Blackboard Chat is experiencing issues with the latest JAVA update
Version 7 Update 51

Issue Description:

A recent update to Java is causing Blackboard Chat users to experience difficulty accessing Chat and Virtual Classroom tools in courses and meetings. This issue has been brought to the attention of iTech - Distance Learning and Instructional Technology Department and Blackboard. See figure 1 for error example.

If you have problems accessing a Blackboard Chat reduce your JAVA security setting to Medium:

WINDOWS USERS

1. Go to Windows Control Panel
2. Find the Java Control Panel application and click to open it
3. Click on the Security tab at the top of the Java Control Panel
4. Reduce the Security setting from the default High to Medium
5. Click OK
6. Try to enter your course Chat or Virtual Classroom again after restarting your browser

MAC USERS

1. Click on the Apple icon in the upper left corner of your screen
2. Select System Preferences
3. Click on the Java icon to access the Java Control Panel
4. Click on the Security tab at the top of the Java Control Panel
5. Reduce the Security setting from the default High to Medium
6. Click OK
7. Try to enter your course Chat or Virtual Classroom again after restarting your browser

For more information directly from ORACLE – JAVA [Click Here]
For further assistance please contact iTech 24/7 Support Services at 361-593-HELP(4357)