## Problems with Java

Java is an extra little program that runs certain parts of Blackboard, like the My Computer file browser that you use to find and attach files to email or assignments**. If you do no see the My Computer icon in the attach file area, or have a "Red X" in the HTML Editor, this is a symptom of Java problems.**

**The first thing to do is to check your browser.** Go to this web page http://www.nwacc.edu/disted/nwdewctt.php and click on the link "Check your Browser for Compatibility". This tool will examine your computer settings and tell you if anything is not configured correctly. When it displays the results, if any of the items do not have green checks next to them, there is a problem with the way your computer is configured. **Or sometimes, even if it passes the Java checks, there will still be Java issues.**

There are several things that can be wrong with your Java set up. https://elearn.usu.edu/java/java_tutorial.html has some excellent information on how to diagnose and fix these problems. Work your way through all the links to read about what might be wrong and fix any potential problems.

**A word about the "best" version of Java for Blackboard CE.** This will depend somewhat on the way your computer is configured, but it is possible that if your system automatically downloaded the most recent Java version, it may not work with Blackboard. If you have updated to a version of Java beyond update 6 and are having problems, you can uninstall all versions of Java by following the instructions at for Windows XP at http://students.jccc.edu/documents/javauninstall.htm. Then you can follow the instructions at http://students.jccc.edu/documents/javainstall.htm which includes a link to the Java Update version 6 installer. Some instructions for Windows Vista: http://www.its2.uidaho.edu/blackboard/help_docs/Setup/java.htm

**Instructions for enabling Java, if this is all you need [see above for other possible problems]:**

**Internet Explorer for PC**
Click "Tools" --> "Internet Options"
* Select the Advanced Tab, and scroll down to "Java (Sun)" or to "Microsoft VM"
* Check the box next to the "Use JRE" or "Use Java 2" listing under "Java (Sun)" or to the "Java console enabled" listing under "Microsoft VM"
* Next, select the Security Tab, and select the "Custom Level" button
* Scroll down to "Scripting of Java applets" -- Make sure the "Enable" radio button is checked.
* In the section marked "Microsoft VM", if it exists, make sure that "Disable Java" is NOT selected. If it is selected, deselect it by selecting "High Safety".
* Click OK to save your preference.

**Internet Explorer for Mac**
* Choose "Explorer" from the top file menu, then choose "Preferences".
* Under "Web Browser" in the left-side pane, click "Java".
* Under "Java Options" on the right-side, make sure that "Enable Java" is checked.
* Click "OK".

**Firefox for PC**
* Choose "Tools" and then "Options.." form the top menu.
* From the left-side panel, choose "Web Features".
* Under "Web Features" on the right-side panel, make sure that the box next to 'Enable Java' is checked.
* Click "OK".

**Firefox for Mac**
* Choose "Preferences" from the "Firefox" menu.
* Select the 'Content' icon.
* Make sure 'Enable Java' is checked.
* Close the Preferences window.