



Java Certificate Issues with Blackboard

If you are having problems with the Chat function or uploading documents from your computer, you may need to follow these steps to ensure that your Java Certificate is up to date and has been verified as a trusted source. To do this, follow the steps below.

1. Click on the Start Button and select "Control Panel."



2. Click on the Java icon to open the Java Control Panel.







3. Once the control panel is open, select the "Security" tab. Then click the "Certificates" button.

🕌 Java Control Pane	21 🖌 🗌 🗖 🖾				
General Update Java	Security Advanced				
Certificates Use certificates to positively identify yourself, certifications, authorities, and publishers.					

4. Highlight any certificates containing the word "blackboard" and click the "Remove" button.

Certificates		
Certificate type: User System	Trusted Certificates	~
Issued To	Issued By	
Horizon Wimba	Cybertrust	SureObject CA
dc.blackboard.c	om Thawte Coc	le Signing CA
	Import Export Remov	/e Details
		Close





5. Once you have removed the existing certificate, open Blackboard and you will receive the following security warning. Check "Always trust content from this publisher.", and then click Run.

Warning - Security				
The application's digital signature has been verified. Do you want to run the application?				
Name: Publisher From: I Always	com.webct.platform.tools.wio.common.Messenger Blackboard https://online.uen.org trust content from this publisher.	Run	Cancel	
The	digital signature has been validated by a trusted source.	More Infor	mation	

If you continue having problems with Chat or file upload after following these steps, you may need to update your version of Java. For more information on updating Java go back to the Java Issues webpage at <u>www.blackboard.ttu.edu</u>.