

Blackboard/WebCT How-To's

How-To: Correct a Java Problem in Blackboard/WebCT

When this is applicable:

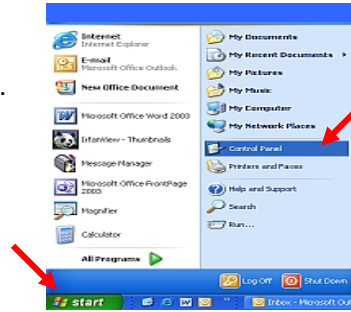
- You need to submit an assignment or post to a discussion group, but Blackboard/WebCT doesn't allow it.

When this occurs:

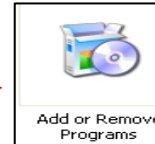
- Java has not been installed on the computer you are using OR
- An incompatible version of Java has been installed (Note: Not all versions of Java are compatible with Blackboard/WebCT)

To correct this problem, do the following:

- If you are in Blackboard/WebCT, logoff the program.
- Go to the **Start** button and click it.
- Select **Control Panel** and click.

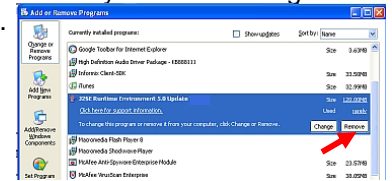


- Locate the **Add or Remove Programs** icon and double-click it.



- This will bring up a list of most of the programs that are installed on your computer. In that list, look for programs named **JAVA 6 Update 5** or **J2SE Runtime Environment 5.0 Update 7**. **These work with Blackboard**. Any other JAVA Runtimes must be removed. In other words, if you find any of the following

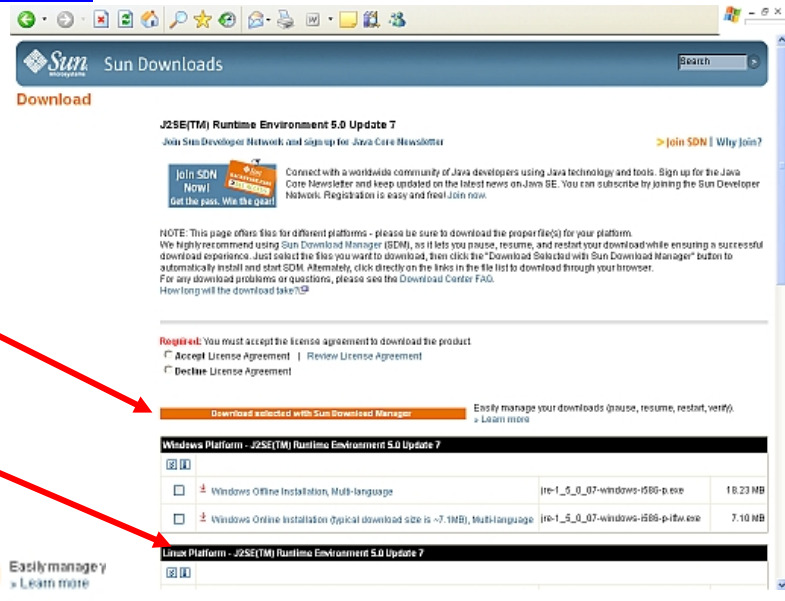
- | | |
|---|--|
| J2SE Runtime Environment 5.0 Update 1 | J2SE Runtime Environment 5.0 Update 2 |
| J2SE Runtime Environment 5.0 Update 3 | J2SE Runtime Environment 5.0 Update 4 |
| J2SE Runtime Environment 5.0 Update 5 | J2SE Runtime Environment 5.0 Update 6 |
| J2SE Runtime Environment 5.0 Update 8 | J2SE Runtime Environment 5.0 Update 9 |
| J2SE Runtime Environment 5.0 Update 10 | |



- Reboot your computer.

