



Windows Vista, Internet Explorer, & Blackboard Troubleshooting Compatibility Issues

Notice to Blackboard Users:

Currently, there are some compatibility issues between our current version of Blackboard (Release 8.0.260.7) and Internet Explorer 7 (IE7) in Windows Vista computers. Similar issues can also be experienced when accessing Blackboard with IE7 in Windows XP computers.

Blackboard and Windows Vista

At this time, the Microsoft Windows Vista operating system has not yet been certified or deemed to be compatible with Blackboard. The *Visual Text Box Editor* controls do not function correctly in Internet Explorer 7 because they require a component not available in Windows Vista. Users on Release 7.0 and Release 6 should turn off the *Visual Text Box Editor* in their personal preferences (We recommend contacting the [system administrator](#) for this.) As a workaround, users can also use [Firefox 2.0 or higher](#).

Internet Explorer 8

Internet Explorer 8 (IE8) was recently released. Using IE8 with Blackboard will cause problems for students attempting to submit tests or use the file upload feature. It is recommended that students continue using an older version of Internet Explorer, or another browser, such as Firefox 2.0 or higher. If you have installed IE8, instructions for its removal or changing to “*Compatibility Mode*” are on the Microsoft Website: [How do I uninstall or remove Internet Explorer 8?](#)

Internet Explorer 7

Internet Explorer 7 has been tested and rated as compatible with Blackboard 7.3 and higher. However, end users must add the Blackboard web address to their list of trusted sites in Internet Explorer 7 (See further down in this document for directions). If Blackboard is not in the list of trusted sites, the *Visual Text Box Editor* will not function correctly. The formatting and content controls will appear, but the text box itself will appear broken. In Blackboard, the *Visual Text Box Editor* allows users to modify content in an interface resembling a word processor, and perform basic functions including creating tables, bulleted lists, hyperlinks, and more. Users may also format texts and paragraphs, and upload multimedia files in the *Visual Text Box Editor*.

The *Visual Text Box Editor* used by default in discussion board postings, quizzes and tests, and other areas of Blackboard does not work with IE7 in Windows Vista. Likewise, depending on the security settings, the *Visual Text Box Editor* may not work with IE7 in Windows XP computers.

When you go to a Blackboard discussion forum and attempt to start a new thread or reply to a message, the formatting and content controls will appear but you do not have a text entry box in which to type your message.

Refer to the **Troubleshooting Guides** in this document to help you with this issue.



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Quiz Access Issue

Internet Explorer 7 users can view the quiz but the pop-up blocker prevents users from taking the quiz. When accessing a Blackboard quiz, an additional IE7 browser setting is required. This setting can be enabled by following:

1. Open Internet Explorer 7
2. Go to *Tools – Internet Options – Tab Security – Internet Zone – Custom Level – Scripting – Allow programmatic Clipboard Access – Enable*

Notice to Vista Users: An incompatibility has been discovered for Microsoft Windows Vista users using Blackboard. This issue will not allow text boxes to show when using the Discussion Board and completing exams with essay questions. Please contact your [system administrator](#) if this you are facing this issue.

Respondus Lock Down Browser Issue

There have been a few reported instances of an incompatibility with Vista/IE7 and Respondus Lock Down Browser. When Respondus LDB is opened, nothing loads in the page and the student cannot access the Blackboard log in page. The computer must be running the latest version of Java for the systems to work together. The latest version can be downloaded [here](#).

Troubleshooting for IE7 in Windows Vista

If you have a Windows Vista computer, you will need to disable the *Visual Text Box Editor* (and instead, use *Text Box Editor*). To do that, please contact the [system administrator](#).

Next, be sure you also add Blackboard to your browser's list of trusted sites and check/change privacy settings in your browser. To do so, follow the directions on page 3.

This should correct the issue, and you should see the *Text Box Editor*.

