

Blackboard and Internet Browsers, Internet Explorer 7 and Firefox

Troubleshooting Instructions Updated Fall 2008



Internet Explorer and **Firefox** are web browsing programs deployed across the ICC campuses. There are known issues with **Internet Explorer 7 and Blackboard text boxes** that can be resolved by following these instructions. The problem of not seeing text boxes in **Blackboard** through **Internet Explorer** can be resolved by using **Firefox** instead of **Internet Explorer**. However, **Firefox does not support the visual text box editor** and will display only plain text. Use these problem statements and their resolutions to attempt to resolve problems with Blackboard web browsers. For more help contact the ICC Help Desk staff at helpdesk@icc.edu or 694-5457.

PROBLEM: Blackboard text boxes do not appear on the page.
RESOLUTION: Choose one of the following options.

OPTION 1: Turn Off Visual Text Box Editor

This fix will allow Blackboard text boxes to display in Internet Explorer 7. However, this fix will remove the text box editor options such as font type, size and color. Use this fix if the text box editor options are not necessary for your work in Blackboard.

1. Log in to Blackboard at <http://courses.icc.edu>
2. Select **Personal Information** from the Tools menu on the left.
3. Choose **Set Text Box Editor Options**.
4. Choose **Unavailable** under Set Availability, then **Submit**.
5. Close all **Internet Explorer** Windows and restart **Internet Explorer**.

OPTION 2: Internet Explorer Trusted Sites – Keeping the Text Box Editor Active

This fix will allow Blackboard text boxes to display in Internet Explorer 7 with the text box editor options.

1. Open Internet Explorer 7
2. Click the **Tools Icon** located on the right side of the toolbar.
3. Select **Internet Options**.
4. Click the **Security** tab
5. Click the **Trusted Sites** icon (the checkmark icon)
6. Click the **Sites** button
7. In the textbox under **Add this Web site to the zone**, type ***.icc.edu**
8. Click **Add**
9. *.icc.edu will move to the trusted websites list. Click **Close** to go back to Internet Options.
10. Uncheck the box **Require server verification (https:) for all sites in this zone**.
11. Click **Close** to return to Internet Options.
12. Click **OK** to save your internet options

PROBLEM: The text box editor has been turned off (see page 1, OPTION 1) but codes are displaying in the text box.

RESOLUTION: Turn the editor back on following these steps.

1. Close all **Internet Explorer** windows
2. Launch **Internet Explorer** and login to **Blackboard**
3. Select **Personal Information** from the **Tools** menu on the left.
4. Choose **Set Text Box Editor Options**.
5. Choose **Available** under Set Availability, then Submit.
6. Close all **Internet Explorer** windows
7. Launch **Internet Explorer** and login to **Blackboard**

PROBLEM: Message asks, “Do you want to allow this web page to access your clipboard?”

RESOLUTION: Change settings to allow clipboard access.

1. Click the **Tools** menu at the top
2. Select **Internet Options**
3. Click the **Security** tab
4. Click the **Custom level...** button
5. Scroll to **Scripting** in the list of Security Settings
6. Click Enable next to **Allow Programmatic clipboard access**

PROBLEM: Test timer is not visible in Blackboard student view. (Timer is never visible in Blackboard instructor view.)

RESOLUTION: Turn on the status bar.

1. Click the **Tools** button on the right (not the Tools menu on the top)
2. Select **Toolbars**
3. Select **Status Bar**

PROBLEM: Test timer is not visible in Firefox.

RESOLUTION: Follow the steps below.

1. Click the **Tools** menu
2. Select **Options**
3. Select **Content**
4. Check **Enable Java Script**
5. Click **Advanced** button
6. Check **Change status bar text**
7. Click **OK**
8. Click **OK**