UMassOnline
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SUPPORTED OPERATING SYSTEMS, INTERNET BROWSERS,
AND INTERNET BROWSER SETTINGS FOR

Blackboard Learning System – Vista 4 Enterprise

**It is strongly recommended that you download and install
a supported browser from the list below.**

Operating System		Windows Java Versions
Windows 98 or higher		1.4.2_09 or higher
		1.5.0_04 or higher

Browsers	Supported Versions	Unsupported Versions
Microsoft IE	6.0 SP1, 6.0 SP2, 7	5.0, 5.5
Netscape	7.2	8
AOL	9.0	8.0
Mozilla	1.7	1.5, 1.6
Firefox	1.0, 1.5., 2.0	

Operating System		Mac Java Versions
Mac OS X		1.3.1
(10.1, 10.2, 10.3, 10.4)		1.4.2_07 or higher
Mac 9		1.5.0_04 or higher

Browsers	Supported Versions	Unsupported Versions
Microsoft IE	5.1 (OS 9.x and OS X 10.1) and 5.2 (OS X 10.1, 10.2, 10.3)	
Netscape	6.2.x (OS 9.x and OS X), 7.0 and 7.1 (OS X)	4.7x to 4.8
AOL	OS X	---
Mozilla	1.7 (OS X)	Browsers running under Mac OS 9 and earlier; Firefox 1.5, Mozilla 1.5 and 1.6.
Firefox	1.0 (OS X only)	1.5, 2.0
Safari	1.2, 1.3.1 and higher, 2.0.1 and higher (OS X)	1.3.0, 2.0.0

NOTE: AOL and certain other Internet service provider browsers – the Web browser provided with AOL's software and certain other Internet service providers is, in fact, either Internet Explorer or Netscape, depending on the provider. These Internet service providers, however, have changed some of the functionality of the browser. We recommend that you connect to the Internet using your Internet service provider account; minimize the account's window, and then launch one of the above supported web browsers (depending on your computer platform). If you do not have a supported web browser installed on your computer, you will need to download the appropriate web browser from the web browser manufacturer. Links to download web browsers can be found below:

- Microsoft Internet Explorer: http://www.microsoft.com/windows/ie/default.htm
- Netscape Communicator: http://browser.netscape.com/ns8/download/archive.jsp
- Mozilla: http://www.mozilla.org/releases/
- Firefox: http://ftp.mozilla.org/pub/mozilla.org/firefox/releases/1.0rc1/
- Safari: http://www.apple.com/support/downloads/safari.html

 Note: The online course software *does not* support Netscape 6.x, any browsers not listed above or any beta or public preview versions of any browser or operating system.

Checking Browser Settings – Cookies, Cache, Java and JavaScript

Some web sites store information in a small text file, called a "cookie," on your hard disk. Cookies contain information about you and your preferences for that site. We do not collect or sell any information obtained from a cookie. Cookies must be enabled for your course(s) to work properly. (See the ***Configuring Your Browser to Accept Cookies*** section below.) From time to time, it may be necessary to clear the cookies stored on your computer. (See the ***Clearing Your Browser's Cookies*** section below.)

Your web browser stores recently visited web pages in a cache directory on your hard disk so that you can return quickly to the page without requesting it from the original server. When you hit the "Refresh" or "Reload" button, your browser compares the cached page with the current page out on the network, and updates your local version if necessary. Often this cache directory becomes full and needs to be emptied. (See the ***Clearing Your Browser's Cache*** section below.)

Java/JavaScript is a language used to enable web authors to design interactive sites and deliver dynamic content for your courses. Java and JavaScript must be enabled for your course(s) to work properly. (See the ***Enabling Java and JavaScript for Your Browser*** section below.)

Configuring Your Browser to Accept Cookies:

Internet Explorer 6.x, 7 (PC only)
• Launch Internet Explorer.
• Click *Tools* located on the menu bar and select **Internet Options**.
• Click the **Privacy** tab.
• Select **Advanced**.
• Check the **Override Automatic Cookie Handling** box.
• Check the **Always Allow Session Cookies** box.
• Under the **First-party Cookies** section, select **Accept**.
Note: If you want a warning before accepting a cookie, select **Prompt**.
• Under the **Third-party Cookies** section, select **Accept**.
Note: If you want a warning before accepting a cookie, select **Prompt**.
• Click **OK**.

