

Browser Help for WebCT Vista

Basic Procedure

- 1 Determine if browser is set properly for Vista
**** If it does not pass the browser check for Vista, make adjustments by following steps 2 through 6.**
- 2 Be sure your browser is validated for Vista 3.0
- 3 Be sure you have disabled all pop-up blockers
- 4 Install or reinstall the proper Java version
- 5 Uninstall "extra" toolbars (Google, MSN)
- 6 Check for and eliminate any viruses or spyware
- 7 Use WebCT's Browser Tips and Troubleshooting page for more help.

Step 1: Determine if browser is set properly for Vista

Run the [WebCT Vista Browser Checker](#)

The "Check Browser" link is also available from the Vista Login Page and the MyVistaCourses Page

NOTE: If you are having a problem using WebCT, try using a different computer. If your problem goes away you need to make adjustments to your own computer settings.

Step 2: Be sure you are using a browser that is validated for Vista 3.0

View [List of Supported Browsers](#)

NOTE: This list can change with each new Vista Service Pack, so be sure to check for the most up-to-date information.

As of March 6, 2006, the following browser versions have been validated for use with Vista 3.0:

For Windows

Microsoft IE 5.5 (SP2), 6.0
Netscape 7.0, 7.1, 7.2
AOL 8.0, 9.0
Mozilla 1.5, 1.6, 1.7
Firefox 1.0

For Macs

Microsoft IE 5.1 (OS X 10.1)
Netscape 7.0, 7.1, 7.2 (OS X)
AOL OS X
Mozilla 1.5, 1.6, 1.7 (OS X)
Firefox 1.0 (OS X)
Safari 1.2, 1.3.1 and higher,
2.0.1 and higher(OS X)

Download links for supported browsers:

Internet Explorer ([update Windows version](#))
Netscape 7.2 ([download here](#))
Mozilla Firefox 1.0.7 ([download here](#))

Step 3: Be sure you have disabled ALL pop-up blockers

It is important to be sure ALL of the pop-up blockers are disabled. This includes blockers inside the browsers as well as blockers in "extra" toolbars or those in security software.

NOTE: You usually have the choice of disabling the pop-up blocker or allowing pop-ups on vista.uconn.edu

- a. View [detailed instructions](#) on disabling pop-up blockers for the following browsers: Internet Explorer, Netscape, Firefox, and Safari
- b. Use the following links for information on how to disable or change the settings for each pop-up blocker source listed

[Norton Internet Security](#)

[Zone Alarm Pro.](#)

[Google Toolbar](#)

[Yahoo Toolbar](#)

[MSN Toolbar](#)

[AOL Toolbar](#)

[AOL Software](#)

[ICQ Toolbar](#)

- c. Search your hard drive or your list of programs in "Add or Remove Programs" for any software with "pop-up" in the name.

Help links for two common programs:

[Pop-Up Stopper](#)

[Pop-Up Zapper](#)

NOTE: Temporary pop-up blocking can often be achieved by holding down the CTRL key OR the Shift key and then clicking on the link.

Step 4: Install or Reinstall the proper Java version

Windows

- a. Use one of the following paths to get to Add or Remove Programs
 - Start >> Control Panel >> Add or Remove Programs
 - Start >> Settings >> Control Panel >> Add or Remove Programs
- b. Check for Java version(s). Want to have **ONE** of the following:
 - Java 2 Runtime Environment version 1.4.2_09 or higher OR
 - J2SE Runtime Environment 5.0 update 4

c. To remove old versions or extra version

Click on the version you want to remove
Click the Change/Remove button

d. To install **J2SE(TM) Runtime Environment 5.0 Update 4 (also referred to as **J2SE Runtime Environment 1.5_04**)**

Go to [https://sdlc2a.sun.com/ECom/EComActionServlet;
jsessionid=75696A137400D5D1989A2FD505DFB72E](https://sdlc2a.sun.com/ECom/EComActionServlet;jsessionid=75696A137400D5D1989A2FD505DFB72E)

Click Accept

Click on "Windows Online Installation, Multi-language" link (Best to use automatic download and not manual)

To install **Java(TM) 2 Runtime Environment, Standard Edition 1.4.2_09**

Go to [https://sdlc2b.sun.com/ECom/EComActionServlet;
jsessionid=ADA2F7822D50A11089723E77D49ADB06](https://sdlc2b.sun.com/ECom/EComActionServlet;jsessionid=ADA2F7822D50A11089723E77D49ADB06)

Click Accept

Click on "Windows Online Installation, Multi-language" link (Best to use automatic download and not manual)

Mac users and Java

Check the following site for information

<http://www.apple.com/macosx/features/java/>

Step 5: Uninstall "extra" toolbars - Yahoo!, MSN, Google

Windows

Go to Add or Remove Programs in the Control Panel
Click on the name of the software
Click on the Change/Remove button

Step 6: Check for and eliminate any Spyware or viruses

See [ITS Network Security site](#) for more information

Step 7: Use WebCT's "Browser Tips and Troubleshooting" page for more help

Go to [Browser Tips and Troubleshooting](#)