

How should I configure my browser to avoid problems with Blackboard?

You should apply all of the browser settings below to prevent any number of potential problems you may encounter using Blackboard. **Internet Explorer 7.0 users should also follow the directions on pages 2-3 to configure additional browser settings.** The instructions below all assume you have already opened the correct dialog box in your browser where you will make the appropriate changes. For the three recommended browsers, this dialog box is found as follows:

Internet Explorer: click **Tools > Internet Options in the menu bar or Tools > Internet options button on the Command bar**

Netscape: click **Edit > Preferences**

Firefox: click **Tools > Options**

Caching	Caching problems lead to "wrong" pages showing up, and are frequently reported as a source of login problems as well. After applying the setting changes, clear your cache and restart the browser (close ALL windows first, including any file download windows) to make sure the cache is really cleared.
Internet Explorer	General tab > Browsing History area > Settings button: Make sure this is set to "Every time I visit the web page". Click the OK button. To clear cache, click the "Delete ..." button and then the "Delete All..." button. Click the Yes button when prompted and then click the OK button.
Netscape	Advanced category > Cache: Select "Every time I view the page". Click "Clear Cache". Click the OK button.
Firefox	Privacy button at the top > Private Data area: Click the "Clear Now..." button. Check all boxes and click the "Clear Private Data Now" button. Click the OK button.
Cookies	With cookies turned off, logging in is impossible, as a sessionID cookie is used to identify and authenticate you throughout your session.
Internet Explorer	Privacy tab > Sites button: Type in "sjcny.edu" (with no quotes) and click on the "Allow" button to make sure cookies from the Blackboard servers are always accepted, no matter what your other settings are. Click the OK button.
Netscape	Privacy & Security > Cookies > Select "Enable cookies based on my privacy setting" and click the View button. Set the privacy level to Medium. Click the OK button. Click the Manage Stored Cookies button > then the Remove All Cookies button. Click the Close button, then the OK button again.
Firefox	Privacy button at the top > Cookies section: Check the box to "Accept cookies from sites" and click the "Exceptions" button. Type in class.sjcny.edu and click the Allow button. Repeat for class2.sjcny.edu. Click the Close button.
JavaScript	Much of Blackboard's functionality depends on JavaScript. With JavaScript turned off, logging in is impossible. So is taking quizzes.
Internet Explorer	Security tab > Custom Level button > Scripting section (near bottom): Choose "Active Scripting: Enable" and "Allow status bar updates via script: Enable". Click the OK button.
Netscape	Advanced > Scripts & Plugins. Click the check box at the top to <i>Enable JavaScript</i> for "Navigator". Click the OK button.
Firefox	Content button at the top > Check the box to "Enable JavaScript". Click the OK button.
Popups	Allowing popups is necessary to make certain features work.
Internet Explorer	Click Tools > Popup Blocker > Popup Blocker Settings. Enter class.sjcny.edu in the field and click the Add button and then enter class2.sjcny.edu in the field and click the Add button. Click the Close button. If using a third-party popup blocker, make sure it allows popups for class.sjcny.edu & class2.sjcny.edu
Netscape	Privacy & Security > Popup Windows: check the box at the top to "Block unrequested popup windows". Click the Allowed Sites button and add class.sjcny.edu in the field at the top and click the Add button. Repeat to add class2.sjcny.edu. Then, click the OK button, and then the OK button again.
Firefox	Content button at the top > Exceptions button to the right of the first item (Block pop-up windows): Enter class.sjcny.edu and click the Allow button. Repeat for class2.sjcny.edu. Click the Close button and then the OK button.

Note: The settings listed above were configured using Internet Explorer 7, Netscape 7.1, and Firefox 2.0.0.3
The location of some of the settings may be different in other versions of these browsers. Please consult your browser's Help system if you cannot locate one or more settings. **Internet Explorer 7.0 users should also follow the directions on pages 2-3 to configure additional browser settings.**

Known Issues with Internet Explorer 7 and Blackboard

There are several known issues with IE7 and Blackboard. If you are using this browser and are having trouble with Blackboard, please apply **all** of the following solutions below. If you need further assistance please contact Bb Support @ SJC via e-mail bbsupport@sjcny.edu or phone (631) 654-3247

Logging In Using Internet Explorer 7

You must add the Blackboard server to IE 7's list of trusted sites. Follow these steps to add the Blackboard server to the list of trusted sites.

