

Are you having trouble getting into Blackboard? Getting a Session Error?

Here is how you resolve this issue:

Part I

Remove all the versions of Java in the same way as you would remove any other software from your Windows computer.

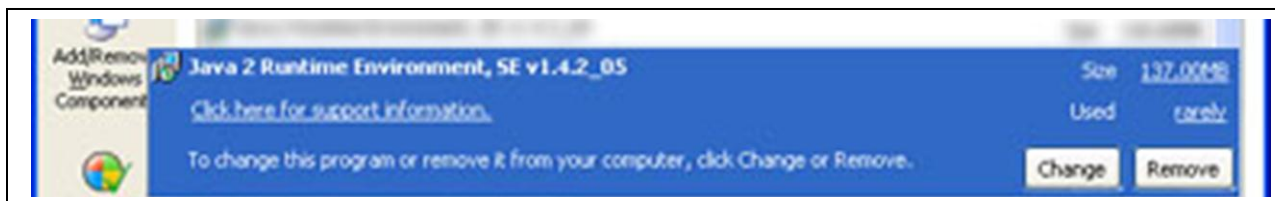
Windows 7 and Vista - Uninstall Programs

1. Click **Start**
2. Select **Control Panel**
3. Select **Programs**
4. Click **Programs and Features**
5. Select the program you want to uninstall by clicking on it, and then click the **Uninstall** button.

You may need administrator privileges to remove programs.

Windows XP - Uninstall Programs

1. Click **Start**
2. Select **Control Panel**
3. Click the **Add/Remove Programs** control panel icon
4. The Add/Remove control panel displays a list of software on your system, including any Java software products that are on your computer. Select any that you want to uninstall by clicking on it, and then click the **Remove** button.



Part II

1. Download Java 6 update 27. Hold down the Ctrl key and click on this link, jre-6u27-windows-i586-iftw.exe to start the download.
2. Save the file to your desktop or Downloads.
3. Then click on the program to run it.
4. Run the program following the instructions.
5. **Do not stop this process once it has started.**

If you are still experiencing problems call the ITS helpdesk