

Visual Text Box Editor Problem

Issue: Internet Explorer 7 has been tested and rated as compatible with the Blackboard 7.0 However end users must add the Blackboard web address to their list of trusted sites in Internet Explorer 7. If Blackboard is not in the list of trusted sites, the Visual Text Box Editor will not function correctly. The formatting and content controls will appear, but the text box itself will appear broken.

Resolution :

Follow these steps to add the Blackboard to the list of trusted sites.

1. Login to the Blackboard 7.0 and navigate to a page that uses the Visual Text Box Editor. (i.e. Discussion Board, email, etc.)
2. Determine if the Blackboard server is in the list of Trusted Sites. When accessing Blackboard 7.0, a green check mark will appear in the Status Bar with the label, Trusted Sites. If Restricted Sites (a red circle icon) or Internet (a globe icon) appears instead, the Blackboard server must be added to the list of Trusted Sites.
3. Double-click the Status Bar where the Restricted Sites or the Internet icon appears. The Internet Security Properties box will open.
4. Click on the Trusted Sites icon under the Select a zone to view or change security settings heading. Click Sites to open the Trusted Sites box.
5. The URL for the Blackboard server should appear in the Add this website to the zone field. If not, enter the URL that is used to access Blackboard in the field (<http://courses.albemarle.edu/>). You will also need to make this change for the alternative Blackboard URL (<http://courses.albemarle.edu/>).
6. The URL for Blackboard does not use SSL security,so uncheck the Require Server Verification (https:) for all sites in this zone option.
7. Click Add.
8. Click Close.
9. Click OK on the Internet Security Properties box.
10. Refresh the page.
11. A message will appear in the Internet Explorer Information Bar: "This website wants to run the following add-on: 'Microsoft (R) Dynamic HTML Editing Control'

from 'Microsoft Corporation'. If you trust the website and the add-on and want to allow it to run, click here..."

12. Click the message and select Run ActiveX Control from the context menu.

13. Click Run in the Security Warning box.

14. The Visual Text Box Editor is now configured to operate correctly within this browser.