

Microsoft Internet Explorer generally works best with Blackboard.

- The Text Box Editor is only available to users with Microsoft Internet Explorer running on Windows Operating Systems.
- Disable any "pop-up blocker" software that you have installed on your computer
- Keep your virus software updated in order to scan for the latest viruses
- If you access from work or have a DSL connection and are running firewall software, you may experience difficulties. You will need to discuss this with your network security staff. They may or may not be able to allow access to the course, depending on their policies. DSL users will need to disable their firewall while using the chat tool (refer to the documentation in your firewall software for temporarily disabling the firewall).
- If you use a public computer lab or library, you need to exit the browser completely when you are finished. (That is, all windows must be closed and the programs closed or exited.) This clears your username/password. If you do not exit the browser completely, the next user will have access to your course account

You should check to make sure that the following options are set correctly on your browser before using Blackboard:

ENABLE COOKIES

Your browser may not support cookies. If you have one of the required browser versions, you can enable cookies with the following steps:

Netscape 4.77 or higher:

- Click "Edit"
- Select "Preferences"
- Then select "Advanced"
- Click on the checkbox next to the words "Accept all cookies", then click "OK"

Internet Explorer 5.0 or higher:

- Click 'Tools'
- Select 'Internet Options'.
- Then select 'Advanced' (in IE 6.0 select 'Privacy' then change the setting to '**accept all cookies**' by moving the bar next to your privacy settings).
- Scroll down until you see the "Cookies" entry. Click the "Always accept cookies" selection, and then click "OK."

You may need to close and restart your browser for the settings to take effect.

RELOAD CACHE EVERY TIME

Netscape 4.77 or higher:

- Select Edit, then Preferences
- Click the + sign next to Advanced to see more options
- Select Cache
- Select the Every Time radio button at the bottom
- Click OK

Internet Explorer 5.0 or higher:

- Select Tools, then Internet Options
- Select the General tab
- Select Settings from Temporary Internet Files
- Select the Every Visit to the Page radio button
- Click OK

ENABLE JAVA/ JAVASCRIPT

Netscape 4.77 or higher:

- Select Edit, then Preferences
- Select Advanced
- Make sure the Enable Java and Enable JavaScript boxes are checked
- Click OK

Internet Explorer 5.0 or higher:

- Select Tools, then Internet Options
- Select the Advanced tab
- Locate Microsoft VM
- Make sure the Java console enabled and Java logging enabled boxes are checked
- Click OK
- Restart your computer if you checked the Java console enabled box

IMPORTANT NOTE TO AOL USERS:

America Online (AOL) users may not be able access Blackboard properly using the browser supplied with AOL. The only compatible AOL browsers are version 5.0, 6.0 or 7.0 with Internet Explorer 5.0 or higher also installed on your computer. Do not use earlier versions of AOL's browser, as you will have difficulty using many of Blackboard's tools. To access Blackboard, AOL users must download a standard (or stand-alone) version of either Netscape Navigator (Communicator) or Internet Explorer. (AOL sometimes refers to browsers other than their own as "external browsers.")

AOL USERS: Follow these procedures to access Blackboard:

1. Download either Netscape Navigator 4.78 or 7.1 or Internet Explorer 6.0.
2. Install the downloaded browser software on your computer. (Installation instructions are provided at Netscape and Microsoft's download sites.)
3. After you've installed your new browser successfully, restart your computer.

4. Sign on to AOL as you normally do, but stay at the AOL Main (Welcome) page.
5. Keep AOL running in the background and start your new stand-alone browser (either Netscape or Internet Explorer). The stand-alone browser will use your AOL Internet connection.
6. Note: If you have problems getting your new browser to work with AOL, check out the Member Services area of AOL. Click on "Internet and World Wide Web." Double-click "Using other browsers with AOL." for further information.

Plug-ins and Players

Browsers also use plug-ins and other helper applications to help them display Web documents. If you encounter an element (such as video or animation) that requires one of these helpers, you may see a message that your browser isn't equipped for that content type.

Blackboard Learning System™ and Blackboard Portal System™

Client Browser Configurations

			Microsoft® Internet Explorer					Netscape® Navigator®			
			5.0	5.1	5.2	5.5	6.0	4.76	4.77	6.2	7.0
Blackboard Learning System™ and Blackboard Portal System™ (Release 6.0 and 6.1)	Microsoft Windows®	Windows 2000*	X	n/a	n/a	X	X		X		X
		Windows XP	n/a	n/a	n/a	n/a	X				X
	Apple® Macintosh®	Mac® OS 9.2		X		n/a	n/a	NS	X	NS	X
		Mac OS X.1		X	X	n/a	n/a	NS	NS	NS	X
		Mac OS X.2			X	n/a	n/a	NS	NS	NS	X
Blackboard Learning System ML™	Microsoft Windows	Windows 2000				X		X			
	Apple Macintosh	Mac OS X.1			X				X		

NOTES:

Client Browser Configurations marked with an "X" are Certified. Certified configurations have undergone a thorough set of tests conducted by Blackboard Quality Assurance and are 100% supported by Blackboard Product Support.

Client Browser Configurations marked with "n/a" are configuration combinations not supported by Apple, Microsoft or Netscape.

Client Browser Configurations marked with "NS" are not supported by Blackboard. There are known issues with these configurations and Blackboard recommends that you avoid using these configurations.

All other configurations are Compatible. Compatible Client Browser Configurations have undergone a limited engineering analysis, and this designation indicates that Blackboard is not aware of any issues resulting from that configuration. *Microsoft Windows 2000 supported configurations are considered compatible when run on Windows 95, Windows 98, and Windows ME.

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