- Go to the either of the following URLs: http://java.sun.com/products/archive/j2se/5.0_07/index.html or <http://java.sun.com/products/archive/j2se/6u5/index.html>

The page should look like this one:



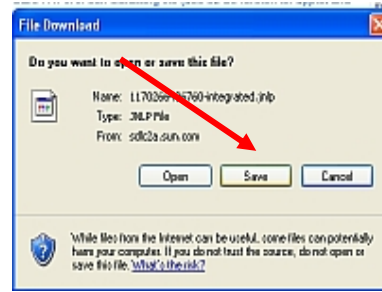
- You will need to accept the license agreement by clicking in the **Accept** button.

- Next, you will need to put a check mark in the **Windows Offline Installation** box

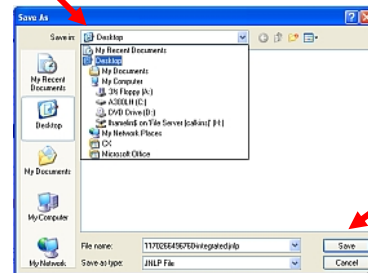
- Now scroll down to the bottom of the page and click this bar:



11. In the dialog box that pops up, click **Save**.



12. When you see the **Save As** dialog box, choose **Desktop** for the **Save in** location.

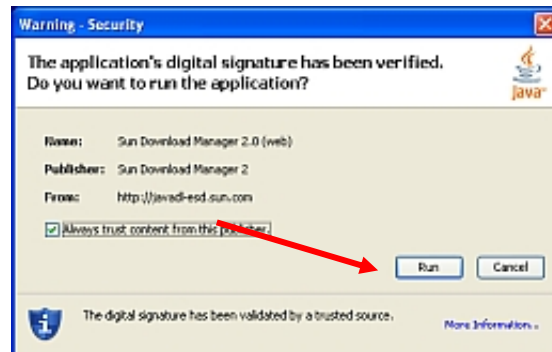


13. Click **Save**.

14. Locate the file on your desktop and **double-click the file** to open it and to start the installation process.

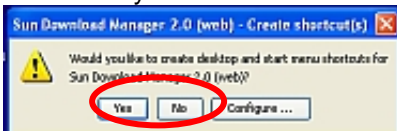


15. It will take a minute for the program to load. Once it's loaded, you will get this screen:

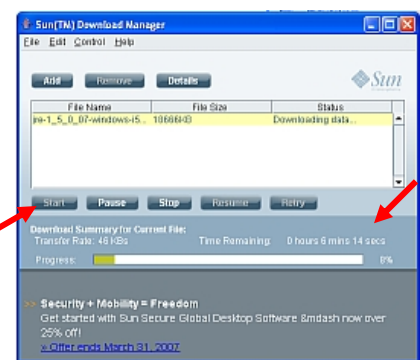
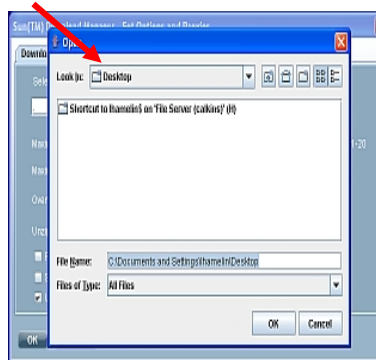
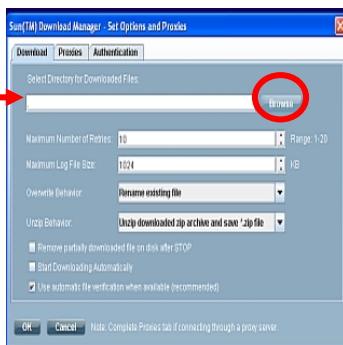


16. Click **Run**.

17. The next screen will ask you if you want desktop and menu shortcuts created. You probably don't need either, but you can choose to create the shortcuts if you want them.



18. The next dialog box will ask you to identify the location for the downloaded files. (Ignore the Proxy and Authentication tabs) Click the **Browse** button to locate your desktop. Click **OK** 3 times. Click **Start** and wait for the download to finish.



19. Once the download has finished, you will see another file on your desktop. It will look like this: Double-click this file and the **Install Shield Wizard** will install the correct version of Java for you.

