

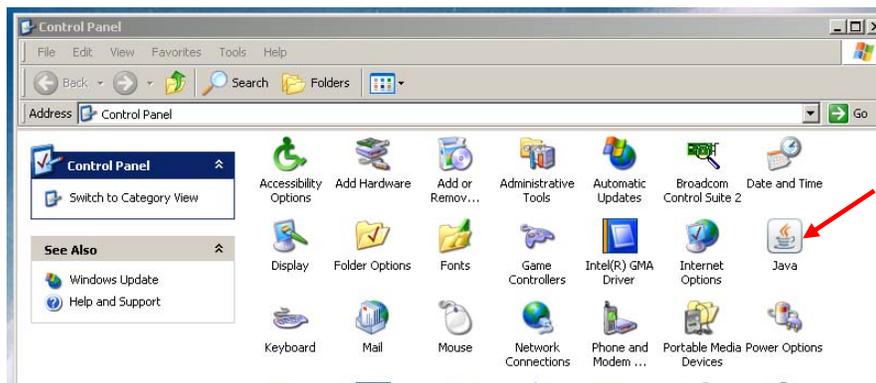
Java Certificate Issues with Blackboard

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.

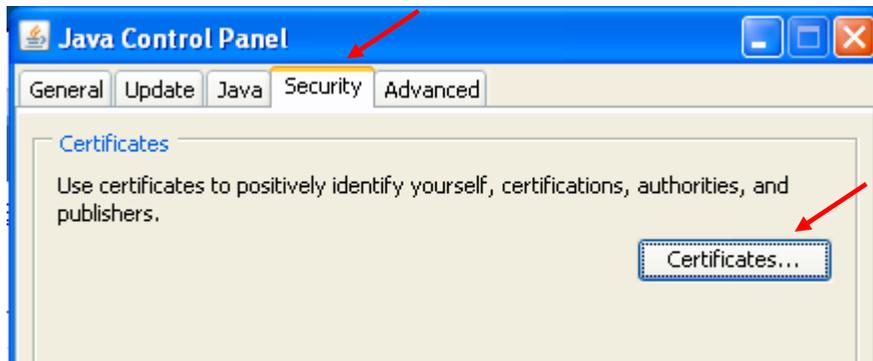
1. Click on the Start Button and select "Control Panel."



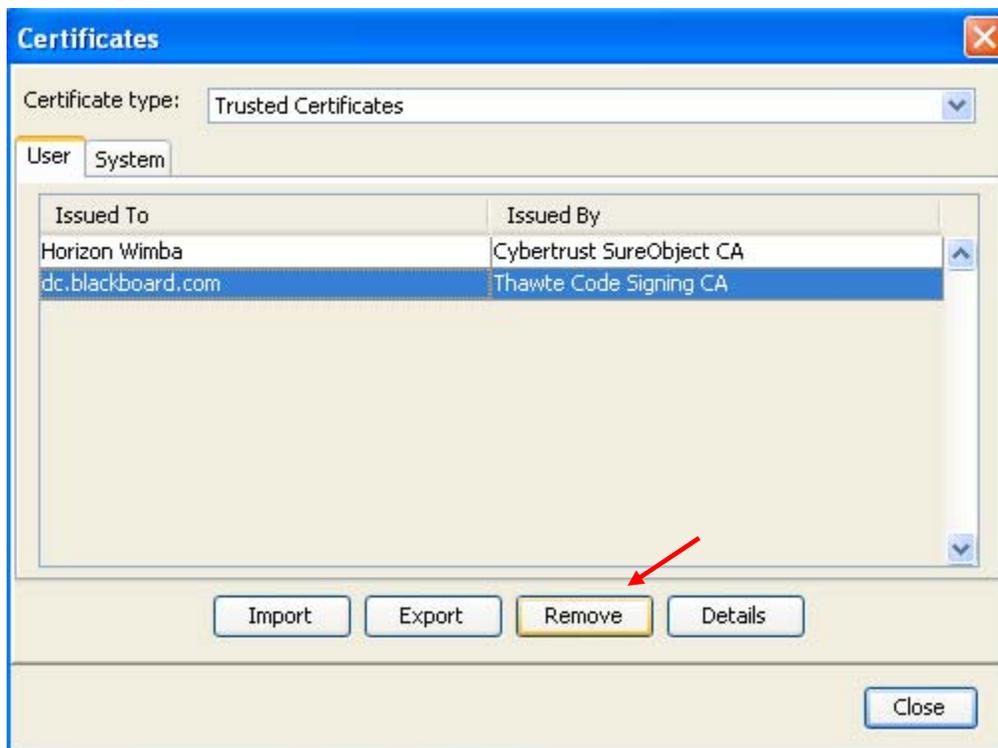
2. Click on the Java icon to open the Java Control Panel.



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

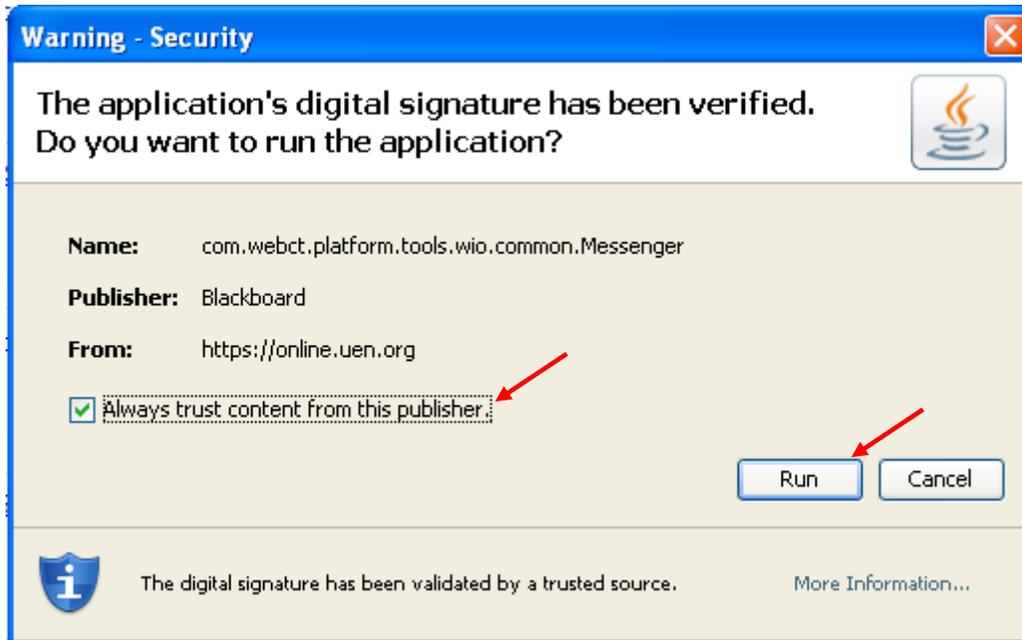


4. Highlight any certificates containing the word "blackboard" and click the "Remove" button.





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.



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 www.blackboard.ttu.edu.