



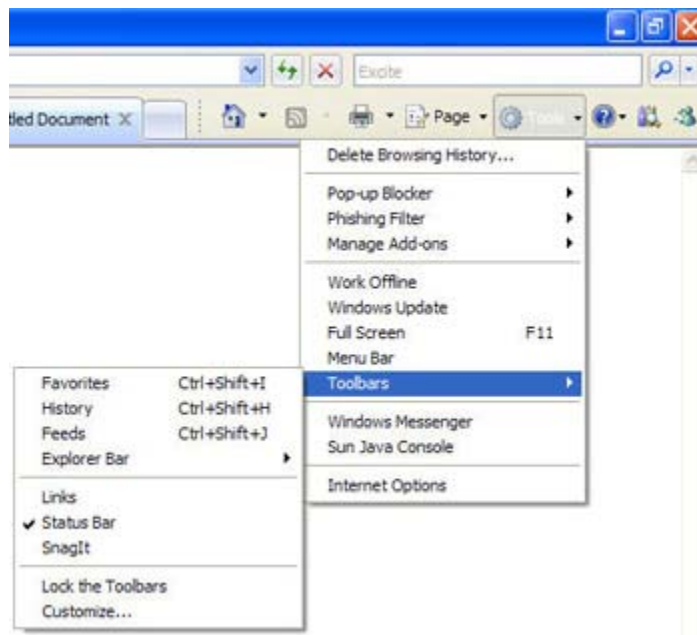
# Blackboard and IE7 Compatibility

Illinois Central College currently uses Internet Explorer 6 and the Blackboard Academic Suite Release 6.3 on campus, and usually there are no compatibility problems between the two programs. However, if you have Internet Explorer 7 on another computer that you use, you may experience difficulties. While Internet Explorer 7.0 has been tested and rated compatible with Blackboard, there are several settings that need be adjusted for Blackboard to work properly. The following is a list of known issues -

## 1. I can't see the test timer when I am in Blackboard.

The test timer is displayed on the status bar. To turn on the status bar, click the **Tools** button on the browser toolbar located in the upper right area of the screen.

From the drop down menu select **Toolbars** and then **Status Bar**.



## 2. During a test I can't see any text box to enter my answers. Also, why can't I type my answers into the text box when taking a test in Blackboard?

Go to the ICC Blackboard site and click on the Internet icon in the status bar in the lower right area of the screen.



In the Security window that pops up click on **Trusted Sites** (green checkmark) and then on **Sites**.

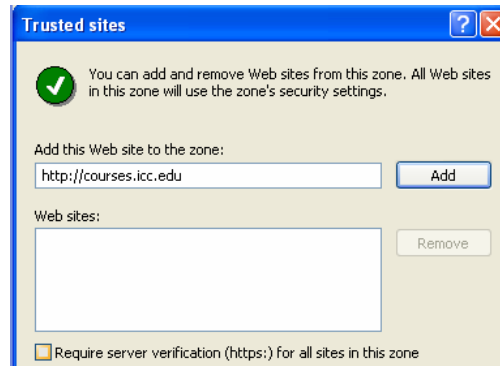


The web site address for Blackboard at ICC needs to be on list of trusted sites.

Uncheck the box that says "Require server verification (https: for all sites in the zone).

Enter the web address as shown on the right and click on **Add** to add it to the list of approved web sites. Finish by clicking on **Close** and then click on **Okay** in the Security window.

The Status Bar should now display a Green Checkmark and the words "Trusted sites."

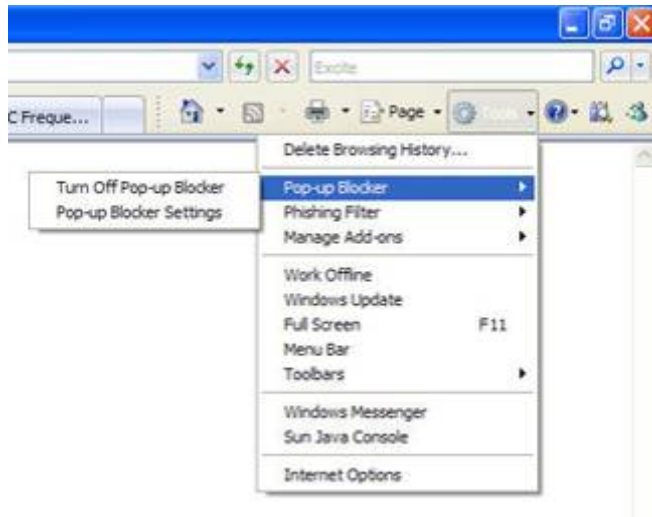


3. When I try to respond to a Discussion Board question, there is no text box for my answer.
  - Complete the steps in the Question 2 answer.

4. When I click on a link to a file (like a Word document or a PowerPoint presentation) I can't see it.

Pop Ups may be disabled or enabled for all web sites. They can also be enabled selectively for specific web sites.

