

Blackboard Browser Test

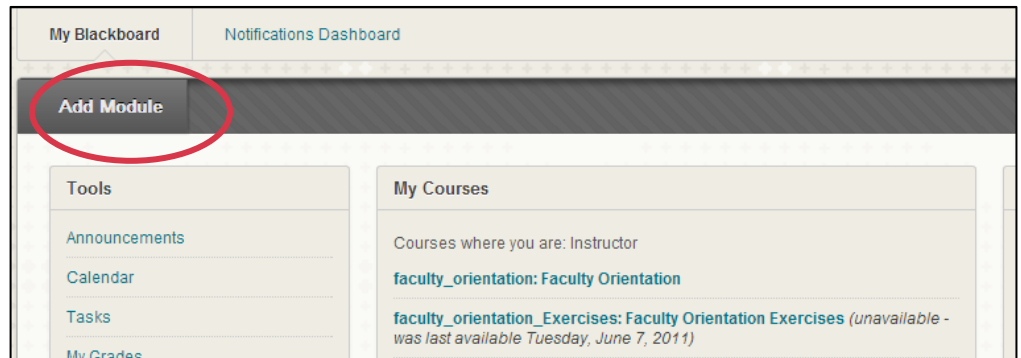
The Browser Test tool performs a series of diagnostic tests to help users identify and/or resolve common configuration problems in Blackboard. The Browser Test module provides ample data for configuring your computer to work more efficiently with Blackboard.

NOTE: Successfully passing the browser test does not guarantee that a browser, computer, or user will function without error while using Blackboard.

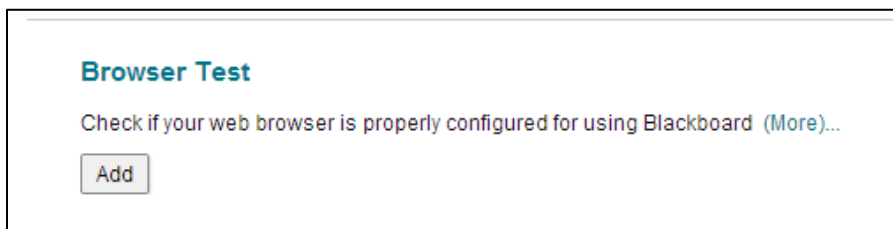
Adding the Browser Test Module to Blackboard

If you do not see the Browser Test Module on your My Blackboard page, please add it before beginning course work in Blackboard.

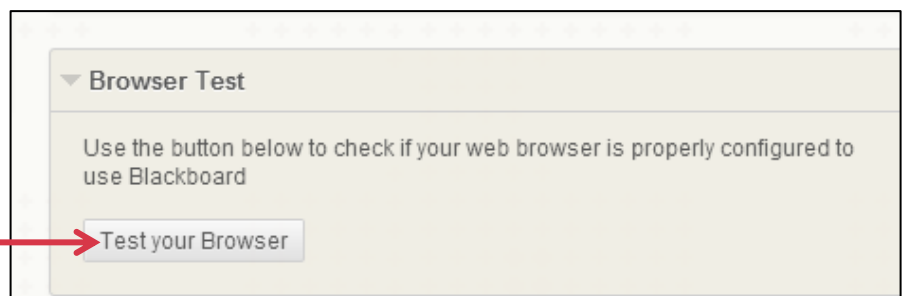
1. Login to Blackboard.
2. Click on the **Add Module** button in the top left.



3. In the Add Module window, locate the **Browser Test** module and then click add.
4. Scroll to the bottom of the page and click **OK** to add the module.



5. The **Browser Test** module should then appear as a module item in the My Blackboard modules area.
6. Click on **Test your Browser** to run the Browser Test diagnostics.



1. Ensure all of the Required Components have Green Checks. Items with Purple X's may need to be updated or installed.

Browser Test

This page shows you the results of tests of your web browser
*Click the **More Information** button below for further details describing what each component does and how to add it to your computer if it is missing*

More Information Other Tests ▾

Your Computer

This information may help you describe your computer and web browsing software to someone else
The user agent string supplied by your browser identifies itself and the operating system as **Mozilla/5.0 (Windows NT 6.1) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/**
it appears to use the platform **Win32**
Your screen resolution is set to **1280 x 1024**
The exact combination of web browser and platforms supported by Blackboard varies according to the version you are using. The latest information about which browsers are supported is on the [Blackboard Support Page](#)

Required Components

If any of these components are missing, you may not be able to log in, or use some of the advanced features of Blackboard

- ✔ Your browser supports **JavaScript**
It is used by many of the data validation and interactive user interface tools (e.g. the Grade Centre)
- ✔ Your browser allows **Cookies**
These are needed to store information about you whilst you are logged into Blackboard
- ✔ You have a **Java runtime environment (JRE)** installed - this is needed for some tools, e.g. the Virtual Classroom
For best results you should use the same version of Java on your computer that is running server side
This server is currently running Java Version **1.7.0_17**
You can use this button to display the version of Java you have installed on your computer, but you are advised to ignore any prompts to upgrade:

Running the Java Test

1. Click **Java Test** on the Browser Test page.
2. Blackboard will redirect you to the official Java Test Page.




Search

[Java in Action](#) [Downloads](#) [Help Center](#)

HELP RESOURCES

- [Installing Java](#)
- [Remove Older Versions](#)
- [Using Java](#)
- [FAQ: General Questions](#)
- [FAQ: Mobile Java](#)
- [Support Options](#)

How do I test whether Java is working on my computer?



3. If Java is working correctly, you will see a confirmation message.
4. If you cannot see the confirmation, follow the instructions below the confirmation message box for enabling Java or downloading Java.

Your Java is working
Java update available

Your Java configuration is as follows:

Vendor: [Sun Microsystems Inc.](#)
Version: [Java SE 6 Update 22](#)
Operating System: [Windows 7 6.1](#)
Architecture: [x86](#)

If you cannot see your machine info listed above, please check these additional configurations:

1. [Enable Java through your Web browser](#)
2. [Enable Java through the "Java Plug-in Control Panel"](#)
3. [Clearing your Web Browser Cache](#)
4. [Firefox 3.6 and above requires Java 6 Update 10 or above](#)

Checking Documents

Many documents in Blackboard are in Adobe PDF or a Microsoft Office format which require third party programs to be installed on your computer before you can open them. The Common Third Party File Types section of the Browser Test allows you to download samples to ensure that you can successfully open documents.

1. Scroll down to the **Common Third Party File Types** section of the Browser Test.
2. Click the type of document you would like to practice opening.
3. Your Browser will begin to perform the necessary functions to open the document. PDF files should open immediately in the browser window.

Common Third Party File Types

Many course documents in Blackboard are in Adobe PDF or Microsoft Office format which require third party programs to be installed on your computer before you can open them. The Common Third Party File Types section of the Browser Test allows you to download samples to ensure that you can successfully open documents.

To see if you are affected, try downloading these samples:

	doc	Microsoft Word (97 - 2003 Format)
	docx	Microsoft Word (2007/XML Format)
	xls	Microsoft Excel (97 - 2003 Format)
	xlsx	Microsoft Excel (2007/XML Format)
	ppt	Microsoft PowerPoint (97 - 2003 Format)
	pptx	Microsoft PowerPoint (2007/XML Format)

4. If the document does not open, or you are not prompted to open the document, save it to your desktop and then try opening it.



For additional support, visit <http://uhd.edu/bbhelpform>