

**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:

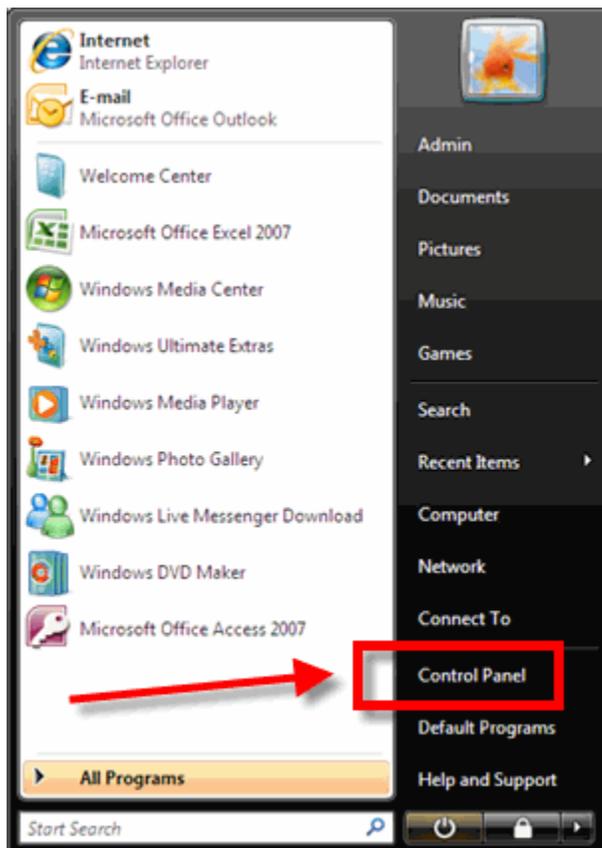
**Step 1:** Uninstall all previous versions of **Java** on your computer.

**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.

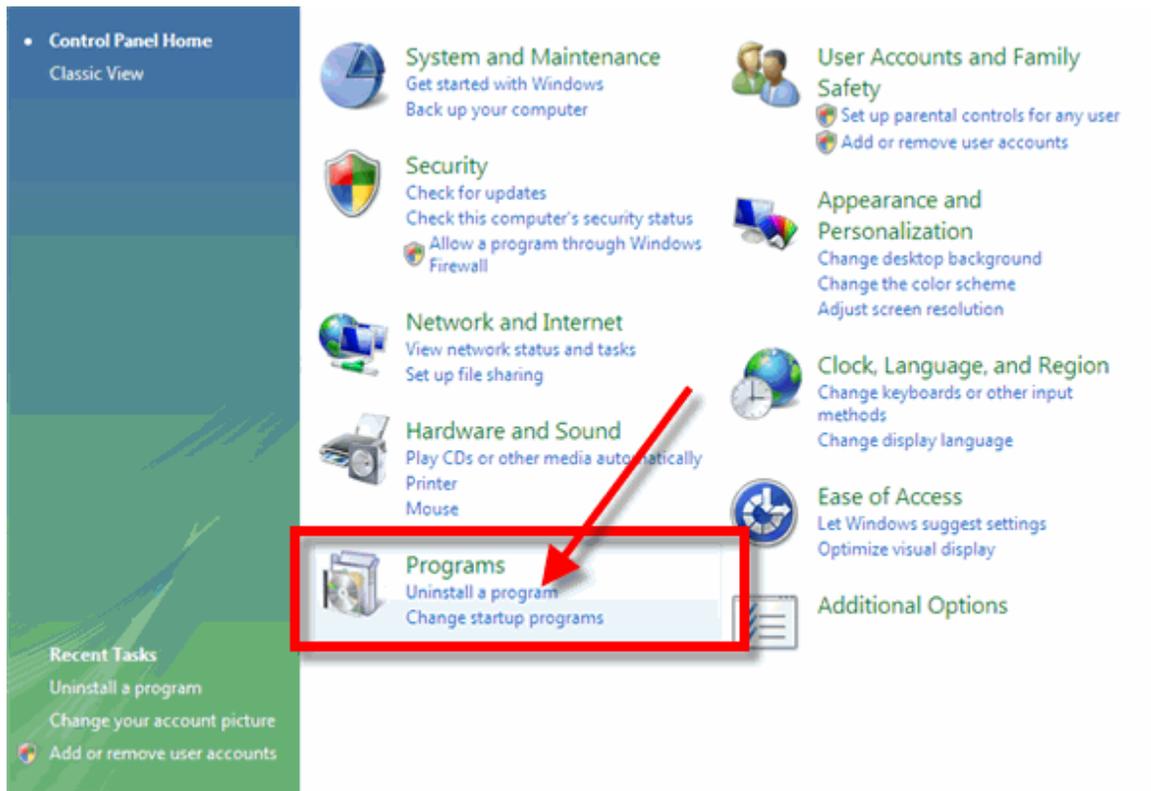
- Close all applications.



