Internet Explorer Security Update Causes IE11 to Crash when an Instructor Accesses a Blackboard Learn Course

On February 11th, 2014, Microsoft released a Cumulative Security Update, MS14-010. This security update causes Internet Explorer 11 to crash when an instructor accesses any Blackboard Learn course that has Edit Mode turned on. This security update was pushed to all Windows users with IE11. More information about the security update can be found here:

https://support.microsoft.com/kb/2909921

Please be assured that Blackboard is currently investigating this issue and developing patches to correct it.

Workaround:

Users affected have two options at the moment:

1. uninstall the ‘Security Update for Microsoft Windows (KB2909921)’
2. use an alternate browser such as Google Chrome or Firefox

Alternate Browsers:


Steps to uninstall the ‘Security Update for Microsoft Windows (KB2909921)’

1. Open the Control Panel

   Windows 8: Open Control Panel by swiping in from the right edge of the screen, tapping Search (or if you’re using a mouse, pointing to the upper-right corner of the screen, moving the mouse pointer down, and then clicking Search), entering ‘Control Panel’ in the search box, and then tapping or clicking ‘Control Panel’

2. Then go to ‘Programs’ > ‘Uninstall a program’

3. Choose ‘View installed updates’
4. Find 'Security Update for Microsoft Windows (KB2909921)'.

5. Right-click and choose 'Uninstall'.

6. When prompted to uninstall, click on 'Yes'.

7. Restart your PC.