8. I receive this error message: *"An unknown system exception has occurred."*

Problem: This error message may appear when there is heavy load on the Blackboard system. It can also occur at random, under a variety of circumstances.

Remedy: Restart your browser and log-in again, or wait until a later time when the load on the system may be lighter. If you continue to get this error, record as much detail as you can regarding what you are doing when you get it. Then contact the **Help Desk** for further assistance at helpdesk@wnmu.edu or **575.574.4357.**