

Desktop & Laptop Computers

Faculty may use the following tips and resources to troubleshoot browser-related problems that affect their use of Blackboard.

USE THE BROWSER TESTER TO DIAGNOSE SETTINGS

Use Blackboard's [Browser Tester](#) to check if you are using a supported browser with correctly configured settings. Refer to the following links to resolve problems detected by the Browser Tester:

- [Enable JavaScript](#)
- [Enable Cookies](#)
- [Allow pop-ups from Blackboard](#)

AUTHENTICATION ERRORS, NON-REACTIVE BUTTONS, OR PAGE UPDATE ISSUES

Your browser may be referring to old versions of web pages, expired persistent cookies from a prior login session, or to bookmarks imported from another browser. [Clearing your browser's cookies and cache](#) usually resolves these types of issues.

BLOCKED MEDIA CONTENT AND SECURITY WARNINGS

In Google Chrome and Mozilla Firefox, web links and embedded videos from YouTube, Films on Demand, or other sources may fail to load due to a browser security feature called "mixed content blocking". Refer to these resources to allow the content to load in the browser:

- [Google Chrome Mixed Content Blocker](#)
- [Mozilla Firefox Mixed Content Blocker](#)

If you use Internet Explorer, you may need to [configure the browser's Compatibility View and Security Zone settings](#) for use with Blackboard.

BROWSER PLUGINS

Most modern web browsers except Mozilla Firefox and Safari have discontinued support for Java, QuickTime, SilverLight, or other media plugins (i.e. NPAPI Plugins). If you have trouble accessing content that requires a media plugin, please use Mozilla Firefox or Safari and update the plugin. Please use the [Browser Tester](#) to check your browser's plugin status and refer to these resources for assistance:

- [Update Adobe Flash](#)
 - How to Enable Adobe Flash Plugin: [Google Chrome](#); [Mozilla Firefox](#); [Safari](#); [Internet Explorer](#)
 - [Troubleshooting Tips](#)
- [Update Java](#)
 - How to Enable Java Plugin: [Mozilla Firefox](#); [Safari](#)
 - [Troubleshooting Tips](#)
- [Update Adobe Reader](#) (PDF) – [Mozilla Firefox](#), [Google Chrome](#), and [Safari](#) have their own in-browser PDF tools.
 - [Troubleshooting Tips](#)