

RealPlayer and Blackboard issues when using Windows Vista and/or Internet Explorer 7

It has come to our attention that compatibility issues exist between Windows Vista (particularly the Vista version of Internet Explorer 7) and Blackboard, and between Vista and RealPlayer. These issues may affect the users' ability to view online lectures and utilize text boxes within Blackboard areas such as the Discussion Board.

Recommendations for resolving the issues described above are provided in this document. Please review the sections applicable to your configuration, based on your browser and operating system:

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If you continue to experience issues with RealPlayer or Blackboard, or have additional questions about the information in this document, please contact the OTS Support Desk at <http://support.iit.edu> or at 312-567-3375.

Internet Explorer 7 on Windows XP 32-bit

If you have upgraded to Internet Explorer 7 from Internet Explorer 6 on Windows XP, it is recommended that you uninstall and reinstall RealPlayer to avoid potential configuration issues.

The recommended version of RealPlayer for IIT students, faculty and staff running Windows XP is RealPlayer 10.5.

RealPlayer 10.5 is available for download from RealNetworks at <http://forms.real.com/real/player/blackjack.html>.

If you have another version of RealPlayer installed, be sure to remove it first using Add or Remove Programs in the Windows Control Panel.

Internet Explorer 7 on Windows Vista 32-bit

Several compatibility issues affecting RealPlayer and Blackboard exist when using Internet Explorer 7 on Windows Vista (32-bit). They are described below.

1. Playing IIT Online lectures with RealPlayer

The recommended version of RealPlayer for IIT students, faculty and staff running Windows Vista (32-bit versions) is RealPlayer 10.5.

2. Text boxes within Blackboard

Users with Windows Vista and Internet Explorer 7 will not be able to use the Visual Text Box editor in the Discussion Board, or other areas of Blackboard that use this feature. For instructors, this also includes announcements, content areas, etc.

An easy solution is to use Mozilla Firefox 2 <http://www.mozilla.com> to access the Blackboard course management system.

An alternative solution would be to disable the Visual Text Box Editor within your Personal Settings in Blackboard. Instructions for doing this are available at: http://www.iit-online.iit.edu/main/disable_text_box.pdf .

3. Logging on to Blackboard via the myIIT portal

Users with Windows Vista and Internet Explorer 7 will not be able to login to Blackboard via the myIIT portal. They may observe numerous new windows reading "Redirecting..." which never actually go to Blackboard.


For these users, it is recommended to access Blackboard directly via <http://blackboard.iit.edu> . The username and password should be the same as those used in the myIIT portal.

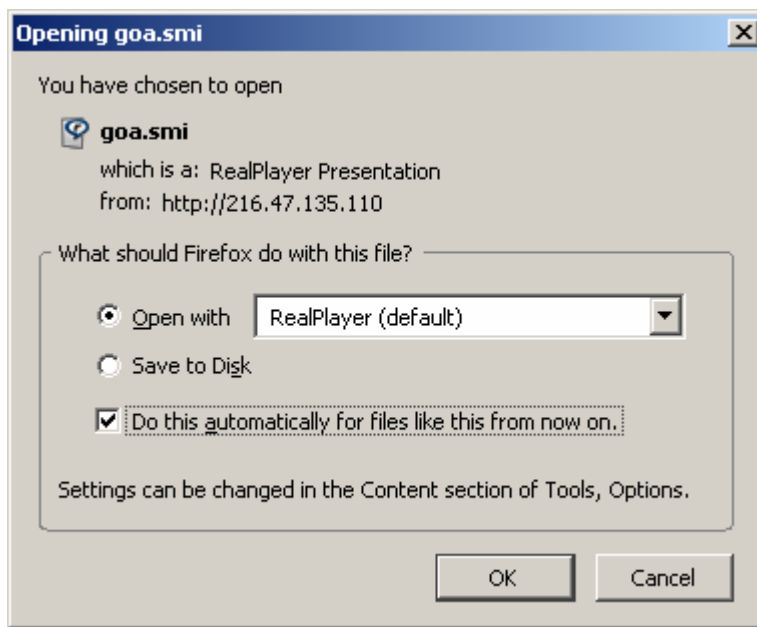
Mozilla Firefox 2 on Windows XP or Vista (32-bit)

On Windows Vista, RealPlayer works better with Mozilla Firefox 2 <http://www.mozilla.com> than it does with Internet Explorer 7 (on Windows XP, both browsers appear to work fine).

The recommended version of RealPlayer for IIT students, faculty and staff running Windows XP or Vista (32-bit versions) is RealPlayer 10.5.

To play IIT Online lectures in Firefox:

1. Click the Camera  icon as you would normally. The first time you play a lecture in Firefox, you will see the following Firefox prompt:



2. Select **Open with RealPlayer (default)**.
3. Check **Do this automatically for files like this from now on** to avoid receiving the above prompt again.
4. Click **OK**.
5. RealPlayer will open and begin playback (after prompting for your username and password).

Windows XP 64-bit or Windows Vista 64-bit

As of January 2008, RealNetworks has **not** released a version of RealPlayer that supports 64-bit versions of Windows XP or Vista. For this reason, IIT Online recommends using the 32-bit version of Vista, or downgrading to Windows XP 32-bit, to play online lectures.

We have received unverified anecdotal reports that users have been able to install earlier versions of RealPlayer, namely RealOne Player Version 2, on Windows Vista 64-bit. This version can be downloaded from <http://forms.real.com/real/player/blackjack.html> . Please note, however, that RealNetworks and IIT **do not** recommend or support this configuration.