Faculty and students using Blackboard’s Collaboration Tools to participate in chat and virtual classroom sessions. This tool relies upon having an updated Java plugin installed in the browser and the user accepting browser security prompts to allow the Java plugin to run.

**THE CHAT TOOL MAY FAIL TO LOAD FOR A PARTICIPANT WHEN HIS/HER COMPUTER:**

- Has Google Chrome version 42 or higher. As of September 2015, Chrome doesn’t support Java.
- Is using an unsupported or outdated browser or is blocking pop-ups from Blackboard.
- Does not have Java installed or enabled on the computer.
- Has an *outdated* version of Java installed; modern browser security features block it from running.
- Provides browser alerts requesting permission to run Java, but the prompts are ignored or denied.
- Has a security program or firewall that blocks Java from connecting to Blackboard.
- Is a mobile device – Most smart-phones and tablets do not support Java!

**TO RESOLVE THESE ISSUES, CHAT PARTICIPANTS SHOULD TRY THE FOLLOWING:**

- Use a Firefox web browser to access Blackboard and allow pop-ups.
- Install the latest version of Java on your computer and delete old versions of Java from your computer.
- Enable the Java plugin in your browser and accept browser prompts that ask permission to run Java.
- Clear your Java plugin’s cache before loading the chat tool.
- Edit Java’s Security Settings - Set to "Medium", add https:blackboard.matc.edu to “Exception Site List”.
- Check your computer’s security or firewall program to see if it is blocking Java.

**ACCEPTING BROWSER AND JAVA SECURITY PROMPTS**

When you try to load the chat tool, you may see browser prompts similar to these. Click the “Allow” buttons to allow the browser to use the Java 7 plugin.
Additionally, you might see Java or SSL security warnings as an added layer of protection. Click the “Run”, and “Continue” buttons to allow the Java plugin to run and the chat to load.