


If your browser is hanging-up, freezing or crashing when you try to log into Bb, or happening when clicking links after you are logged in then it could be a Java problem. There are three primary Java conditions that can be attributed to and should be trouble-shot in the following order:

**1. Java not installed:**

You can find out if Java is installed by looking for the Java icon  in the Control Panel on Windows and in a Mac from Finder select Go > Application and type Java in the search field, you should see Java Preferences.app if Java is installed.

**2. Java cache is full and not clearing or overwriting temp files (applications, applets, trace and log files):**

a. First clear the cache, in Windows, go to Control Panel>Java>General>Settings>Delete Files. On a Mac from Finder select Go >Application and type Java in the search field>open Java Preferences.app>Network>Delete files. You should delete both apps and trace log files.

b. Then while in Settings or Network uncheck radio button: Keep temporary files. This could cause some Java applications to take longer to load however; we are primarily concerned with making sure you are able to complete your work.

**3. Incompatible or corrupted Java version:**

a. In Windows go to Control Panel>Java>Java>View>User start with newest version and disable in sequence while you try accessing/navigating Bb between each disablement.

b. On a Mac from Finder select Go >Application and type Java in the search field>open Java Preferences.app>General rearrange (drag n' drop) both Applet and Application so that Browsers and Web Start are trying the next lowest sequenced version of Java while you try accessing/navigating Bb between each rearrangement.