

Blackboard 9 and Internet Browsers

Internet Explorer and Firefox

Troubleshooting Guide - Spring 2010



In January 2010 ICC upgraded to Blackboard version 9. As a result, we have new recommendations for Internet browsers and browser settings for use with Blackboard.

RECOMMENDATION FOR USING MOZILLA FIREFOX: Use Mozilla Firefox instead of Internet Explorer to work in Blackboard 9. While Internet Explorer has been recommended in the past, Firefox is now the preferred and recommended browser for Blackboard 9. ON ICC CAMPUSES, Mozilla Firefox is installed on all computers and can be found by an icon on the toolbar or the desktop. If you use Firefox to access Blackboard you should not have to change browser settings. If you wish to continue to use Internet Explorer with Blackboard you may have to proceed through the rest of this document to make setting changes for successful use of Blackboard through Internet Explorer.

RECOMMENDATIONS FOR USING INTERNET EXPLORER versions 7.0 and 8.0

Change the security settings of the browser.

1. Choose **Tools Menu > Internet Options > Security**
2. Select the **Internet** zone, the globe icon
3. Set the security for this zone at **Medium-high**
4. Select the **Trusted sites** zone, the green check mark
5. Click on the **Sites** button
6. Type ***.icc.edu** in the “Add this website to the zone” box, making sure the “Require server verification...” box is unchecked
7. Click **Add**
8. Click **Close**
9. Click on the **Default level** button
10. Set the security for this zone at **Medium-low**
11. Click **Apply**
12. Click **OK** on the Internet Options box

Change the temporary internet files settings.

1. Choose **Tools Menu > Internet Options**
2. Select the **General** tab
3. Click **Settings** in the Browser history section
4. Change the setting to “Every time I visit the webpage” is selected for “Check for newer versions of stored pages”

Change Compatibility View Settings in Internet Explorer 8 (this does not apply to IE version 7)

1. Choose **Tools Menu**
2. Select **Compatibility View Settings**
3. Type ***.icc.edu** in the “Add this website:” box
4. Click **Add**
5. Click **Close**
6. Restart Internet Explorer

