Known Issue: Internet Explorer Cannot Open Grade Center Attempts

Description

Instructors using Internet Explorer 8 or 9 may encounter difficulty when trying to view or open student attempts of Blackboard assessments in the Full Grade Center. The “View Grade Details” or “View Attempt” buttons will be unresponsive to mouse-clicks and the desired pages will not load. An “Error on Page” message will appear in the browser’s status message area.

This is an issue relating to Internet Explorer’s compatibility mode settings.
Workaround Solution

Instructors may try one of the following solutions to resolve the error and restore access to student attempts:

1. **Use an alternative browser, such as Mozilla Firefox or Google Chrome.** This is the easiest and preferred solution. These browsers will allow you to open student assessment attempts without a problem.

   - Mozilla Firefox should be available for use on any campus computer through the “Start” menu or as an icon on the Desktop. It can also be downloaded for free from [http://www.mozilla.org/](http://www.mozilla.org/).

   OR

2. **Turn the Internet Explorer’s compatibility mode OFF** and try accessing the attempt once the page refreshes. To turn compatibility mode off, try the following:

   - If you see the compatibility mode icon next to your browser’s address bar, click on the button to toggle back into regular viewing mode.

   - Alternatively, you may turn compatibility mode off through the “Compatibility View Settings” option in the browser’s “Tools” menu (Tools > Compatibility View Settings). In the “Compatibility View Settings” window that appears, remove any instances of “Blackboard.matc.edu” from the “Websites Added to Compatibility Mode” box and uncheck the “Display All Websites...” checkbox. Click “Close” when done.