

Blackboard Help

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9.1 SP 14

Browser Support for Blackboard Learn 9.1 SP 14

Supported Browsers

Blackboard supports four primary browsers for Learn releases.

[Run the browser checker](#) to see whether Blackboard Learn supports your browser and operating system.

Don't See Your Browser or Version Listed? Both newer and older browsers from these vendors may be supported. To learn more about Blackboard's general browser support policy as well as information about Javascript, Cookies, and other software, see [Browser Support Policy](#).

Desktop Browser Support

These desktop browsers work best with Blackboard Learn 9.1 Service Pack (SP) 14.

- Firefox 24[®] and later
- Chrome[™] 30 and later
- Safari[®] 6 and later



Safari for Windows is no longer supported by Apple and is not supported for the new Blackboard Learn experience.

- Internet Explorer[®] 9 and later



Some configuration options for Internet Explorer may make certain features of Blackboard Learn difficult to use.

Java and Other Browser Plugins


A handful of features in Blackboard Learn require particular additional software to be installed. Without these, the features themselves do not function. For this service pack of Learn, the following features have plugin requirements:

- [Multiple file uploads](#) in Course Files and Content Collection requires the Java Runtime Environment (JRE) from Oracle enabled as a browser plugin. The single file upload tool does not have this requirement. The upload applet is signed by Blackboard and includes a timestamping

authority that allows the applet to run even after the certificate has expired.

- The Virtual Classroom Tools in courses require the JRE from Oracle enabled as a browser plugin. The Virtual Classroom applet is signed by Blackboard and includes a timestamping authority that allows the applet to run even after the certificate has expired.
- The [Meeting Room and Blackboard Collaborate](#) synchronous communication features, available via Building Block, require the JRE for access to the rooms, but *do not require the browser plugin*. Blackboard also has [additional information about how Blackboard Collaborate uses Java](#) in the Blackboard Collaborate Support Portal.
- The [Record from Webcam](#) feature of the Content Editor requires the Flash Player browser plugin from Adobe to successfully save the recordings to YouTube.

JRE version 7 is the recommended version for features that depend on it. JRE version 6 may work, but could result in unexpected behavior. Oracle has acknowledged some security issues with JRE version 6.

 *On Apple Mac OS X, Google's Chrome browser does not support Java 7 because of incompatibilities between 64-bit Java and 32-bit Chrome. Firefox and Safari browsers do not have this limitation on Mac OS X. Users of the Chrome browser on Mac OS X must configure Java 6 support in order to access the features listed above.*

Adobe Flash Player version 11 is the recommended version of the Adobe Flash Player plugin, but the YouTube service ultimately determines the version required for this plugin.

Blackboard Learn does not require any other browser plugins. To learn more about browser plugins, assistive technology, and other supporting software, see [Browser Support Policy](#).

Plugin Links

- [Download link for JRE](#) on Oracle's site.
- [Windows auto-download .cab files for JRE](#) on Oracle's site - scroll down to links for version 7.
- To learn more about security and JRE, see this [Blackboard Security Advisory](#).
- [Directions from Apple for configuring Java 6 for Chrome browsers on Mac OS X](#) on Apple's site.
- [Download link for Adobe Flash Player](#) on Adobe's site.
- [More information about the Blackboard applet timestamping authority](#) on GeoTrust's site.

Analytics for Learn Browser Support

Reports and visualizations available in Analytics for Learn are delivered via third party business intelligence tools from Blackboard partners, specifically Microsoft (Reporting Services) for embedded reports and Pyramid (Pyramid BI Office) for dashboard building. These products have their own

commitments to browser support, and so the details below are subject to change based on product decisions made by our partners.

Analytics for Learn reports that display within the Learn interface are supported in all the same browsers as Learn. Standalone Microsoft Reporting Services reports are also supported in the same browsers as Learn. Refer to the Microsoft website for more information on [browser support for Microsoft Reporting Services](#).

To view Pyramid dashboards, an HTML-5 compatible browser is required. Older versions of Internet Explorer that have been deprecated by Microsoft are not compatible for viewing Pyramid reports. To build Pyramid dashboards, an NPAPI-compatible browser is required because the Pyramid builder uses the Microsoft Silverlight plugin. Google Chrome has deprecated NPAPI support, so this browser is incompatible. Firefox or Safari users must install and configure the Silverlight plugin to use it in their browser.

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