

Common Issues Experienced

Most of the issues experienced while in courses will be “Browser” issues. The following information will help provide assistance to alleviate some known problems.

Allow Third-Party Cookies

Third-party cookies are allowed by default on all supported browsers. If this is turned off you may experience problems staying logged in to Blackboard. For more information on enabling cookies, please select your current web browser:

- [Mozilla Firefox](#)
- [Safari](#)
- [Google Chrome](#)
- [Microsoft Edge](#)
- Internet Explorer – No longer supported by Blackboard Learn

JavaScript must be enabled in browsers

JavaScript is a type of programming language used to provide immediate feedback to users via the browser. Much of the Blackboard system relies on JavaScript to generate interactive web pages.

NOTE: JavaScript is enabled by default in all supported browsers. For more information about how to enable JavaScript on your system select the web browser you are using:

- [Mozilla Firefox](#) – Recommended for Blackboard Learn
- [Safari](#)
- [Google Chrome](#)
- Internet Explorer – No longer supported by Blackboard Learn

Pop-Up Blocker

Pop-up blockers work in the background during the Internet session. It is there to detect a pop-up window containing unwanted advertisement, thereby automatically preventing the window from opening. Blackboard’s function is similar to pop-up, therefore it is important to turn off Pop-Up Blocker so that you can view the course properly.

While using Blackboard, if you are unable to view discussion postings, quiz windows, and download links, then you need to disable pop-up blocking for your Blackboard server. For more information about turning off pop-up blocker on your machine, please select your current web browser:

- [Mozilla Firefox](#)
- [Safari](#)
- [Google Chrome](#)
- Internet Explorer – No longer supported by Blackboard Learn

Internet History and Cache

Internet browsers keep a record of all the websites visited in the "Browser History". Internet cache acts as a roadmap for all the web sites you visit by storing copies of these sites locally on the computer. Storing Internet cache assists web sites to load faster.

If you are experiencing "Session Already Running" errors or are unable to view certain web content, try clearing your Internet history and/or cache. For more information on clearing your Internet history and cache, please select your current web browser:

- Mozilla Firefox [History](#) and [Cache](#)
- Safari [History](#) and [Cache](#)
- Google Chrome [History](#) and [Cache](#)
- Microsoft Edge [History and Cache](#)
- Internet Explorer – No longer supported by Blackboard Learn

Java

Java is a programming language and software platform, similar to Flash, that is required for certain features of Blackboard to function properly. Some of the important features of Blackboard which use Java include:

- File uploading and downloading
- Taking assessments and surveys
- The visual text editor box found in Discussion, Assessments, the Assignment Dropbox, etc.
- Logging in to the Blackboard Learn System