



Blackboard: Troubleshooting Browser Problems

Minimum System and Browser Requirements to Run Blackboard

Blackboard, Inc. recommends:

- Windows 95, 98, 2000, NT, or ME
- Mac OS 9 or Mac OS X
- Minimum 64 MB RAM, 1 G of free disk space
- 150 MHz or higher processing speed
- 56K modem or better
- Monitor capable of at least 800 x 600 resolution

Additional Suggested Software:

- Microsoft Office 97 or higher (or Microsoft Office Converters and Viewers)
- Adobe Acrobat Reader
- Windows Media Player or equivalent
- QuickTime plug-in
- Real Player plug-in

Collaboration Tools (Virtual Classroom & Lightweight Chat) — Plug-in for PC users only:

The Java 2 Run Time Environment 1.3.1_04 or higher

This plug-in may be downloaded from the page that appears when a user joins a Collaboration Session or may be found at

<http://java.sun.com/j2se/1.3/download.html>.

Collaboration Tools & Macintosh Users:

Mac OS 9 and Mac OS X both come with the plug-in you need for using the Collaboration Tools. Mac OS 8 users may need the Mac OS Runtime for Java (MRJ) plug-in available at <http://docs.info.apple.com/article.html?artnum=75097>.

Q: So how should I configure my browser to avoid problems with Blackboard?

A: The instructions below all assume that you have already opened the browser's preferences dialog. This is found via **Edit>Preferences** on Mozilla/Netscape, and **Tools>Internet Options** in Microsoft Internet Explorer.

<p><u>Caching</u></p> <p>MS Internet Explorer</p> <p>Mozilla/Netscape</p>	<p>Caching problems lead to wrong pages showing up, and are frequently reported as a source of login problems as well. After applying the setting, clear your cache and restart the browser (close ALL windows first, including any file download windows) to make sure the cache is really cleared.</p> <p>General tab>Temporary Files>Settings: Make sure this is set to Every time. To clear cache, click Delete Files.</p> <p>Advanced>Cache: Select Every time I view the page. Click Clear Cache.</p>
<p><u>SSL</u></p> <p>MS Internet Explorer</p> <p>Mozilla/Netscape</p>	<p>Much of Blackboard goes through secure connections. SSL must be enabled, and it is crucially important to have the right versions enabled.</p> <p>Advanced tab>Security (near bottom): Check Use SSL 2.0 and Use SSL 3.0. Uncheck Use TLS 1.0.</p> <p>Privacy & Security>SSL: Check SSL v2.0 enabled and SSL v3.0 enabled.</p>
<p><u>Cookies</u></p> <p>MS Internet Explorer</p> <p>Mozilla/Netscape</p>	<p>With cookies turned off, logging in is impossible, as a sessionID cookie is used to identify and authenticate you throughout your session.</p> <p>Privacy tab>Web Sites>Edit: Type in montclair.blackboard.com and click on Allow to make sure cookies from montclair.blackboard.com are always accepted, no matter what your other settings are.</p> <p>Privacy & Security>Cookies>Manage Stored Cookies>Cookie Sites: Type in montclair.blackboard.com and click on Allow to make sure cookies from montclair.blackboard.com are always accepted, no matter what your other settings are.</p>

<p><u>JavaScript</u></p> <p>MS Internet Explorer</p> <p>Mozilla/Netscape</p>	<p>Much of Blackboard functionality depends on JavaScript. With JavaScript turned off, logging in is impossible, as is taking quizzes.</p> <p>Security tab>Custom Level>Scripting (near bottom): Choose Active Scripting: Enabled. Under User Authentication, choose Prompt for username and password.</p> <p>Advanced>Scripts & Plug-in: Choose Enable JavaScript for: Navigator.</p>
<p><u>Passwords & form data</u></p> <p>MS Internet Explorer</p> <p>Mozilla/Netscape</p>	<p>There appears to be occasional problems with the browser storing the encoded password for Blackboard and submitting the stored value instead of the current one. While it isn't entirely clear whether this is indeed the source for those users' login problems, we recommend the following as troubleshooting step:</p> <p>Content tab>Personal Information>AutoComplete: Uncheck Forms and Usernames and Passwords on Forms. Click Clear Forms and Clear Passwords. Quit and restart the browser before trying again.</p> <p>Privacy & Security>Passwords>Manage Stored Passwords: make sure: montclair.blackboard.com is listed among the sites where passwords are never stored. Under..>Forms>Manage Sites: make sure Montclair.blackboard.com is listed among the sites for which form data is never stored. Or, turn off saving of form data and passwords completely.</p>
<p><u>Popups</u></p> <p>MS Internet Explorer</p> <p>Mozilla/Netscape</p>	<p>Allowing popups is necessary to make Virtual Classroom work. If using a third-party popup blocker, make sure it allows popups from montclair.blackboard.com. If you can't configure your popup blocker to allow popups from certain sites, locate and install a more versatile tool.</p> <p>Privacy & Security>Popup Windows>Allowed Sites: Allow popups from montclair.blackboard.com</p>