

## Issue Viewing PDF Documents on Macs


We are aware of the "Missing Plug-in" problem when viewing PDFs in Blackboard. The problem is a conflict between the browser and the Adobe PDF Plug-in and appears to only affect Mac users when attempting to open PDF files in Blackboard. The issue appears in most browsers on the Mac, including Safari 5.1 and Firefox 4, 5, and 6.

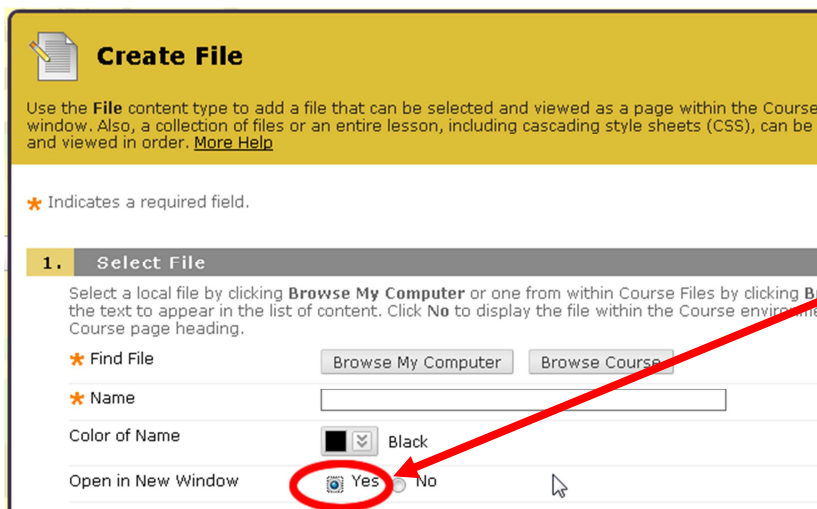
**This problem has the potential to affect all faculty, regardless of whether you use a Mac, because you have no way of knowing which type computer your students will use to access Blackboard.**

Blackboard has acknowledged the problem is a browser compatibility issue with a fix coming in the near future. While we wait for a permanent solution, we have the following suggestion as a workaround that all faculty should do.

**For PDF files that ARE NOT in a Learning Module in your course, you should do the following (for Learning Modules proceed to page 2):**

**These instructions explain what to do for PDF files you have already uploaded to your course. To upload new PDF files see the note at the bottom of this page.**

1. Locate the PDF document link and click the action menu button  and click "Edit".
2. Scroll down to the "Open in New Window" option and click "YES"



**Create File**

Use the **File** content type to add a file that can be selected and viewed as a page within the Course window. Also, a collection of files or an entire lesson, including cascading style sheets (CSS), can be created and viewed in order. [More Help](#)

\* Indicates a required field.

**1. Select File**

Select a local file by clicking **Browse My Computer** or one from within Course Files by clicking **Browse Course Files**. The text to appear in the list of content. Click **No** to display the file within the Course environment. The Course page heading.

\* Find File

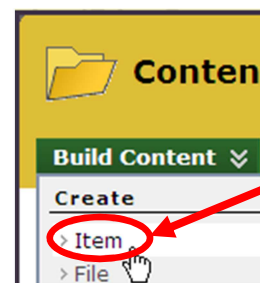
\* Name

Color of Name

Open in New Window  Yes  No


3. Click on the **Submit** button to save the changes.

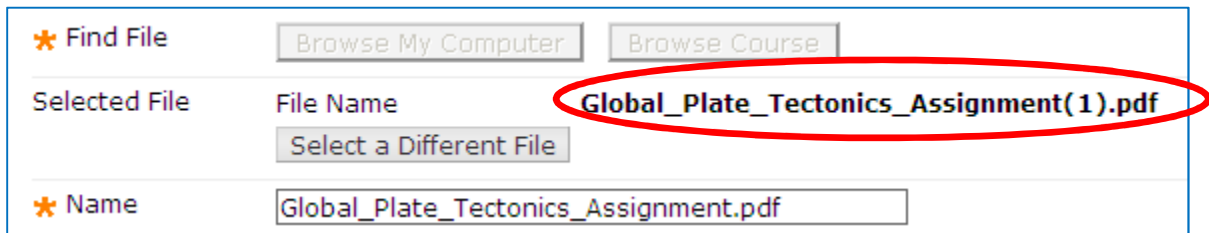
Note: The instructions above explain how to change to PDF files that are already in your course. If you want to upload a new PDF file into your course we suggest you use "Create Item" instead of "Create File". If you decide to use "Create File" make sure you check "YES" for [Open in New Window] option.



