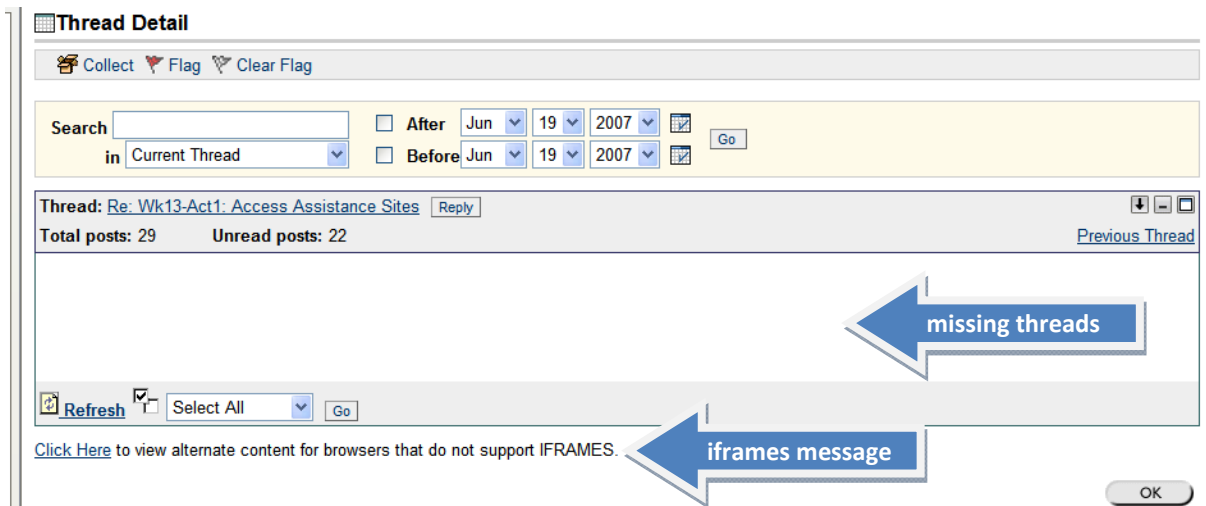


Last Updated: Wednesday, June 20, 2007

Issue Summary

A small number of users accessing the SOSU Blackboard Discussion Boards have reported receiving an error message with a comment regarding "iframes." Individual threads may also disappear. Below is a visual example of this issue, along with some possible solutions. In order to resolve the issue, please start with the first solution and continue working through the solutions in the order listed below, reviewing the issue after each step. For additional information or assistance, please use the Bb support links located on the SOSU Bb login page.



Possible Solutions

1. Enable "iframes" through Internet Explorer 6 & Internet Explorer 7

Internet Options>Security Settings>Custom Level Button> Launching Programs and Files in an iframe> Click "enable" and then click OK to return to the browser screen.

2. Clear Temporary Internet Files

INTERNET EXPLORER 6

- Click Tools
- Select Internet Options
- Click Delete Files under the Temporary Internet Files section
- Click Clear History under the History in the History section
- Click OK

INTERNET EXPLORER 7

- Click Tools

- Select Internet Options
- Click Delete under the General section
- Click Delete Files in the Temporary Internet Files section
- Click Close
- Click OK

3. Run Windows Update to detect and install latest patches

In Internet Explorer 6 or Internet Explorer 7, select Tools from menu bar and select Windows Update. Download all items suggested.

4. Check for McAfee software installation – if installed, follow steps below to disable it:

Disable the Privacy Service and Ad Blocking features in McAfee by following these directions:

- Right-click the McAfee icon by your system clock
- Click Privacy Service
- Click Disable
- A window appears. Enter the Administrator password and click OK
- The McAfee icon turns black in color until you enable Privacy Service

To re-enable McAfee Privacy Service, follow the steps outlined below:

- Right-click the McAfee icon by your system clock
- Click Privacy Service
- Click Enable

5. Upgrade to Internet Explorer 7 (if IE6 or earlier is installed)

In Internet Explorer 6, use Tools/Windows Update to check to see if a newer version of Internet Explorer is available and download the newer program.

6. Verify version of JAVA

Check to see if multiple versions of JAVA are installed (go to Start, Control Panel, Add/Remove Programs, and look for items named J2SE... or JAVA...). Only "*J2SE Runtime Environment 5.0 update 10*" should be installed. If multiple versions of Java exist in the Windows control panel, remove ALL JAVA-related items and reinstall JAVA using link found on SOSU Bb Support -

http://www.sosu.edu/de/bb_tech_solutions.htm

7. Download and install latest version of Firefox

Visit <http://www.firefox.com> and download Firefox 2.