



Browser Tester

What is Blackboard Browser Tester?

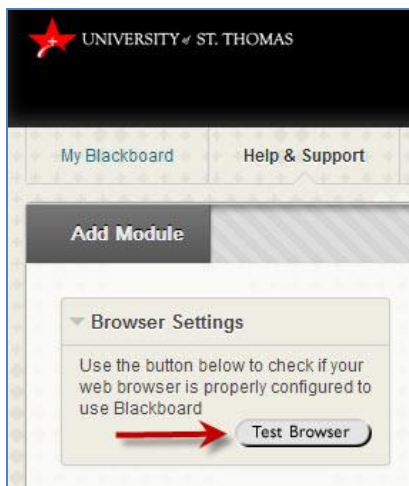
Browser Tester is a tool which performs a series of diagnostic tests to help the user identify and/or a resolve common configuration problems. This building block is simple to use and provides ample data.

Using Browser Tester





1. Click on the Help & Support tab on UST Blackboard homepage.

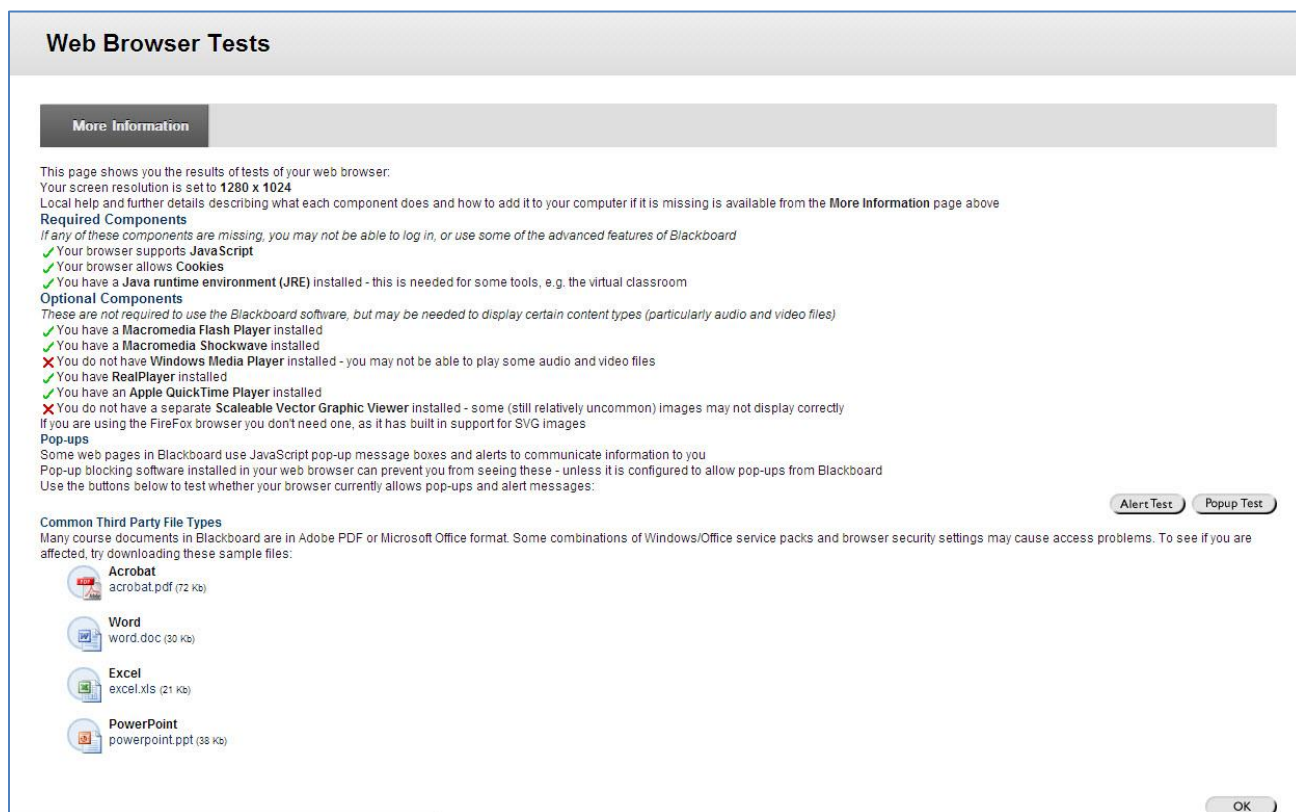


2. Click on the **Test Browser** button.



3. The test results appear in the standard Blackboard page layout and broken into five components:

- *Your Computer* - this section of information contains your user string and other data you may be asked for when describing your setup to another person.
- *Required Components* – this section verifies you have enabled/installed the required minimum components to allow Blackboard’s core components to operate properly and providing the user feedback with a simple  for yes  for no.
- *Optional Components* – this section checks if you have enabled/installed the non-essential components for Blackboard that you may or may not use and providing the user feedback with a simple  for yes  for no.
- *Pop-ups* – this section allows you to send a practice popup to yourself to make sure you have permission and pop-up blockers set accordingly.
- *Common Third Party File Types* – this section provides a selection of common file types used in blackboard by instructors and sample downloads of them so users can verify their systems compatibility with those file types.



Web Browser Tests

More Information

This page shows you the results of tests of your web browser.
Your screen resolution is set to **1280 x 1024**
Local help and further details describing what each component does and how to add it to your computer if it is missing is available from the **More Information** page above

Required Components
If any of these components are missing, you may not be able to log in, or use some of the advanced features of Blackboard





- ✓ Your browser supports **JavaScript**
- ✓ Your browser allows **Cookies**
- ✓ You have a **Java runtime environment (JRE)** installed - this is needed for some tools, e.g. the virtual classroom

Optional Components
These are not required to use the Blackboard software, but may be needed to display certain content types (particularly audio and video files)

- ✓ You have a **Macromedia Flash Player** installed
- ✓ You have a **Macromedia Shockwave** installed
- ✗ You do not have **Windows Media Player** installed - you may not be able to play some audio and video files
- ✓ You have **RealPlayer** installed
- ✓ You have an **Apple QuickTime Player** installed
- ✗ You do not have a separate **Scaleable Vector Graphic Viewer** installed - some (still relatively uncommon) images may not display correctly
If you are using the FireFox browser you don't need one, as it has built in support for SVG images

Pop-ups
Some web pages in Blackboard use JavaScript pop-up message boxes and alerts to communicate information to you
Pop-up blocking software installed in your web browser can prevent you from seeing these - unless it is configured to allow pop-ups from Blackboard
Use the buttons below to test whether your browser currently allows pop-ups and alert messages:

Common Third Party File Types
Many course documents in Blackboard are in Adobe PDF or Microsoft Office format. Some combinations of Windows/Office service packs and browser security settings may cause access problems. To see if you are affected, try downloading these sample files:

-  **Acrobat**
acrobat.pdf (72 kb)
-  **Word**
word.doc (30 kb)
-  **Excel**
excel.xls (21 kb)
-  **PowerPoint**
powerpoint.ppt (38 kb)

Alert Test **Popup Test**

OK

If you have any questions or concerns about this tutorial or any other instructional technology please feel free to submit a ticket to us at www.stthom.edu/bbhelp.