Blackboard Voice (Wimba Voice) Troubleshooting Guide

Applies to the following products:
- **Northstar**
- **Academic Connections**
- **Language Leader**
- **Top Notch (for UVM)**
- **CuttingEdgeLab**

I'm working on an assignment in which I'm supposed to record my voice, but when I try to complete the activity I receive an error message or can not record.

Listed below are some troubleshooting tips for using the Blackboard Voice (Wimba) voice recorder.

Step 1: Complete the Blackboard Voice (Wimba) Setup Wizard

1. You can locate the **Browser Tune-Up** by going to www.pearsonintlsupport.com/browser_tuneup

- Click **Run the tune-up now**

Browser Tune-Up

Ensure you have the right browser and plug-ins to enjoy full functionality.

Run the tune-up now ❯

2. The Voice Recorder requires **Java**. **Make sure your computer has the most recent version of Java** (www.java.com). You will be able to check your version on the Browser Tune Up and also be able access a link to download the most recent version of Java.

Java *
Version: 1.7.0.17   Installed   ✔

*NOTE: Although Java may be installed, confirm that you're computer has the correct version of Java listed below.

Operating System	Minimum Java Version
PC Users (XP, Vista, Windows 7)	1.7.0.13
MAC OS 10.6 Users	1.6.0.39
MAC OS 10.7 Users	1.7.0.13

If you need to install the Java update click here.

- Still experiencing problems with Java? View the MyLanguageLab Java Guidelines.

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3. Under **Blackboard Voice (Formally Wimba),** click **Run Setup Wizard** to run the Blackboard
   Voice (Wimba) setup wizard. (NOTE: You will need a microphone to test the recording feature.)

   1. Follow the on-screen instructions to complete the Wizard.
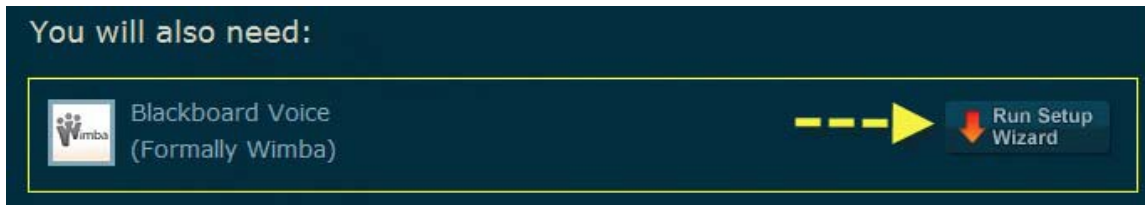
Important note for Safari users:

> **When completing the Setup Wizard on the Browser Tune-Up,** If you are installing
> Blackboard Voice (Wimba) on MAC OS, complete the following procedure during **Step 5** of the
> setup wizard.

   a. When the following dialog appears, click **Show Certificate**.