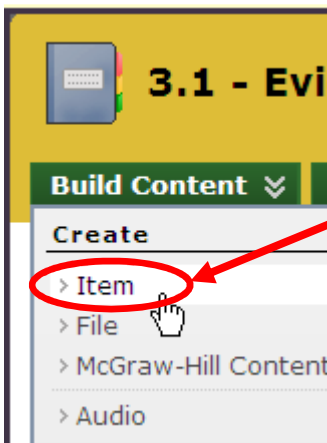
For PDF files that ARE in a Learning Module in your course, you should do the following:

These instructions explain what to do for PDF files you have already uploaded to the Learning Module. To upload new PDF files see the note on the last page.

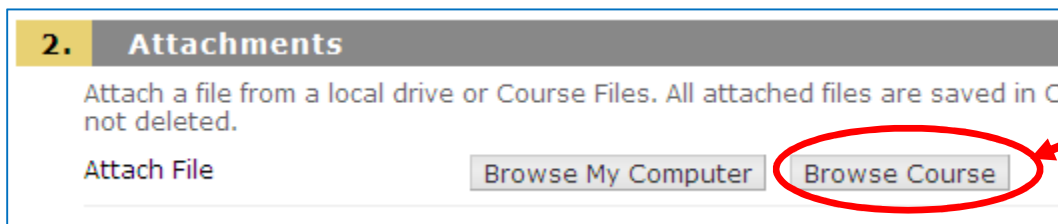
1. Get into your Learning Module.
2. Locate the PDF document link and click the action menu button  and click “Edit”.
3. Write down the name of the file.



4. Click “Cancel”.
5. Choose **Create Item** from the Build Content menu.



6. Enter a name for the item in the Name field.
7. Scroll down to Attachments section and click the “Browse Course” button.



- Browse your course files and find the PDF file name you wrote down in step 3. Click the box to the left of the file name to select it and then click on **Submit**.

**Select File or Folder** View List View Thumbnails

Course Files is a central file storage area for a single Course. With Course Files, not only do Instructors have access to all of their files, but they have the ability to manage, organize, and view those files as suits their needs. Instructors can link to any uploaded items when creating content for the Course. When an Instructor changes an item, all links to the item in the Course reflect those changes. [More Help](#)

**Upload** **Create HTML Object** **Create Folder**

<input type="checkbox"/>	File Type	Name	Edited	Size
<input type="checkbox"/>		<a href="#">Darwin.jpg</a>	May 6, 2011 3:44:11 PM	5.47 KB
<input type="checkbox"/>		<a href="#">Digital BbBlackboard-b.gif</a>	Jul 6, 2011 10:45:22 AM	17.7 KB
<input checked="" type="checkbox"/>		<a href="#">Global Plate Tectonics Assignment(1).pdf</a>	Sep 13, 2011 2:44:02 PM	110.2 KB
<input type="checkbox"/>		<a href="#">Grading Rubric.gif</a>	Jul 27, 2011 1:44:31 PM	87.4 KB
<input type="checkbox"/>		<a href="#">Intro Oceanography Syllabus.doc</a>	Feb 2, 2011 2:58:52 PM	117.5 KB
<input type="checkbox"/>		<a href="#">Intro to Oceanography Banner.jpg</a>	Jan 3, 2011 11:02:27 AM	6.95 KB

Selected Files: 1  Cancel **Submit**

- You should see the file in the Attachments section. Choose the other options you want for this item. Click **Submit** when done.

**2. Attachments**

Attach a file from a local drive or Course Files. All attached files are saved in Course Files. The file itself is not deleted.

Attach File Browse My Computer Browse Course

Attached files	
File Name	Link Title
Global_Plate_Tectonics_Assignment(1).pdf	Global_Plate_Tectoni

- The students can now access the PDF file by clicking the link.

**Global Plate Tectonic Assignment** View List View Thumbnails

Attached Files: [Global Plate Tectonics Assignment\(1\).pdf](#) (110.105 KB)

- As a last action, you should delete the original link to the file from step 2 above.

Note: The instructions above explain how to change to PDF files that are already in a Learning Module in your course. If you want to upload a new PDF file into a Learning Module we suggest you **use “Create Item”** instead of “Create File”.

Do not use “Create File” inside Learning Modules because you do not have the option to open in a new window, use “Create Item” instead.