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

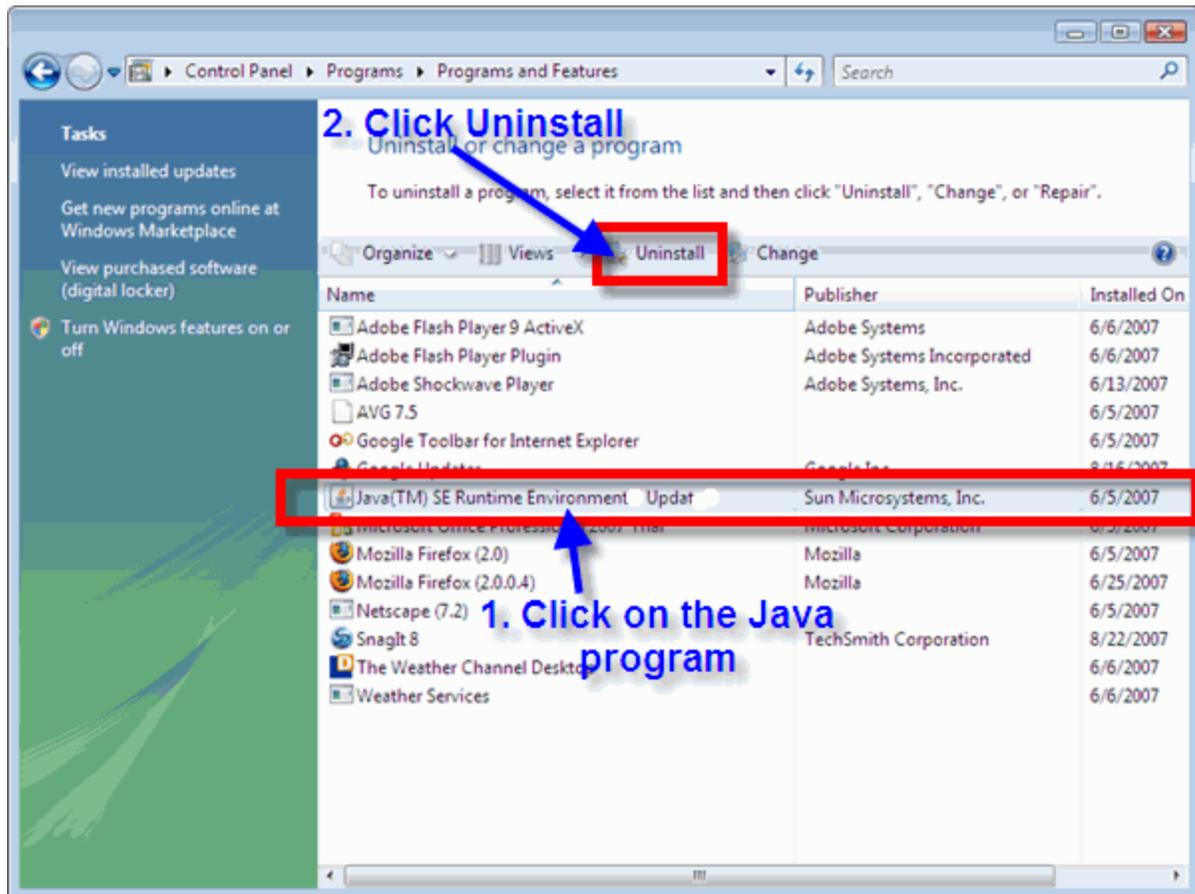


- Click the **Uninstall a program** link.