   b. Click the arrow to expand the **Trust** options

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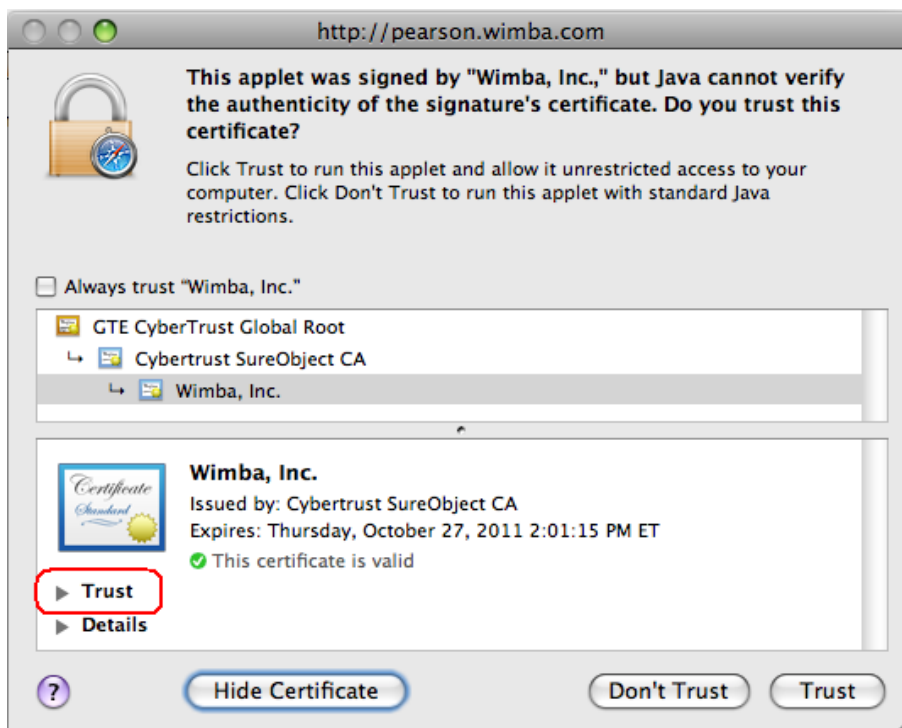
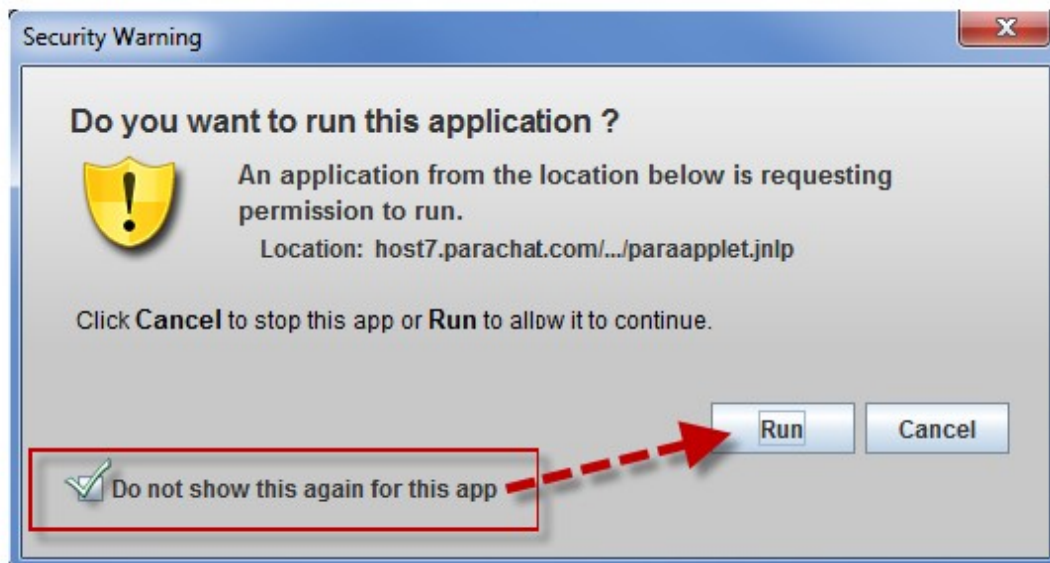c. For the **When using this certificate** option, select **Always Trust**.

c. Click **Trust**.

2. Click **Close** to end the tune-up.

Important Note for PC users: Java

The first time an activity or voice recorder is opened that requires Java, the following message will appear:

Select **Do not Show this again for this app*** then click **Run**.

**This will always allow Java to run and not prompt the user each time.*

In Internet Explorer 9, I'm unable to pass the Java test in the Wimba Voice (Blackboard Voice) setup even though I've installed and enabled Java. How can I pass the Java test?

Complete the following steps. This should resolve your issue.

To Pass the Java Test:

1. Press **F12** on your keyboard and click **Browser Mode: IE9**

2. Click **Internet Explorer 8** to configure your browser to run as version 8.
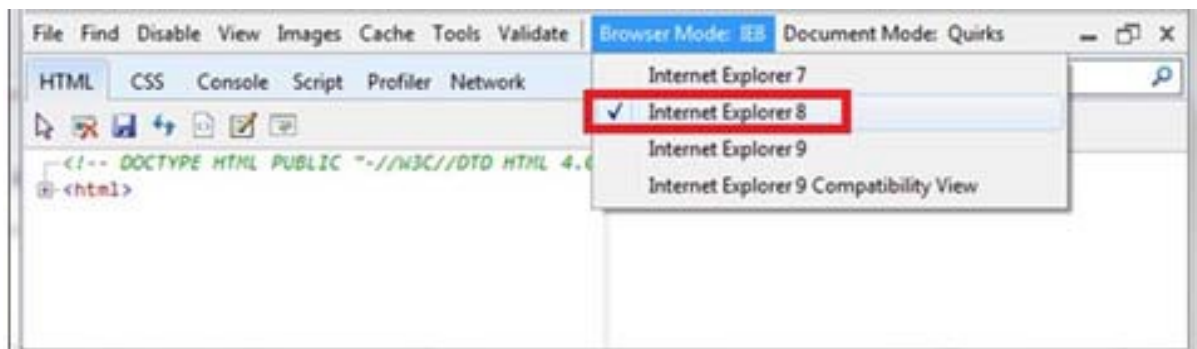
3. Press **F12** on your keyboard to close the Developer Tools and proceed through the **Wimba**/BlackBoard setup by clicking the **Next** button.

