



BLACKBOARD SUPPORT

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 Having multiple or outdated Java, incorrect security settings, or caching issues may cause errors with the Blackboard system such as missing icons, inability to use Collaborate, upload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

Topic	What's Covered
Multiple Java Installations	How to resolve common issues associated having multiple versions of Java installed on your system
Java Security Settings	How to address interference from your Java's security settings
Java Cache	Instructions on clearing your Java's cache

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.

	PC	MAC
Verifying Java	Instructions	Instructions
Installing Java	Instructions	Instructions
Uninstalling Java	Instructions	n/a
(Auto)Updating Java	Instructions	Instructions

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.

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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.

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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.

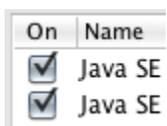
Windows Users:

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 sure 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 sure both check boxes are selected and click **OK**.

Important Note:



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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