- 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:

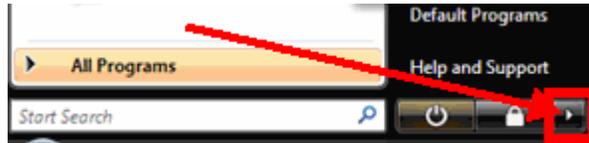


- If you are prompted to confirm the uninstall of **Java**, click **Yes**.
- Be patient as the uninstall process works.
  - If you get prompted to **Cancel** or **Allow** the process, click **Allow**.
  - If you get prompted to restart your computer, click **Yes**.
- If you do NOT get prompted to restart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

- Click the **Start** button



- Click the **right arrow**.



- 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:

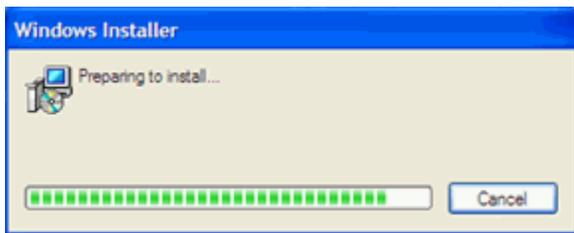
- If you get the message: "**The Installer cannot proceed with the current Internet Connection proxy settings. Please check the Installation Notes for more information**":



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.



**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.**

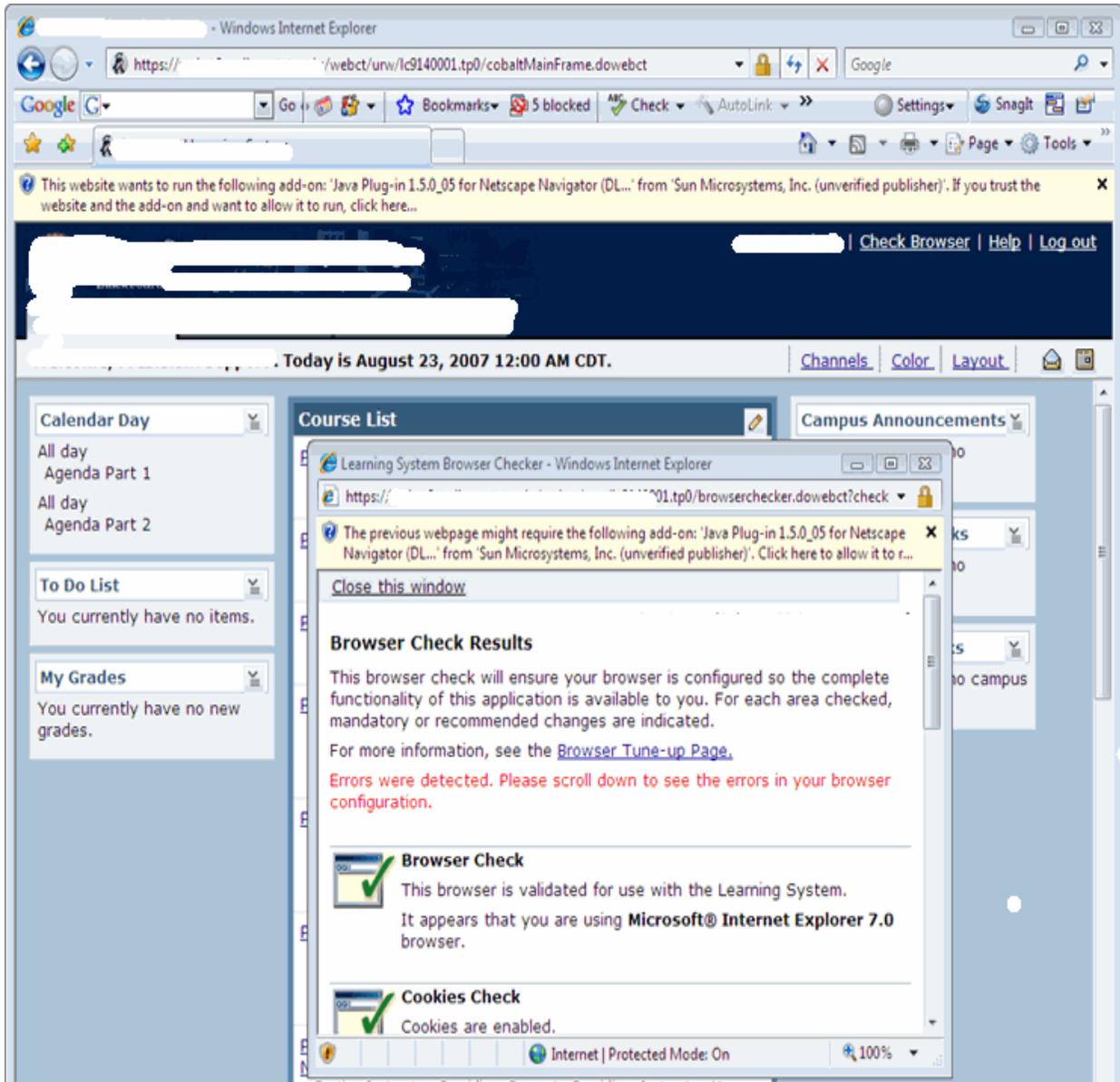
**Step 7:** Once the **Installation** has completed, click the **Finish** button.