Step 2: Recording Tips:

- You will need to have a functioning microphone (internal or external) connected to your computer. Any microphone is compatible with the Voice Recorder.

- Make sure the microphone is **turned on.**

- When using the Voice Recorder, click **Record** to open the recorder.

- Click the red record ⊙ button.

- IMPORTANT: Click the **STOP** ▪ button to save your recording. (If you do not click the stop button, your recording will NOT be saved and your instructor will not be able to hear your voice.

- Click the PLAY ▶ button to confirm your voice was recorded.

- If you do not hear anything, check your microphone and the volume controls on your computer (Make sure you are not on "MUTE").

To Re-record your voice:

- **Click** the red record ⊙ button again.

- Click **YES** when asked if you want to **Override Current Recording.**

- Re-record and click **STOP**. Playback your recording.

- When finished, Click **Submit for Grading** to submit the recording to your instructor for review.

Blackboard Voice (**Wimba** Voice): Error Messages

Please choose the error message you have received, and then follow the corresponding instructions.

Error Message: "Audio Init Failed" or "Error: Communication Error"

NOTE: This error can occur if you do not have a microphone plugged in or properly connected (turned on) on your computer. Please check to make sure your microphone is properly turned on before proceeding with any other troubleshooting steps.

This error can also occur because the computer's security prevents the **Blackboard Voice (Wimba)** plug-in from sending data to our servers. Please take the steps described below to be sure that communication between your computer and our servers is always allowed.

1. **Please configure the security program or firewall on your computer to allow the file shown below (audioproxy.exe) to connect to the internet.** (If you do not know how to make this change, please contact technical support for the security program you are using.)

   Windows XP or 2000
   C:\Documents and Settings\[Windows Username]\Application Data\HorizonWimba\JSecureDoor\audioproxy_X.Y.Z\data\audioproxy.exe

   Windows Vista C:\Users\[Windows Username]\AppData\Local\HorizonWimba\JSecureDoor\audioproxy_X.Y.Z\data\audioproxy.exe

2. **Java applets or Java Script also must be allowed by personal firewall or internet security software.** Some firewalls have settings to block Java applets and Java Scripting, which will prevent **Wimba** Voice applets from loading. (You may need to contact technical support for that firewall or security program for assistance configuring that program to allow Java applets and Java Script.)

3. **Your browser must also allow Java applets and Java Scripting.** (PC & MAC users)
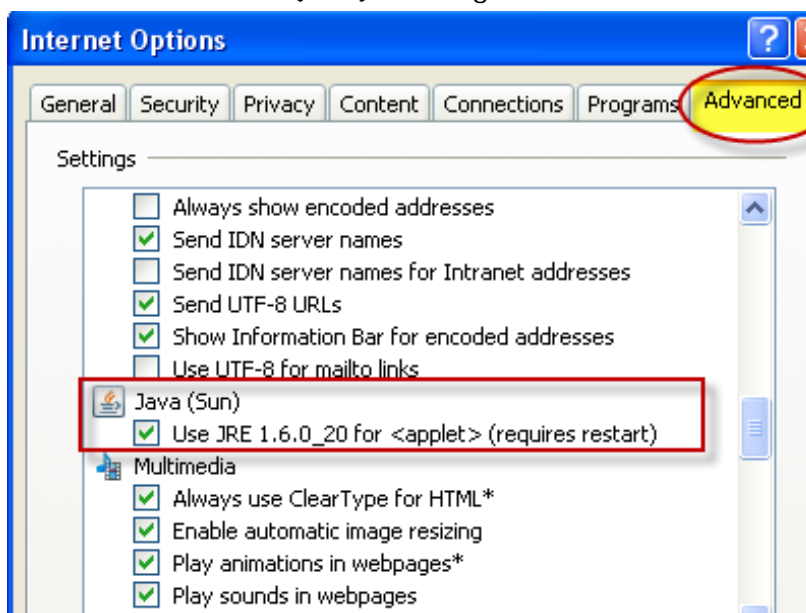
To allow Java Applets & Java Scripting:

Internet Explorer (PC Users)

a. Open Internet Explorer and click **Tools** > **Internet Options**
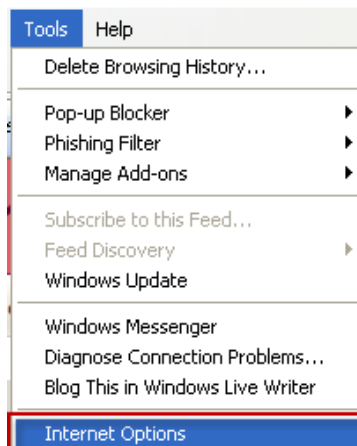
b. From the **Internet Options** window, select the **Advanced** tab

c. Scroll down the list to **Java(Sun)** heading and make sure the box below it is <u>checked</u>

