Troubleshooting Java

Sometimes students continue to encounter problems despite having the latest version of Java installed on their systems. Having multiple or outdated Java, incorrect security settings, or caching issues may cause errors with the Blackboard system such as missing icons, inability to use Collaborate, upload documents, problems with exams or discussion forums.

Topics at a Glance

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Multiple Java Installations

Follow the uninstall instructions from the table below to remove older versions of Java on your system. Once all versions of Java have been removed, install the newest version from Java.com.

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Updating Java on Macintosh Systems

Apple supplies their own version of Java for all operating systems prior to **OS X 10.7 Lion**. For Macintosh operating systems prior to Lion, use the Software Update feature (available through the Apple menu) to check for Java updates. If you have problems with Java on your Macintosh system, please contact Apple Technical Support for further assistance.

For Mac users with the new Lion OS X 10.7, does not come with Java runtime installed by default. For now, Apple has made Java available for Lion users via their **Java for OS X Lion** website.

Java Security Settings

When some PC users login to Blackboard, they may encounter a pop-up that reads “Java has discovered application components that could indicate a security concern”. Java added a patch in Version 6 Update 19 that added protection from applets that contain both signed and unsigned components, which often results in this security warning. To avoid having to deal with this pop-up repeatedly, users can change a setting in the Java Control Panel to run the applets with protections.

**Windows Users:**
1. Go to the Start menu and select Control Panel from the list.
2. Inside the Control Panel dialog box, find the icon that reads Java.
   **Note:** You may have to be in Classic View to see the list of icons.
3. Inside the Java Control Panel, click the Advanced tab and expand Security to access the Mixed Code options.
4. Select the option that says “Enable – hide warning and run with protections”.

**Mac Users:**
1. Go to the Applications folder on your system and locate the folder that reads Utilities.
2. Double-click the icon that reads Java Preferences.
3. Inside of the Java Preferences dialog, under the Advanced tab, find the section that says Verify mixed security code (sandboxed vs. trusted).
4. Select the option that reads “Enable – run with protections, no warnings”.

**Important Note:**

This is a global setting and will run mixed code from any website without displaying the message on both Windows and Macintosh systems.
Clearing the Java Cache File

Java problems that occur after you have verified you only have one version of Java that is up-to-date on your system can usually be fixed by clearing out your Java cache.

**Windows Users:**
1. Go to the Start menu and select Control Panel from the list.
2. Inside the Control Panel dialog box, find the icon that reads Java.
   **Note:** You may have to be in Classic View to see the list of icons.
3. Inside the Java Control Panel, under the General tab you will see a section that reads Temporary Internet Files. Click the button that says Settings.
4. In the Temporary Files Settings window, click the Delete Files button. A new window will open.
5. In the Delete Temporary Files window, ensure both check boxes are selected and click OK.

**Mac Users:**
1. Go to the Applications folder on your system and locate the folder that reads Utilities.
2. Double-click the icon that says Java Preferences.
3. Inside of the Java Preferences dialog, under the Network tab click the button that reads Delete Files.
4. Ensure both check boxes are selected and click OK.

**Important Note:**

<table>
<thead>
<tr>
<th>On</th>
<th>Name</th>
</tr>
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<tbody>
<tr>
<td>✓</td>
<td>Java SE</td>
</tr>
<tr>
<td>✓</td>
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You may also want to verify Java is active on your system by going to the General tab and confirm that the check boxes under the section labeled On are marked.

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