

# Why am I getting an error using Blackboard Chat?

\*Disclaimer: Owens is not responsible for personally owned devices or software. Download software at your own risk. For safe computing, always download software from reputable sites.

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**There has been a known issue on our Bb 9.1.6 system with users unable to access the Blackboard chat functions once they upgrade to Java 7.051.** A change to your java security setting, may resolve the matter in this instance.

## 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

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<https://www2.owens.edu/faq/entry/537/>