

## **Tutorial for Fixing the Uploading Problem in Blackboard CE8**

This tutorial guides you through the process to fix a problem mostly PC users on Internet Explorer have experienced. The problem is that the icon for "My Computer" does not appear when trying to browse for an assignment to upload when in a Blackboard course. IF this happens, follow this tutorial to uninstall and reinstall Java, which fixes the problem...

**WINDOWS:** (Mac is far below)

To uninstall your current Java version or versions, please do the following

- From the Windows Start menu, select Control Panel
- > Double-click Add or Remove Programs
- > Select JSE2 Runtime Environment (If you see more than one Java version, remove them all.)
- > Click the Remove button
- > When removal is complete, restart your computer

**\*\*NOTE:** If you have multiple Java versions, please remove them all before proceeding to the next step of installing the compatible Java version.

Wait until it has been removed.

To Install Java 1.5.0\_08

- Go to: [http://java.sun.com/products/archive/j2se/5.0\\_08/index.html](http://java.sun.com/products/archive/j2se/5.0_08/index.html)
- > In the section marked "JRE 5.0 Update 8" click 'Download JRE' (Do NOT select Download JDK)
- > Accept the License agreement.
- > Select 'Windows Online Installation, Multi-language'
- > You will be asked to Run, Save, Or Cancel, Select SAVE
- > Save it to your DESKTOP
- > When it finishes saving, go to the DESKTOP. Click on the newly saved Java twice. This will install the Java.
- > Follow the prompts next > next > etc... > finish
- > When installation is complete, restart your computer

Please ensure that you have cleared your Java cache. Use the steps below.

**From the Windows Start Menu, select Control Panel**

- > Double click on the Java icon
- > On the Cache tab, click the 'clear...' button

Lastly, to ensure you do NOT UPDATE the Java version from 1.5.0\_08 to 1.5.0\_09, please TURN OFF the Java automatic update option. You can do this with the steps below:

1. Click on the Start button located at the bottom left of your computer screen
2. Select Settings > Control Panel
3. Find Java and click on it twice
4. When it opens click on the tab called Update

5. UNCHECK, if it is not already, the box called "Check for Updates Automatically"
6. Click on OK at the bottom to save the changes.

**MAC:**

The way to get that My Computer icon to show up is to clear the cache in Java, not in the browser. Apparently, it is the memory (cache) in Java that is preventing you from seeing that icon.

Clear Java cache on a Mac

1. Open a Finder window.
2. Click on Applications, Utilities, Java and open Java 1.4.2 Plugin Setting.
3. Click the Cache.
4. Click on the Clear button. Then close the window.
5. Close the Java Plug-in Control Panel.

For more information on how to configure your browser to work with WebCT, please go to:  
<http://www.webct.com/tuneup>