

# TROUBLESHOOTING BLACKBOARD'S CHAT & VIRTUAL CLASSROOM TOOLS



## Known Issue

Instructors may require students to use Blackboard's [chat and virtual classroom tools](#) to participate in online meetings. These tools need the Java plugin installed and enabled in the browser.

### COLLABORATION TOOLS MAY FAIL TO LOAD FOR A STUDENT WHEN HIS/HER COMPUTER:

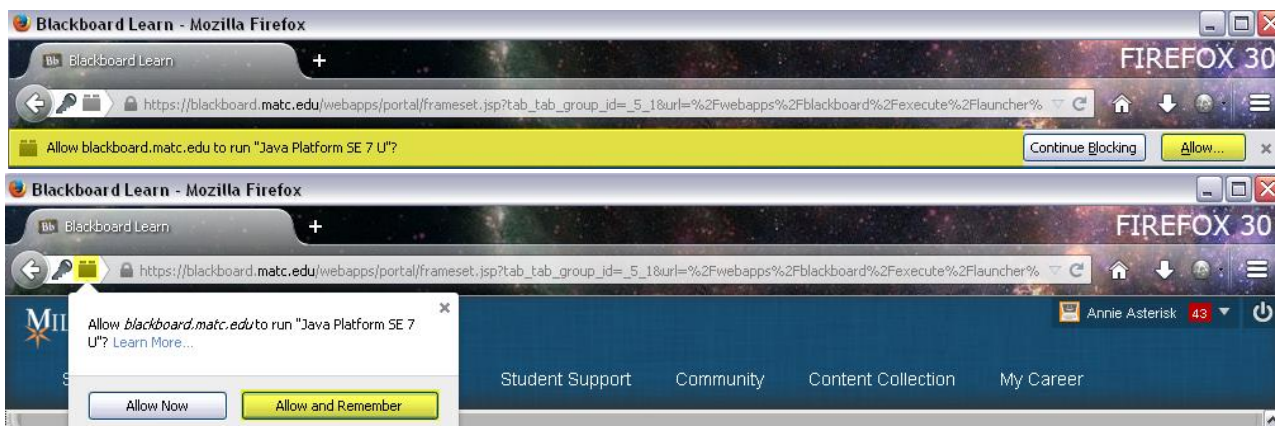
- Has Google Chrome version 45 or higher. [Google Chrome no longer supports Java](#) and media plugins.
- Is using an unsupported or outdated browser or is blocking pop-ups from Blackboard.
- Does not have Java installed or enabled on the computer.
- Has an *outdated* version of Java installed; modern 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, STUDENTS MAY TRY THE FOLLOWING:

- Use [Mozilla Firefox](#) to access Blackboard's chat and virtual classroom tools 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 the "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 a chat or virtual classroom, 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.

