23. How do I remove an incompatible Java version on a Windows Vista computer, and install a compatible version for use with Blackboard CE 6 / Vista 4 products?

To install a compatible version of the Java plug-in (such as Java 1.6) on your Windows Vista computer:

Step 1: Uninstall all previous versions of Java on your computer.

IMPORTANT: It is very important that you **do not install Java on top of other/previous versions of Java** or several key functions will not work. You **MUST** uninstall all **Java** versions prior to installing a version of **Java** that is compatible with the online course system.

• Close all applications.



- Click the Start button
- Click Control Panel. For example:



• Click the **Uninstall a program** link.



- Find all references to Java, JRE, and J2SE and remove each one.
 - 1. Click on the Java, JRE, or J2SE program to highlight/select it.
 - 2. Click the **Uninstall** button.

For example:

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- If you are prompted to confirm the uninstall of **Java**, click **Yes**.
- Be patient as the uninstall process works.
 - o If you get prompted to **Cancel** or **Allow** the process, click **Allow**.
 - o If you get prompted to restart your computer, click **Yes**.
- If you do NOT get prompted to restart your computer:
 - Wait for the uninstall process to complete.
 - Close the **Control Panel**.
 - **Restart** your computer:



- Click the Start button
- Click the **right arrow**.

	Default Programs	
All Programs	Help and Support	
Start Search	₽ U ● ≥	1

- Click Restart.
- If you have another **Java** version in your program list, repeat the above steps to uninstall that version.

Step 2: Get Java.

Click here to download a Java version compatible with the online course system.

At the **Sun Downloads** site:

- Click the Download button next to Java Runtime Environment (JRE) 6 Update 2.
- On the next screen, click Accept License Agreement and then Windows Offline Installation, Multi-language.
- In the **File Download** window, click the **Run** button.

The program will begin downloading, and there will be a green progress bar. Be patient.

• When prompted for your permission to trust this program, click **Continue**.

NOTES:

 If you get the message: "The Installer cannot proceed with the current Internet Connection proxy settings. Please check the Installation Notes for more information":

Error - Java(TM) Installer
The installer cannot proceed with the current Internet Connection proxy settings. Please check the Installation Notes for more information.
Retry Cancel

It is best to **Cancel**, close all applications, and restart your computer. Once your computer has started up again, log back into your course and repeat the above steps to install the **Java** plug-in.

 If the installation stalls at any point, you may have a firewall program blocking the installation. In these cases, you can "trust" the Java program.

Step 3: The Windows Installer will say "Preparing to install. . ." Be patient.

Windows Installer	
Preparing to instal	
Cancel	ן

Step 4: On the J2SE Runtime Environment License Agreement, select I accept the terms in the license agreement and click Next >.

Step 5: On the **Setup Type**, click the **Next >** button again.

Step 6: Java will begin installing. You will see a few Progress windows. Be patient for this process finish.

Step 7: Once the Installation has completed, click the Finish button.

The compatible **Java** plug-in is now installed! As confirmation, you will see a steaming coffee cup image in the lower-right of your computer's task bar whenever you open an application that uses **Java**.



Step 8: Login to your course.

You may get a screen and yellow message box similar to the following:

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		For more information, see the Browser Tune-up Page.	
		Errors were detected. Please scroll down to see the errors in your browser	
		E	
		Browser Check	
		This browser is validated for use with the Learning System.	
		E It appears that you are using Microsoft® Internet Explorer 7.0 browser.	
		Cookies Check	
		Cookies are enabled.	

NOTE: The browser shown here is Internet Explorer 7.

Do the following steps:

1. Click on the yellow box.

6	- Windows Internet Explorer						• 🛛
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2. Select Run ActiveX Control.



3. Click the **Run** button.



4. Click the Always button.



Step 9: In your online course, go to a tool that requires Java.

For example, the **HTML Creator** is a visual text editor that is available in tools like **Mail** and **Discussions.** In the **Mail** tool, for example, click **Create Message** and then click the **Enable HTML Creator** button.

After installing **Java**, the first time you open a **Java**-enabled tool, a coffee cup animation flashes as **Java** loads. This will only happen once, but the process may take a few minutes. Be patient.

In the Create Message box for example:

Create Messag	ge	<u>Help</u>
	Browse for Recipients	
*то:		
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Attachments:	Add Attachments	
Send Prev	iew Cancel Save as Draft	

Be patient. Once the tool, in this case the **HTML Creator**, loads for the first time, this and other **Java**enabled tools will run fairly quickly (over a high-speed connection).

NOTES:

- If the **Java**-enabled tool will still not open, close the browser and log back into your course. Or simply restart your computer as **Java** typically works best after a restart.
- After installing Java and restarting your computer, do not download updates for the Java, JRE, or J2SE. Disable automatic checking for Java updates:



• Click the **Start** button

and then click Control Panel.

For example:



o Click Classic View.



o Double-click the Java image.



o In the Java Control Panel, click the Update tab.

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Genera Update ava Security Advanced
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View version information about Taxa Control Danal
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About
Network Settings
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.
Network Settings
Temporary Internet Files
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings.
Settings View
OK Cancel Apply

o Clear the checkbox next to Check for Updates Automatically.



- If you get a Java Update Warning message, click the Never Check button.
- Click the **Apply** button.
- Click the "x" to close the Java Control Panel window.
- The installation of **Java** only affects the current computer you are working on. If you use a more than one computer (desktop or notebook), you may not have any problems at all with **Java** or you may have to go through this process again.

If you need additional help, please contact the WNMU Help Desk at <u>helpdesk@wnmu.edu</u> or 575.574.4357.