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.

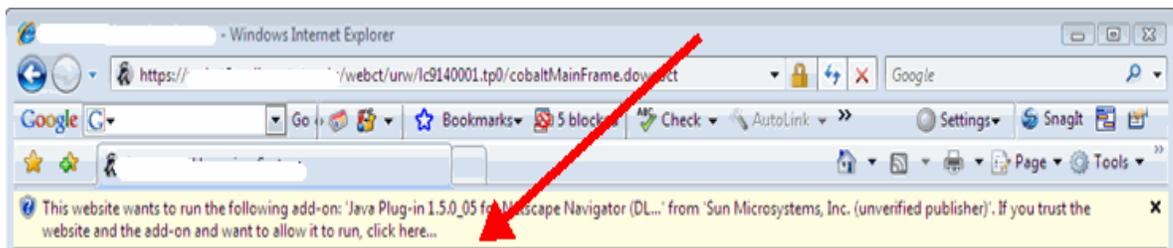
You may get a screen and yellow message box similar to the following:



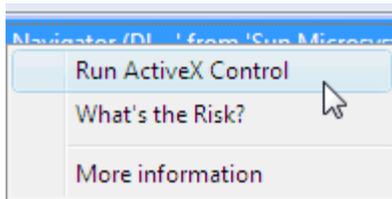
NOTE: The browser shown here is Internet Explorer 7.

Do the following steps:

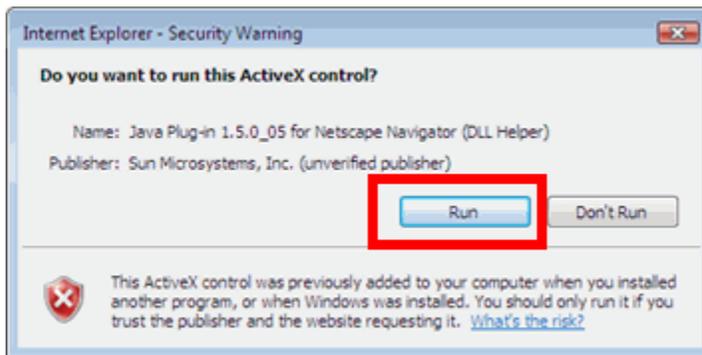
1. Click on the yellow box.



