Tuesday, February 25, 2014

...during an attempt to run the chat feature in Blackboard a small image appears below the text that reads:

Java Plug-in is required for Chat to run.
If the Java Plug-in is not installed or there are problems loading Chat, download the Java Plug-in

ERROR: The gray box below the text contained a “stop for...” error in red text.

In the case of the caller with the issue she was using Mozilla Firefox version 27 shown here. Running on Windows 7 64-bit

It turns out the error can be resolved in this case by clearing Java temporary files using the java item in the Control Panel.

PROCEDURE Clear Java Temporary Files
Open Windows Control Panel and locate the Java (Java Control Panel) item shown 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.

Temporary Files

Settings dialog window.

Click the Delete Files... Button

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].

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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KLJ