Internet Explorer 5.1.6 (Macintosh only)
• Launch Internet Explorer.
• Click *Edit* located on the menu bar and choose **Preferences**.
• Expand the **Receiving Files** category.
• Click **Cookies**.
• Select *Never ask* under the **When Receiving Cookies** section.
Note: If you want a warning before accepting a cookie, select **Ask for each cookie**.
• Click the **OK** button.
• Close Internet Explorer.
• Launch Internet Explorer and login to the online course software.

Netscape 7.x (both)
• Launch Netscape.
• Go to the **Edit** menu and choose **Preferences**.
• Go to the **Category** section of the **Preferences** dialog box and click on the word **Advanced**.
• In the section titled **Cookies**, choose **Accept all cookies**.
Note: If you want a warning before accepting a cookie, check the box titled **Warn me before accepting a cookie**.
• Click the **OK** button.
• Close Netscape.
• Launch Netscape and login to the online course software.

Clearing Your Browser's Cookies:

Internet Explorer 6.x, 7 (PC only)
• Launch Internet Explorer.
• Click *Tools* located on the menu bar and select **Internet Options**.
• Be sure the *General* tab at the top is selected.
• In the middle section, under *Temporary Internet Files*, click the button that says **Delete Cookies**.
→ In IE 7, under *Browsing History*, Click **Delete.** Under *Cookies*, click **Delete cookies.**
• Click **OK**.
Note: This may take a few minutes depending on the size of your cookies folder, and the speed of your computer.
• Click the **OK** button.
• Close Internet Explorer.
• Launch Internet Explorer and login to the online course software.

Internet Explorer 5.1.6 (Macintosh only)
• Launch Internet Explorer.
• Click *Edit* located on the menu bar and select **Preferences**.
• Expand the **Receiving Files** category.
• Click **Cookies**.
• Select the cookies you wish to delete, and then click the **Delete** button.
Note: This may take a few minutes depending on the size of your cookies folder and the speed of your computer.
• Click the **OK** button.
• Close Internet Explorer.
• Launch Internet Explorer and login to the online course software.

Netscape 7.x (both)
• Go to the **Edit** menu and choose **Preferences**.
• Go to the **Category** section of the **Preferences** dialog box and double-click on the word Advanced.
• Click the **Clear Memory Cache** button.
Note: This may take a few minutes depending on the size of your cookies folder and the speed of your computer.
• Click the **OK** button.
• Close Netscape.
• Launch Netscape and login to the online course software.

Clearing Your Browser's Cache:

Internet Explorer 6.x (PC Only)
• Launch Internet Explorer.
• Click **Tools** on the menu bar, and select **Internet Options**.
• Be sure the *General* tab at the top is selected.
• In the middle section, under *Temporary Internet Files*, click the button that says **Delete Files**.
→ In IE 7, under *Browsing History*, Click **Delete.** Under *Temporary Internet Files*, click **Delete files.**
• On the dialog box, make sure the **Delete All Offline Content** box is checked.
• Click **OK**. Note: This may take a few minutes depending on the size of your cache, and the speed of your computer.
• Click the **OK** button.
• Close Internet Explorer.
• Launch Internet Explorer and login to the online course software.

Internet Explorer 5.1.6 (Macintosh only)
• Launch Internet Explorer. • Click *Edit* located on the menu bar and select **Preferences**. • Expand the **Web Browser** category. • Click **Advanced**. • In the *Update pages* field of the *Cache* section, choose **Always**. • Under the *Cache* section, click the **Empty Now** button. **Note:** This may take a few minutes depending on the size of your cache and the speed of your computer. • Click the **OK** button. • Close Internet Explorer. • Launch Internet Explorer and login to the online course software.

Netscape 7.x (both)
• Launch Netscape. • Click **Edit** on the menu bar, and select **Preferences**. • In the left side of the dialog box, expand the **Advanced** item, and then click on **Cache**. • Click **Clear Disk Cache**. **Note:** This may take a few minutes depending on the size of your cache and the speed of your computer. • Click the **OK** button. • In the *Document in cache is compared to document on network* section, select **Every time**. • Click **OK**. • Close Netscape. • Launch Netscape and login to the online course software.