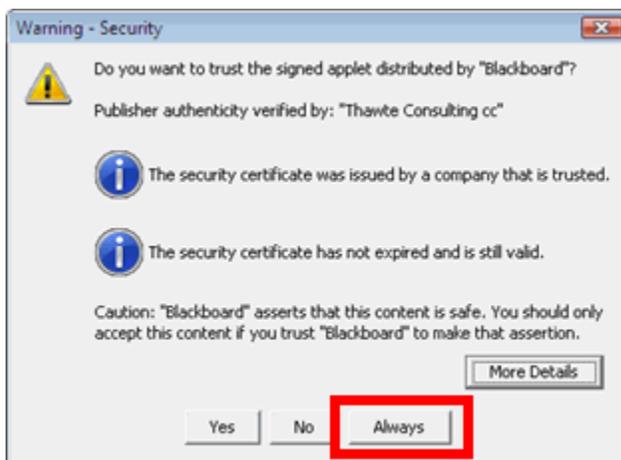
2. Select **Run ActiveX Control**.



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 Message** [Help](#)

Browse for Recipients...

\*To:

CC:

BCC:

\*Subject:

\*Message:

High priority

Disable HTML Creator



Insert equation: New

Attachments:

|

\* Required field

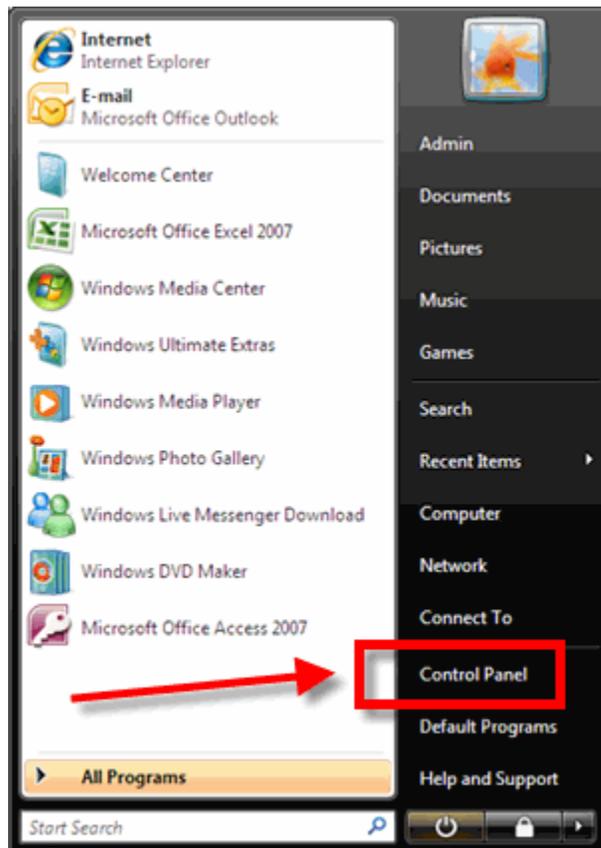
Be patient. Once the tool, in this case the **HTML Creator**, loads for the first time, this and other **Java**-enabled tools will run fairly quickly (over a high-speed connection).

