BLACKBOARD ISSUE/RESOLUTION

PROBLEM: In Microsoft Internet Explorer 7, Blackboard does not open the text box in the discussion board or test questions.

SOLUTION: Users should note that near the top of the browser window is a pale, yellow information bar stating “This website wants to run the following add-on…”

Click on the yellow area and allow the browser to Run ActiveX Control.

The page will likely re-load and require that you click twice in the text area to type text.

OPTION 2: Set up your browser to automatically allow Blackboard to run all ActiveX controls in Blackboard (highly recommended for students who take tests online).

To set up IE7 to always allow ActiveX to run on Blackboard, open your browser and go to Tools->Internet Options and click on the Security Tab.

Click on the Trusted Sites icon, then the Sites button.
Uncheck the box that reads “Require server verification (https:) for all sites in this zone.”

Enter http://bbs.hssu.edu in the “Add this website to the zone” box, and click the Add button.

**OPTION 3:**

Blackboard can also be used on Netscape Navigator 8+ without this problem occurring.

For additional assistance or questions, contact the HSSU Blackboard Team at blackboard@hssu.edu.