> **Note:** If you do not see Java(Sun), go Sun's Java website at www.java.com and click **Free Java Download**.

d. Scroll down the list to the **Security** heading and make sure the box beside **Allow active content to run in files on My Computer is checked**

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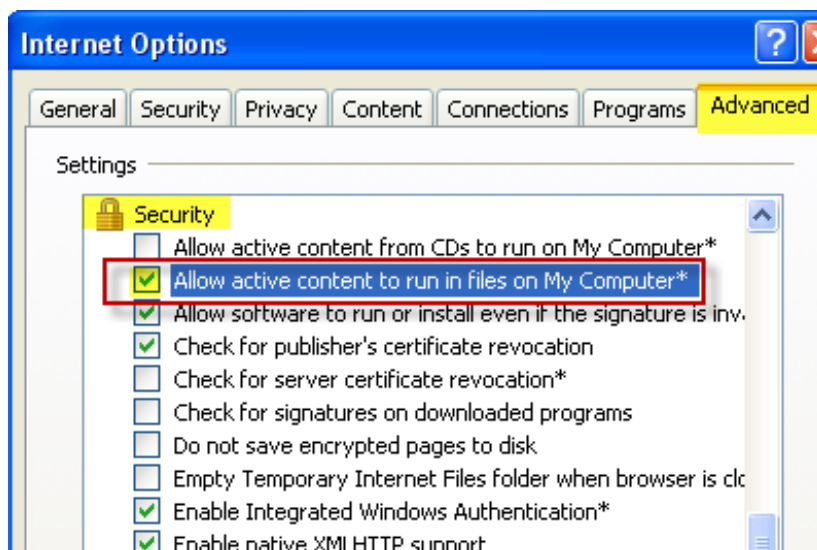
e.   Click **OK**

To Allow Java Applets & Java Scripting (cont):

Safari (MAC) Users:

a.   Open Safari and click **Safari** > **Preferences**

b.   Click the **Security** icon at the top of the window

c.   Beside the **Web content** heading, be sure that there are checks in each of the boxes beside
     Enable plug-ins, **Enable Java**, and **Enable JavaScript**

d. **Close** the Preferences window

Note: After configuring the computer's security according to those steps, please run the **Browser Tune-Up** again before returning to work in your course. (Located on www.mylanguagelabs.com)

Error Message: 'Authentication Error" or "Applet Not Trusted"

This error can occur when the computer has blocked a signed applet required for the activity, or when a prompt appeared asking whether to allow the applet to run, permission was not given.

If you are prompted with a security warning asking whether to allow an applet to run, please allow it to do so in order to proceed with the activity.

If you do not see such a prompt, please **clear the Java cache on your computer** by follow the instructions below for your operating system (Windows or Mac).

How to clear Java cache:

Windows (PC users)

1. Go to **Start** > **Control Panel** (or **Start** > **Settings** > **Control Panel**)

2. Double-click the **Java** icon (you may need to click **Switch to Classic View** to see this icon)

3. On the General tab, click the **Settings...** button in the Temporary Internet Files box

4. Click the **Delete Files...** button at the bottom of the Temporary Files Settings

5. Make sure "Applications and Applets" and "Trace and Log Files" are checked, then click **OK**

6. When the files are finished deleting, click **OK**, then **OK** again

Mac Users

1. Go to **Computer > Macintosh** HD > **Applications** > **Utilities** > **Java Preferences**

2. Open **Java Preferences**
3. Click on the **Network** tab
4. Click the **Delete Files** button (in the Temporary Internet Files section)
5. Quit the Safari Browser (if still opened) and re-open for changes to take affect.

* You will also need to set your browser to **allow Java applets** and **Java Scripting**.

- **PC users** refer to steps in **pages 7 & 8** above.
- **Mac Users** refer to steps in **page 8** above.

Error Message: "Server error, Resource is missing"

We have found that users whose <u>first name</u> is saved as a <u>single character</u> are not able to access the recording tool. The **Wimba** servers require at least two characters in the first name field in order for the tool to allow recording access.

If the name on your account is a single character, go to http://www.pearsonintlsupport.com to send Pearson Technical Support a message. In the **Question** portion of your message, please indicate the way you would prefer your name to be saved, keeping in mind that it must be at least two characters.

STILL HAVING ISSUES WITH USING THE VOICE RECORDER?

CONTACT PEARSON TECHNICAL SUPPORT:

Customer Technical Support: http://www.pearsonintlsupport.com