#### NOTES:

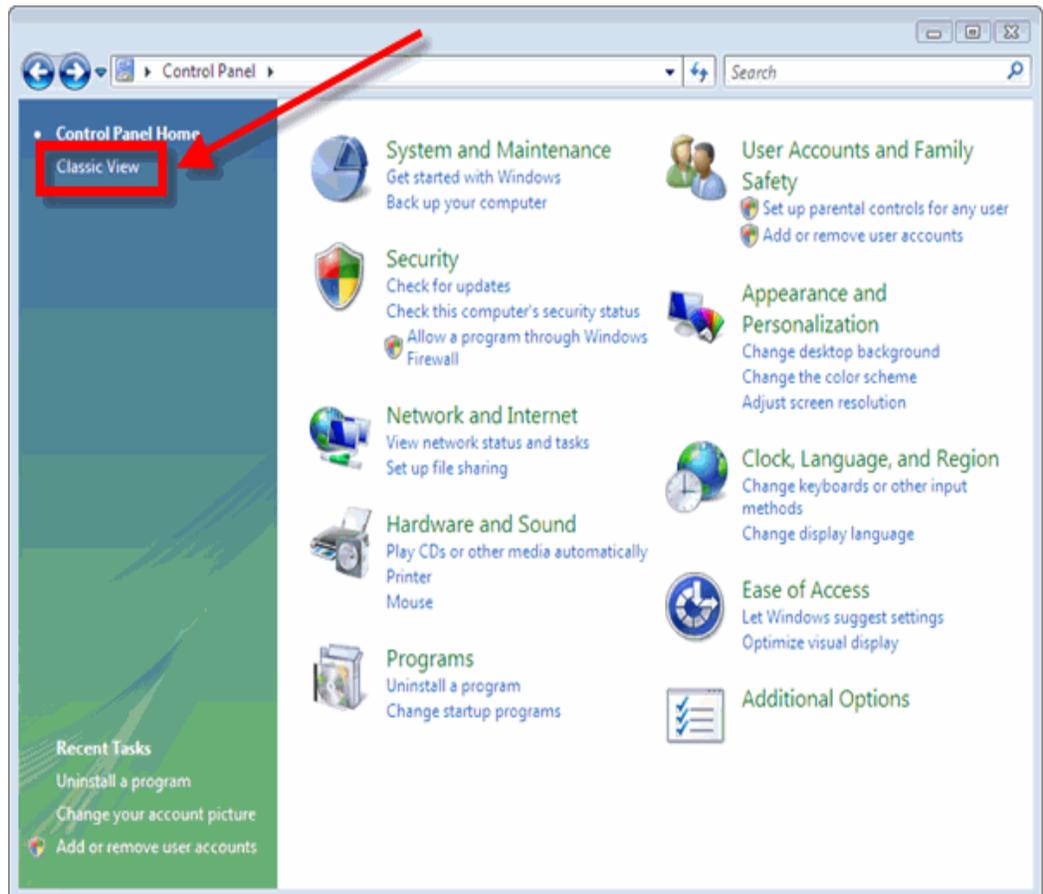
- If the **Java**-enabled tool will still not open, close the browser and log back into your course. Or simply restart your computer as **Java** typically works best after a restart.
- After installing **Java** and restarting your computer, do not download updates for the **Java**, **JRE**, or **J2SE**.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

- Click the **Start** button  and then click **Control Panel**.

