

Browser Help for HuskyCT

Basic Procedure

1 [Determine if browser is set properly for HuskyCT](#)

**** If it does not pass the browser check, make adjustments by following steps 2 through 6.**

2 [Be sure your browser is certified for Vista 4.2](#)

3 [Be sure you have disabled all pop-up blockers](#)

4 [Install or reinstall the proper Java version](#)

5 [Uninstall "extra" toolbars \(Google, MSN\)](#)

6 [Check for and eliminate any viruses or spyware](#)

7 [Use Blackboard's Browser Tips and Troubleshooting page for more help.](#)

Step 1: Determine if browser is set properly for HuskyCT

Run the [HuskyCT Browser Checker](#)

The "Check Browser" link is also available from the HuskyCT Login Page and the My Courses Page

NOTE: If you are having a problem using HuskyCT, try using a different computer. If your problem goes away you need to make adjustments to your own computer settings.

Step 2: Be sure you are using a browser that is certified for "Vista 4.2"

View [List of Supported Browsers](#)

NOTE: This list can change with each new Vista Service Pack, so be sure to check for the most up-to-date information.

As of July 1, 2008, the following browser versions have been certified for use with Vista 4.2:

For Windows XP

Internet Explorer 6, 7
Firefox 1.5, 2.0

For Macs OS 10.2

Firefox 1.0

For Windows Vista Desktop

Internet Explorer 7

For Mac OS 10.3

Firefox 1.0
Safari 2

For Mac OS 10.4

Firefox 1.0
Safari 2
Safari 3.0

Step 3: Be sure you have disabled ALL pop-up blockers

It is important to be sure ALL of the pop-up blockers are disabled. This includes blockers inside the browsers as well as blockers in "extra" toolbars or those in security software.

NOTE: You usually have the choice of disabling the pop-up blocker or allowing pop-ups on huskyct.uconn.edu

- a. View [detailed instructions](#) on disabling pop-up blockers for the following browsers: Internet Explorer, Netscape, Firefox, and Safari
- b. Use the following links for information on how to disable or change the settings for each pop-up blocker source listed

[Norton Internet Security](#)

[Zone Alarm Pro.](#)

[Google Toolbar](#)

[Yahoo Toolbar](#)

[MSN Toolbar](#)

[AOL Toolbar](#)

[AOL Software](#)

[ICQ Toolbar](#)

- c. Search your hard drive or your list of programs in "Add or Remove Programs" for any software with "pop-up" in the name.
Help links for two common programs:
[Pop-Up Stopper](#)
[Pop-Up Zapper](#)

NOTE: Temporary pop-up blocking can often be achieved by holding down the CTRL key OR the Shift key and then clicking on the link.

Step 4: Install or Reinstall the proper Java version

Windows

a. Use one of the following paths to get to **Add or Remove Programs**

Start >> Control Panel >> Add or Remove Programs

Start >> Settings >> Control Panel >> Add or Remove Programs

b. Check program list for Java version(s). Want to have **ONE** of the following:

J2SE Runtime Environment 5.0 update 4, update 5, update 6, or update 7, or Java 6.

NOTE: Since the most recent Vista 4 hotfix, Java Runtime Environment (JRE) 6 is supported.

c. To remove old versions or extra version

Click on the version you want to remove
Click the Change/Remove button

d. To install **J2SE(TM) Runtime Environment 5.0 Update 7**(also referred to as J2SE Runtime Environment 1.5_07)

Go to http://java.sun.com/products/archive/j2se/5.0_07/index.html

Click on "Download JRE"

Click on "Accept"

Click on "Windows Online Installation (typical download size is ~7.1MB), Multi-language " link

Respond in the affirmative to all questions asked during the install EXCEPT do not accept Google toolbar or Google Desktop.

Mac users and Java

Check the following site for information

<http://www.apple.com/macosx/features/java/>

Step 5: Uninstall "extra" toolbars - Yahoo!, MSN, Google

Windows

Go to Add or Remove Programs in the Control Panel

Click on the name of the software

Click on the Change/Remove button

Step 6: Check for and eliminate any Spyware or viruses

See [ITS Network Security site](#) for more information

Step 7: Use WebCT's "Browser Tips and Troubleshooting" page for more help

Go to [Browser Tips and Troubleshooting](#)