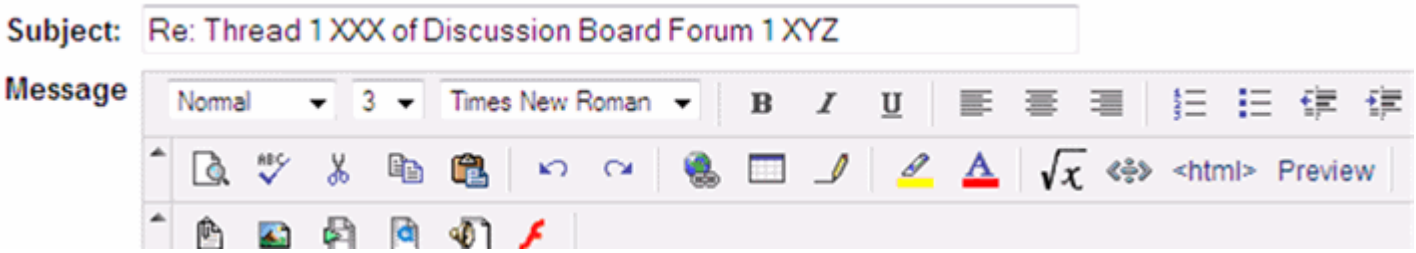
Internet Explorer 7 and Blackboard Visual Text Box Editor: Compatibility issues on Windows XP computers

ISSUE:

There is currently a problem with Windows XP users using IE 7 on Blackboard. If a user attempts to use the visual text editor, they will get an error. Here is an example of the editor:



Below are the instructions to have the visual text editor work in IE 7 (this does not pertain to Windows Vista).

RESOLUTION:

Follow these steps to add the Blackboard Academic Suite server to the list of trusted sites.

1. Login to the Blackboard Academic Suite and navigate to a page that uses the Visual Text Box Editor.
2. Determine if the Blackboard Academic Suite server is in the list of Trusted Sites. When accessing the Academic Suite, a green check mark will appear in the Status Bar with the label, **Trusted Sites**. If **Restricted Sites** (a red circle icon) or **Internet** (a globe icon) appears instead, the Blackboard Academic Suite server must be added to the list of Trusted Sites.
3. Double-click the Status Bar where the **Restricted Sites** or the **Internet** icon appears. The **Internet Security Properties** box will open.
4. Click on the **Trusted Sites** icon under the **Select a zone to view or change security settings** heading. Click **Sites** to open the **Trusted Sites** box.
5. The URL for the Blackboard Academic Suite server should appear in the Add **this website to the zone** field. If not, enter the URL that is used to access the Blackboard Academic Suite in the field.
6. If the URL for the Blackboard Academic Suite does not use SSL security, uncheck the **Require Server Verification (https:) for all sites in this zone** option. If the URL for the Blackboard Academic Suite uses SSL security the URL will begin with https:// If the URL does not use SSL security the URL will begin with http://
7. Click **Add**.
8. Click **Close**.
9. Click **OK** on the **Internet Security Properties** box.
10. Refresh the page.
11. A message will appear in the **Internet** Explorer Information Bar: "This website wants to run the following add-on: 'Microsoft (R) Dynamic HTML Editing Control' from 'Microsoft Corporation'. If you trust the website and the add-on and want to allow it to run, click here..."
12. Click the message and select **Run ActiveX Control** from the context menu.
13. Click **Run** in the **Security Warning** box.
14. The Visual Text Box Editor is now configured to operate correctly within this browser.