed. Refer to the JAVA information/settings on page 3 of this document.

Java Applet Code Signing

Java applets bundled with Blackboard Learn 9.1 SP9 are now signed with a timestamping authority, <https://timestamp.geotrust.com>, which certifies that the Blackboard code signing certificate was valid at the point in time when the applet was signed. Web **browser** client JDKs that trust the timestamping authority will run the applets without error, even after the Blackboard code signing certificate expires. All JDKs since version 1.5 trust this timestamping authority by default.

Technologies Not Supported

The following technologies are not supported:

- Internet Explorer 6, 7
- Firefox 1.x, 2.0, 3.0, and 3.5
- Safari 2.0, 3.x and any version on Windows
- Mac OS X 10.3, 10.4 "Tiger"
- Java 5, although it may continue to work

Deprecation of Supported Technologies

Deprecation is a standard software practice to notify the community of future removal of support. These technologies are still tested and expected to perform in the intervening releases until the release in which they are removed from support.

- Mac OS X 10.5 "Leopard" will no longer be supported with the release of 9.1 Service Pack 10.

Checking Your Version of Java

To check the version you have on your computer:

1. Click on the *Start* menu (lower left corner of your screen)
2. Click *Control panel*
3. Double-click *Java*; then click *About* in the Java control panel.
4. Click *Close*.

How to clear Java Cache

Windows

1. Close **all** browser windows.
2. Go to *Start*, then choose the *Control Panel*.
3. Click on the icon named Java. On the *General* Tab, under the section labeled *Temporary Internet Files* click the button *Delete Files*.
4. Then choose to delete all the types offered.
5. Close the control panel by clicking OK and restart your web browser.

Mac OSX

1. In Finder search for *Java Preferences*.
2. Open *Java Preferences* and click on the *Network* tab.
3. Click the *Delete Files* button.
4. Click OK (Make sure that both *Applications and Applets* and *Trace Log Files* are checked)

Additional Help with Browser Issues:

Turn OFF pop-up blockers

Please disable any pop-up ad blocker programs if they are installed on your system. Pop-up blocker applications work in the background while you browse the internet. When they detect a pop-up window that may be an unwanted advertisement, they automatically close the window. This functionality will prevent the course system from performing properly. Also, pop-up blockers may be installed as part of a browser toolbar, as part of your browser, as part of your virus protection software or even as a separate program. When you login to your course, and you have a pop-up blocker turned on, the **Browser Checker** will open and indicate that.

Set Your Browser Cache to Always Reload a Page

Internet Explorer

1. Select "Tools" then choose "Internet Options"
2. Select the "General" tab
3. Select "Settings" from Temporary Internet Files
4. Select the "Every Visit to the Page" radio button
5. Click "OK"

Turn off Anonymous Logon

Internet Explorer

1. Select "Tools" then choose "Internet Options"
2. Select the "Security" tab
3. Select "Custom level"
4. Scroll down to "User Authentication" settings
5. "Logon" options
6. Select the "Automatic logon only in Intranet zone" radio button
7. Click "OK"

Enable Cookies

Internet Explorer

Select "Internet Options" from the Tools menu

Click on the Privacy Tab

Enable cookies:

If using a default setting, move the slider to select any of the following privacy settings:

- Medium High
- Medium
- Low
- Accept all cookies

If using a custom setting, click Advanced:

- Select Override automatic cookie handling
- Select Always allow session cookies
- Click OK to return to the Privacy Tab of Internet Options
- Click Apply and then OK

- **Delete History, Temporary Internet Files, and Cookies**

Go to the menu bar in your browser and click on "Tools" → "Internet Options..." → "Delete Cookies" → "Delete Files" → and "Delete History" → click on "OK".

- **Installation of Programs and Computer Maintenance**

Windows Updates

You must go to Windows Update **once a week** in order to keep your computer in good working condition. These updates will help prevent viruses (*not all*) and other problems from occurring.

1. Go to [Windows Update](#) (located in your "start menu" on your computer)
2. You will be prompted to install the updates if there are any available at that time.
<http://update.microsoft.com/windowsupdate/v6/default.aspx?ln=en-us>

AntiVirus Software

Make sure you have an updated version of AntiVirus software on your computer.

Other Software/Plug-ins

Some content within courses may require the installation of third party plug-ins such as Adobe Flash, Windows Media Player, Realplayer, and many others. In each case there should be a notification and link informing you that you need to install a new plug-in. Be careful that you only install trusted plug-ins that are necessary for the course content. Malicious plug-ins can be dangerous to your computer.

Troubleshooting:

- **“Error on Page” when attempting to add an attachment**

- Refer to Computer/Browser Settings
- 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
- Check for Spyware or deceptive software on your computer.
- Uninstall all versions of Sun Java Runtime Environment (JRE) from your computer, and install an earlier version, like Sun JRE 1.4.2_09.

- **HTML Creator – view red X and nothing displays**

The HTML Creator is available in tools like Mail and Discussions. In the Mail tool, for example, click Create Message and then for HTML Creator, select the circle beside On. If you choose this feature and view a red X (refer to image below) and/or nothing displays, the feature is not loading. Check to make sure Java is installed and working correctly.

- **HTTP 403 Forbidden or Access Denied Errors**

One possible cause of “HTTP 403 Forbidden or Access Denied Errors” may be due to Internet Explorer 6 update that was installed by Windows Update.

Change Internet Explorer setting as follows:

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.

Note: If this problem persists after changing this setting and restarting your browser, it may be caused by Spyware or deceptive software on your computer.

- **Unknown system exception has occurred**

The "Unknown system exception has occurred" error may appear when there is heavy load on the online course system. It can also occur at random under a variety of circumstances. Restart your browser and log in again, or wait until a later time when the load on the system may be lighter.

For technical assistance, please email webcthelp@jeffstateonline.com or call 205-856-8537.