



Blackboard and Internet Explorer 11

The following issues have been reported when using Internet Explorer 11 on Blackboard Learn 9.1 SP 13. This document will relate two methods of eliminating the problems

- Deleting items gives a blank screen with the word "False"
- Creating, editing, or submitting items gives the error "Object doesn't support property or method 'addClassName'"
- Campus banner does not appear on the login page
- Tabs do not appear in the top frame once logged in

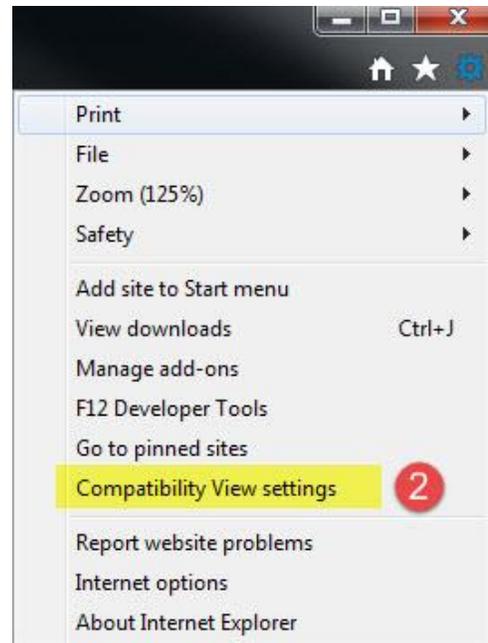
- I. Switch from using Internet Explorer (IE) to Google Chrome:
<http://encrypted.google.com/chrome/index.html>

Using the Chrome web browser resolves a number of problems caused by either Internet Explorer or Safari and is currently the only browser approved for use with Blackboard Collaborate. Chrome is the recommended solution to this and other issues, but if that option isn't available try this:

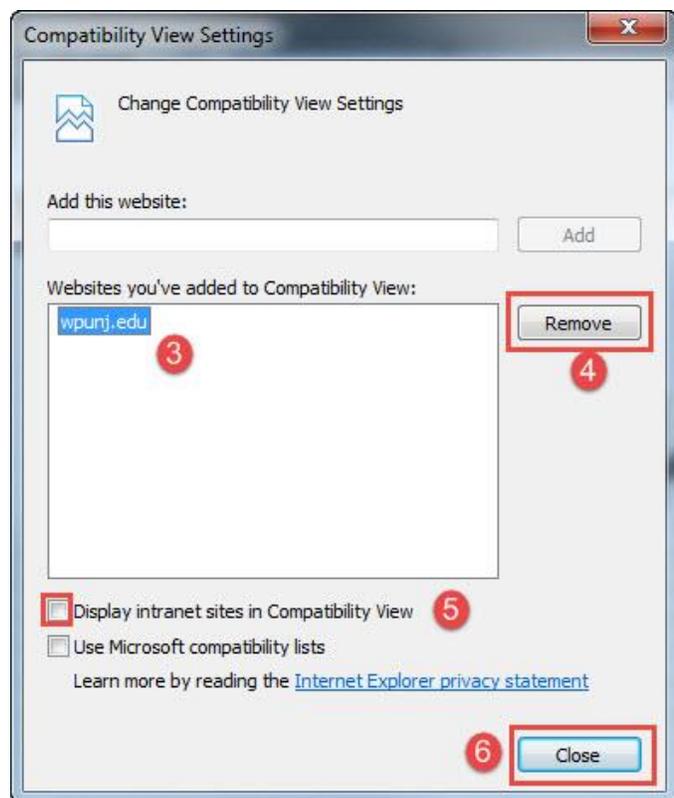
- II. Follow the steps below to remove wpunj.edu from the compatibility settings
 1. Select the Settings button in the upper right corner of Internet Explorer:



2. Choose **Compatibility View Settings** from the menu



3. Highlight *wpunj.edu* in the main window
4. Select *Remove*
5. Un-click *Display intranet sites in Compatibility View*
6. Select *Close*



For more information please file a ticket with the Web Help Desk, your first and best option for all technology-related questions, reports and requests:

<http://www.wpunj.edu/help/>