Enabling Java and JavaScript for Your Browser:

For some course features, the Java Runtime environment may also need to be downloaded. Please continue reading this section for instructions on downloading and installing this component. If, after this installation, particular features of your course do not appear to be functioning, please check the following settings:

> *Note: Windows XP does NOT provide the Java Runtime Environment (JRE) needed for certain features of the online course software. Before checking your settings for JAVA, please download and install the JRE from Sun Microsystems:*
>
> **Supported Java Versions: 1.4.2_09 and higher**

Internet Explorer 6.x, 7 (PC only)

• Browse to: http://www.java.com/en/
• Click the *Download Now* button
• Click the *Begin Download* button
• Follow the onscreen instruction to install the software
 	
• Once the JRE has been installed (or if the application has been previously installed), please consult the following instructions for Internet Explorer 6.x to enable the proper Java settings:
 	
    Launch Internet Explorer.
    Go to **Tools** located on the menu bar and select **Internet Options**.
    Click the **Advanced** tab and scroll down to the **Java (Sun)** section
    Make sure that the *Use JRE 1.5.0_xx* is checked

• *For Registrars and System Managers only*: If there is a **Java (Sun)** section on the **Advanced** tab, be sure all options under this section are unchecked. • Click the **OK** button. • Close Internet Explorer. • Launch Internet Explorer and login to the online course software.

Internet Explorer 5.1.6 (Macintosh only)
• Launch Internet Explorer. • Click *Edit* located on the menu bar and select **Preferences**. • Expand the **Web Browser** category. • Click **Java**. • Under the *Java options* section, be sure the **Enable Java** box is checked. • Click the **OK** button. • Close Internet Explorer. • Launch Internet Explorer and login to the online course software.

Netscape 7.x (both)

• Launch Netscape.
• Go to the **Edit** menu and select **Preferences**.
• Go to the **Category** section of the **Preferences** dialog window and click the word **Advanced**.
• The following options should be checked:
     • Enable Java
     • Enable JavaScript
• Click the **OK** button.
• Close Netscape.
• Launch Netscape and login to the online course software.

As A Last Resort…

Sometimes, clearing your browser's cache and making changes to your browser's Java/JavaScript, cache and cookie settings does not solve your problem. Having multiple versions of J2SE's Runtime Environment can cause performance issues with the online software. Following these instructions if you continue to have problems:

> In **Windows XP**, go to **START** – **Control Panel**
> Click on **Add/Remove Programs**
> Scroll down to see how many versions you have running (you may see multiple updates, which is fine, but having version 1.3.X in addition to having 1.4.x or 1.5.x may cause problems, so it is best to remove the older ones and keep the newest version).

> In **Windows 2000 or 98**, go to **Start – Setting** – **Control Panel**
> Click on **Add/Remove Programs**
> Scroll down to see how many versions you have running (you may see multiple updates, which is fine, but having version 1.3.X in addition to having 1.4.x or 1.5.x may cause problems, so it is best to remove the older ones and keep the newest version)

For *WebCT Vista* users, simply go to: http://www.webct.com/tuneup and follow the instructions based on the operating system you are using.

Disable Pop-Up Blocking

While using the online software, if you are unable to view discussion postings, quiz windows, announcements and download links, then you need to disable pop-up blocking for your course website.

Depending on the pop-up blocking software you are using, you may be able to set your online course site as an allowed site, or you may need to disable the pop-up blocker while logged into your online course.

Pop-up blockers work in the background while you browse the internet. When they detect a pop-up window that may be an unwanted advertisement, they automatically close the window. This can prevent the online course software from performing properly.

To disable pop-up blockers

a) Search your hard drive for any software with "pop-up" in the name. Disable it or set your online course website as an allowed site. Examples of popular pop-up blocking applications include:

- Pop-Up Stopper
- Pop-Up Defender
- Pop-Up Zapper

b) Pop-up blocking functions are included in some anti-virus, internet security, personal firewall, and browser programs. Disable the relevant setting in the program or set your online course website as an allowed site. Examples of programs that include pop-up blocking functions include the following.

Note: Click the links to read configuration information. If there is no link, refer to the Help in the affected program.

- Norton Internet Security
- Zone Alarm Pro
- Google Toolbar
- Yahoo! Toolbar
- MSN Toolbar
- AOL 8.0 and later
- Safari browser
- Microsoft Windows XP, Service Pack 2
- ICQ Toolbar
- Mozilla browser
- Netscape browser
- Firefox browser

Plug-ins

Some class material requires you to have plug-ins installed on your computer so that you may be able to view or open them. Below is a list of some plug-ins that you might need, as well as a link where you can download them.

Plug-in	Link for Plug-in Download
QuickTime plug-in	QuickTime download
Shockwave plug-in	Shockwave download
Flash plug-in	Flash download
Adobe Acrobat plug-in	Acrobat download
RealPlayer plug-in	RealPlayer download