Internet Explorer 11 Crashes when I attempt to use Blackboard and or Chat – Solution  Version 1, updated 2-25-2014

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...during an attempt to run the chat feature in Blackboard a dialog window appears that reads:

Internet explorer has stopped working... with options to Close and or debug the program.

If you have not already followed the procedure to clear temporary files and applets from Java please follow the procedure to do so. If you have go to Page 3 or this document and use the Procedure to Manage Add-Ons.

PROCEDURE Clear Java Temporary Files

Open Windows Control Panel and locate the Java (Java Control Panel) Item show here.

Double click Java to open the Java Control Panel. Once open click the Settings... button in the Temporary Internet Files section at the bottom of the form.

Click the Delete Files... Button

Delete Files and Applications

- Trace and Log Files
- Cached Applications and Applets
- Installed Applications and Applets

OK Cancel
The Delete Files and Applications dialog window appears. Notice that I have checked all the checkboxes. Then click the OK button.

Uncheck the check box for [ ] Keep temporary files on my computer. This will cause your system to use only the most recent version of any java script or applet. This procedure once complete should not have to be repeated. If you have new issues with Java, It would be good to verify that the settings above have not been changed by another program.

MAKE SURE to CLOSE YOUR BROWSER(s) iExplorer and or FireFox [Both].

Procedure to Manage Add-Ons

Issue: Internet Explorer 11 seems to crash each time an attempt is made to use Blackboards Java Features like Chat and others.

Solution: This following procedure may correct the issue for you. It has caused the problem to be eliminated on several Operating Systems in our testing environment Like Windows 7 Professional and Windows 2008 Enterprise.

Action: Disable as many add-on(s) programs as possible restart iE11 and return to Blackboard.

Open Internet Explorer 11 and select the Gear Icon from the upper right corner
On my system I had already disabled many of the add-ons listed when I returned here to this page I noticed several had been enabled that I had previously disabled.

In order to disable an add-on other than Java select by clicking once on the add-on to be disabled then right click to show the disable option. Repeat the procedure as many times as needed to disable all but Java and perhaps shockwave. In my case I kept the Novell Messenger add-on enabled as well. The add-on the re-enabled itself was iMacros Web Automation.

Once you have completed making adjustments to the enabled/disabled add-ons click the OK button at the bottom of the Manage Add-ons Window to close. Close all open browser windows and Return to Blackboard and the Chat Tool.

**Return to Blackboard**

Return to our Blackboard site at Jones College and select your DL class and open the Chat tool to test.
Agree to any resulting dialog windows (by clicking the Continue button above) relating to Java and Blackboard also click OK to run and check (if a checkbox is available) to trust Java as needed.
If you continue to have issues running the Chat feature of Blackboard please contact the support staff at Jones College.

http://support.jones.edu

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