

Greetings

There is a known compatibility issue with Vista/IE 7 and ALL versions of Blackboard. This issue is affecting Blackboard installations across the country and is not an issue specific to only DePaul. This issue causes users running Vista and/or Internet Explorer 7 (IE 7) to not be able to see the text boxes within the Blackboard Discussion Boards. Both Blackboard and Microsoft are aware of the issue and are working toward solutions.

The following is one work-around that will allow them to use the Discussion Boards within Blackboard on a PC that is running Vista and IE 7.

- 1) Add the Blackboard server to the list of trusted sites in IE 7. To do this:
 - a. Login to the Blackboard server and navigate to a page that uses the Visual Text Box Editor.
 - b. Determine if the Blackboard Academic Suite server is in the list of Trusted Sites. When accessing the Academic Suite, a green check mark will appear in the Status Bar with the label, **Trusted Sites**. If **Restricted Sites** (a red circle icon) or **Internet** (a globe icon) appears instead, the Blackboard Academic Suite server must be added to the list of Trusted Sites.
 - c. Double-click the Status Bar where the **Restricted Sites** or the **Internet** icon appears. The **Internet Security Properties** box will open.
 - d. Click on the **Trusted Sites** icon under the **Select a zone to view or change security settings** heading. Click **Sites** to open the **Trusted Sites** box.
 - e. The URL for the Blackboard Academic Suite server should appear in the Add **this website to the zone** field. If not, enter the URL that is used to access the Blackboard Academic Suite in the field.
 - f. If the URL for the Blackboard Academic Suite does not use SSL security, uncheck the **Require Server Verification (https:) for all sites in this zone** option. If the URL for the Blackboard Academic Suite uses SSL security the URL will begin with https:// If the URL does not use SSL security the URL will begin with http://
 - g. Click **Add**.
 - h. Click **Close**.
 - i. Click **OK** on the **Internet Security Properties** box.
 - j. Refresh the page.
 - k. A message will appear in the **Internet Explorer** Information Bar: "This website wants to run the following add-on: 'Microsoft (R) Dynamic HTML Editing Control' from 'Microsoft Corporation'. If you trust the website and the add-on and want to allow it to run, click here..."
 - l. Click the message and select **Run ActiveX Control** from the context menu.

- m. Click **Run** in the **Security Warning** box.
- n. The Visual Text Box Editor is now configured to operate correctly within this browser.

For problems with accessing your Blackboard course or course materials, current students can contact the DePaul Technology Contact Center (TCC) in the following ways:

- Phone the TCC at 312-362-8765 (M-F 8am to 8pm, Sat 10am to 6pm, Sun Noon to 6pm. The TCC is closed during all university holidays).
- Submit a case ticket through Campus Connect. [Click here](#) for the instructions to access the ticketing system.
- Email the (TCC)at tcc@depaul.edu.