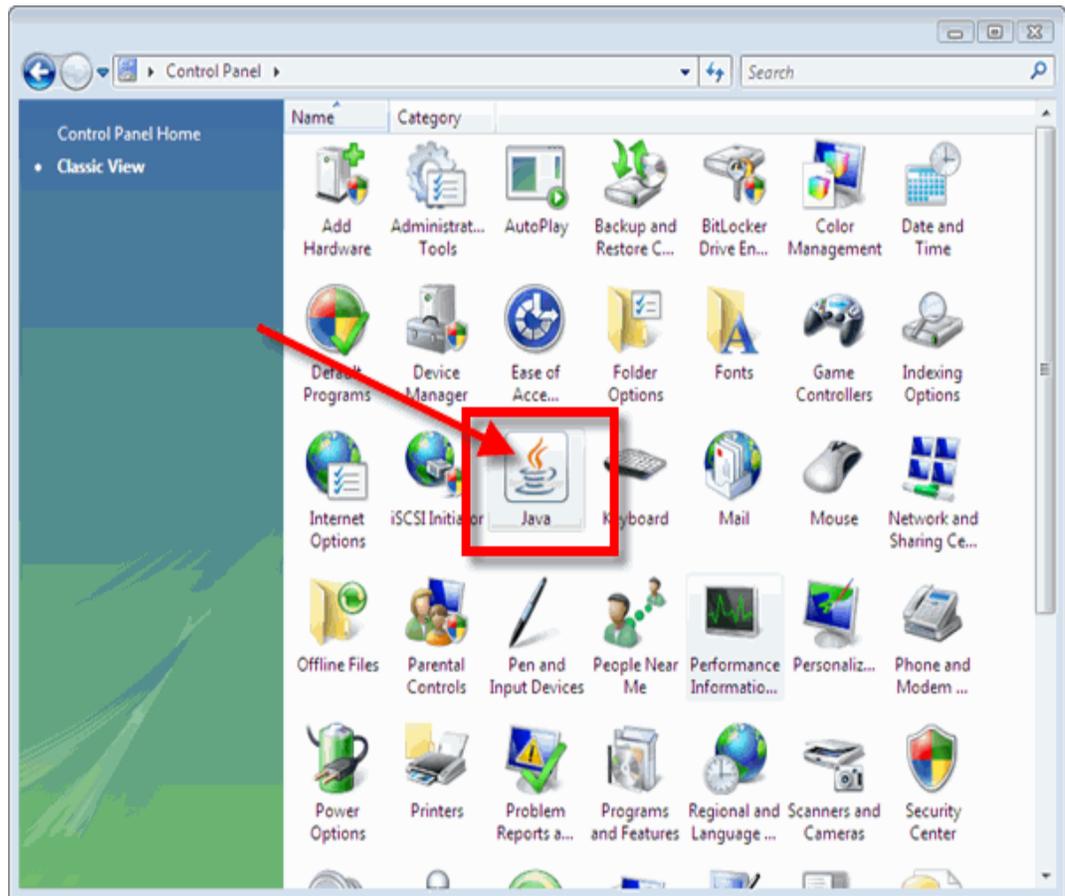
For example:



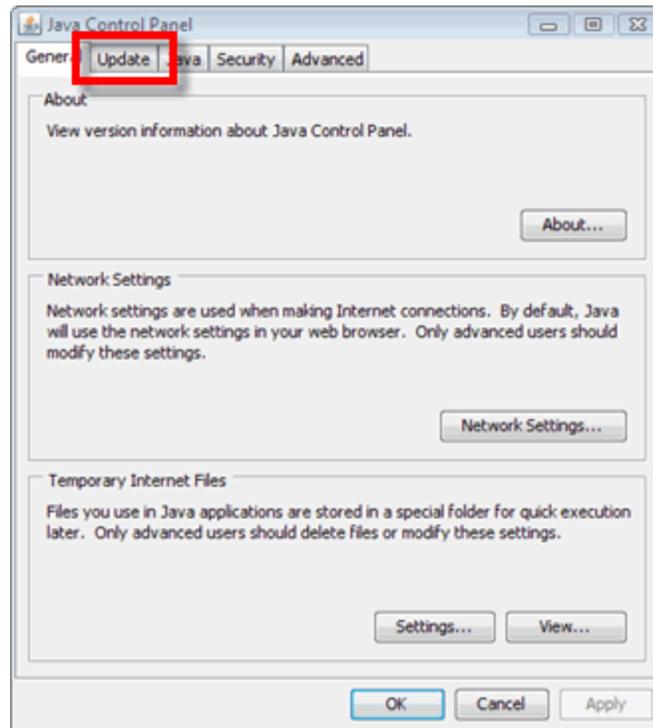
- o Click **Classic View**.



- o Double-click the **Java** image.



- In the **Java Control Panel**, click the **Update** tab.



- 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 [helpdesk@wnmu.edu](mailto:helpdesk@wnmu.edu) or 575.574.4357.**