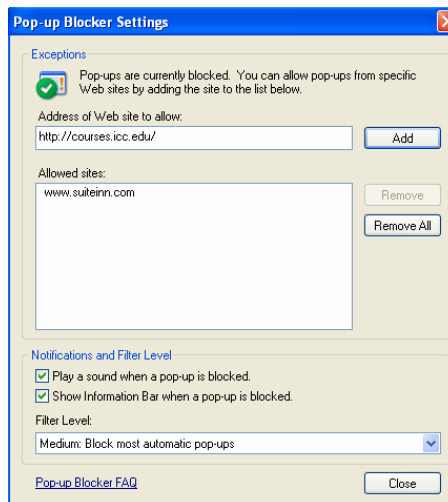
Click on **Tools** then choose **Pop up Blocker** and select **Pop up Blocker Settings**.



If the address for Blackboard at ICC does not appear in the text box then type in

<http://courses.icc.edu/> and click on the **Add** Button.

Finish by clicking on **Close**

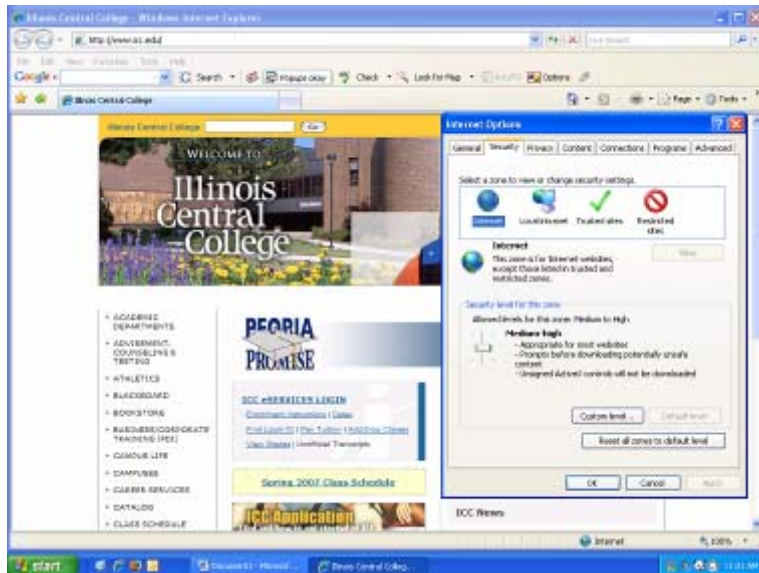


5. When I get a file to open and display in Blackboard I can't print it.

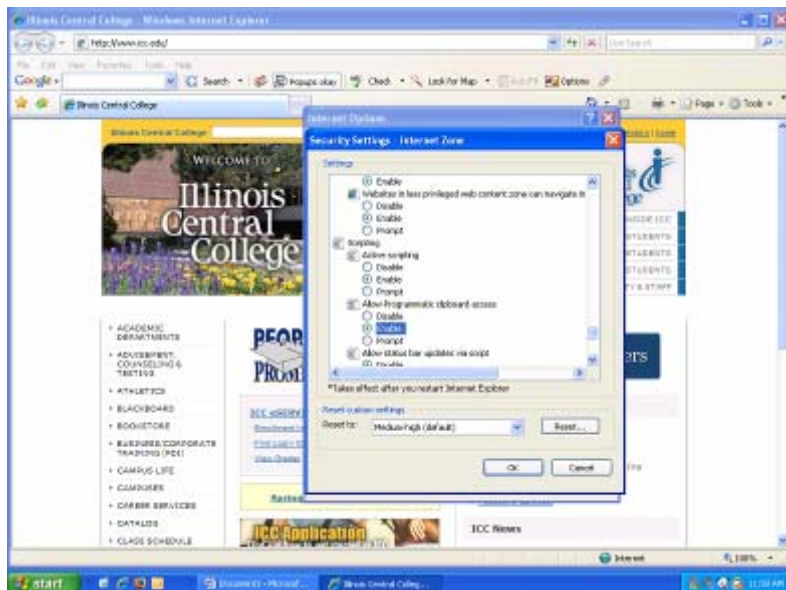
- Right click on the link and choose **SAVE** instead of OPEN.
- Save the file to a place on your computer such as the desktop, network, or flash drive.
- Open the file with the appropriate program (Word, PowerPoint, etc.) and use the program's print features to print it.

6. When taking a test I was prompted “Do you want to allow this web page to access your clipboard?” What do I do?

Open Internet Explorer 7  
Go to Tools. Go to Internet Options, Security tab.



In the Internet Zone, go to Custom Level. Move most of the way down the list to Scripting and go to Allow Programmatic Clipboard Access. Click on Enable and then OK.



7. I was taking a test and saved each answer. When I was ready to submit the completed exam a message appeared telling me that some of my questions were not completed - but when I checked them they all had responses. Should I ignore the message?

- Do not ignore the message. Check to make sure that all answers have been recorded.
- Check to make sure that Blackboard is a trusted site on your computer. If not, follow the steps in the answer to Question 2.