NOTE: A workaround to using IE7 is to use the Firefox browser. Although using Firefox will solve the *Visual Text Box Editor* issue, you will lose the advanced functionality available on IE7 with Windows Vista. The latest version of Firefox for Windows is 3.5.2. For more information on and to download Firefox, visit: <http://www.mozilla.com/en-US/firefox/upgrade.html>

Troubleshooting for IE7 in Windows XP

If you are using IE7 in Windows XP and experiencing the *Visual Text Box Editor* issue, you will need to do the following:

1. Access Blackboard as usual.



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2. Add Blackboard to your browser's list of trusted sites. To do so, follow the directions on page 3.
3. Check/change privacy settings in your browser. To do so, follow the directions on page 4.
4. Run the *Microsoft Dynamic HTML Editing Control* add-on.
 - a. Access a discussion forum in Blackboard
 - b. Attempt to start a new thread or reply to a message. When you try to do so, the warning message "*This web site wants to run the following add-ons: 'Microsoft (R) Dynamic HTML Editing Control'*" is displayed in the information bar at the top of the browser window.

The warning message instructs you to click here (over the message) if you want to run the add-on. Click over the warning message. A pop-up menu is displayed. Click on the **Run ActiveX Control** button to run the add-on. The *Internet Explorer – Security Warning* window is displayed.

- c. Click on the **Run** button to run the add-on. Then, the browser window refreshes back to the beginning of your Blackboard.
- d. Return to the discussion forum. The *Visual Text Box Editor* is now configured to operate correctly within IE7.

Note: Every time you use the *Visual Text Box Editor*, you need to press SPACEBAR or ENTER in the keyboard to activate the *Microsoft (R) Dynamic HTML Editing Control*.

Adding Blackboard to Your List of Trusted Sites in Internet Explorer

1. Determine if Blackboard is in your browser's list of trusted sites by looking at the browser status bar (at the bottom of the browser window).
 - A **green** check mark with the label "*Trusted sites*" appears when Blackboard is in the list of trusted sites.
 - A **red** circle with the label "*Restricted sites*" appears when Blackboard is in the list of restricted sites.
 - A circle with the label "*Internet*" appears when Blackboard is not in the list of trusted sites or restricted sites.
2. To add Blackboard to your list of trusted sites, double-click on the status bar where the *Restricted sites* or *Internet* icon appears. The *Internet Security Properties* window opens.



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3. Under the *Select a zone to view or change security settings* heading, click on the **Trusted sites** icon. Click on the **Sites** button. The *Trusted Sites* window opens.
4. The URL for Blackboard (<http://blackhawk.blackboard.com/webapps/login/>) should appear in the *Add this website to the zone* field. If not, enter the URL and click on the **Add** button. You may also add <http://www.blackhawk.edu> and <http://blackboard.com> to the list of trusted sites. When done, click on the **Close** button to close the *Trusted Sites* window.
5. Click on the **OK** button to close the *Internet Security Properties* window.
6. Refresh the page by clicking the **Refresh** button in the browser navigation bar or pressing the **F5** key.

Changing Privacy Settings in Internet Explorer

You should check/change privacy settings – cookies and pop-up blocker settings – in your Internet Explorer browser. To do so:

1. Access Blackboard as usual.
2. Click on the **Tools** button in the browser navigation bar at the top and then on the **Internet Options** option. The *Internet Options* window opens. (You may also click on **Help** on the menu bar and then click on the **About Internet Explorer** option.)
3. Click on the **Privacy** tab.
4. Check the privacy setting level. A “medium” level should be fine. (If set to a higher value, you may experience problems with cookies being blocked.) If needed, set the setting slider to “medium.”
5. Check the pop-up blocker settings. (The pop-up blocker is the browser function that prevents most pop-up windows from appearing.) Check if the *Turn on Pop-up Blocker* option is checked. You may activate the IE7 pop-up blocker by checking the *Turn on Pop-up Blocker* option.
6. If the *Turn on Pop-up Blocker* option is checked, click on the **Settings** button to add domains to the list of sites to allow pop-up windows for. The *Pop-up Blocker Settings* window opens.



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7. In the *Address of web site to allow* field, enter the URL for Blackboard (<http://blackhawk.blackboard.com/webapps/login/>), and click on the **Add** button. You may also add <http://www.blackhawk.edu> and <http://blackboard.com> to this list. When done, click on the **Close** button to close the *Pop-up Blocker Settings* window.
8. Click on the **OK** button to save new settings and close the *Internet Options* window.
9. Refresh the page by clicking on the **Refresh** button in the browser navigation bar at the top or press the **F5** key.

For additional information or assistance, please contact:

Presidium Student Support Desk:

<http://d2.parature.com/ics/support/default.asp?deptID=8073>

or call toll free: 866-588-8279

Blackboard support website: <https://behind.blackboard.com/s/student/>