1. Open Internet Explorer 7.
2. On the browser menu select Tools, Internet Options and then the Security Tab.
3. Click on the Trusted Sites icon (green check) under the Select a zone to view or change security settings heading. Click Sites button to open the Trusted Sites box.
4. Make sure that "Require server verification (https:) for all sites in this zone" is not checked.
5. The URL for the Blackboard server (class.sjcny.edu) should appear in the "Add this website to the zone" field. If not, enter the URL in the field: <http://class.sjcny.edu/>
6. Click Add.
7. Click Close.
8. Click OK on the Internet Security Properties box.
9. Close the browser.
10. Re-open IE 7 and try to log in.

Setting Cookies and Logging In

If you are having problems logging into Blackboard, check the cookie settings. "Override automatic cookie handling" should be enabled and first-party cookies should be accepted. Please follow the steps below to check your cookies settings:

1. Choose the Internet Options in the Tools drop-down menu.
2. Click the Privacy tab in the "Internet Options" window.
3. Click the Advanced button in the Privacy window.
4. The Advanced Privacy Settings window will appear. Check "Override automatic cookie handling".
5. Select Accept under First-party Cookies.
6. Select Prompt under Third-party Cookies.
7. Click OK button to finish.

Using the Visual Text Box Editor

In order for the Visual Text Box Editor to function correctly, you must perform two steps: add the Blackboard server to IE 7's list of trusted sites and install the Dynamic HTML Editing Control. If not, the Visual Text Box Editor will not function correctly. The formatting and content controls will appear, but the text box itself will appear broken. Follow these steps to add the Blackboard server to the list of trusted sites and install the control.

1. Login to <http://class.sjcny.edu/> and navigate to a page that uses the Visual Text Box Editor (Discussion Board).
2. On the browser menu select Tools, Internet Options and then the Security Tab.
3. Click on the Trusted Sites icon (green check) under the "Select a zone to view or change security settings" heading. Click Sites button to open the Trusted Sites box.

4. Make sure that Require server verification (https:) for all sites in this zone is not checked.
5. The URL for the Blackboard server (class.sjcnj.edu) should appear in the Add this website to the zone field. If not, enter the URL in the field: <http://class.sjcnj.edu/>
6. Click Add.
7. Click Close.
8. Click OK on the Internet Security Properties box.
9. Refresh the page (press the F5 key on the keyboard).
10. A message may appear in the Internet Explorer Information Bar: "This website wants to run the following add-on: 'Microsoft (R) Dynamic HTML Editing Control' from 'Microsoft Corporation'. If you trust the website and the add-on and want to allow it to run, click here..."
11. Click the message and select Run ActiveX Control from the context menu.
12. Click Run in the Security Warning box.
13. The Visual Text Box Editor is now configured to operate correctly within this browser.

If you try the steps listed above and the text box still is not working, you can:

1. Turn off the text box editor. (After logging into Blackboard select the "Personal Information" link located on the left side of the screen. Select the "Set Text Box Editor Options" link. Select "Unavailable" and then click the Submit button.)
2. Use Netscape or the Firefox Internet browsers.

Test Timer Issue

When taking a timed quiz/exam/test, your browser may not display the elapsed time on the bottom status bar. (Please note: not all quizzes/exams/tests may be timed, but you should apply the change below in the event a future quiz/exam/test is timed).

Follow these steps to set the browser scripting to "Allow Status Bar Updates via Script".

1. Open the Blackboard login page in IE 7 and choose Tools and select Internet Options.
2. Go to the Security Tab and click the Internet zone. Then select Custom level.
3. Scroll down to Scripting. Enable "Allow status bar updates script". Select OK.
4. You may receive a Warning. Please select Yes.
5. Choose Close and then Ok .
6. Close the Internet Explorer window and reopen to the Blackboard website.