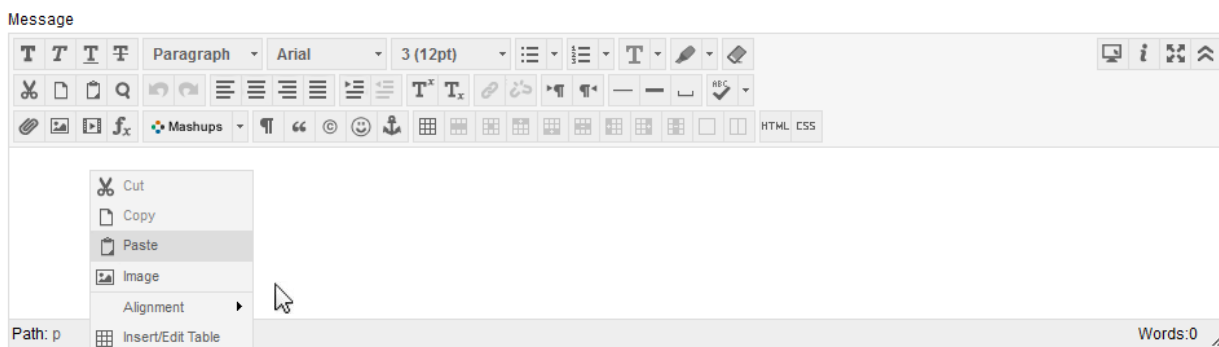


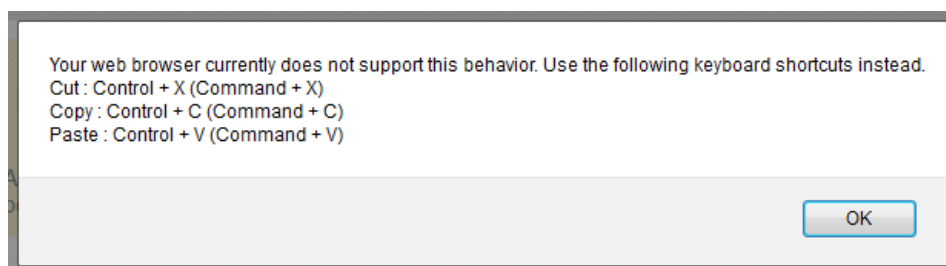
## How to Fix the Copy/Paste Issue when Using the Content Editor with Firefox

As of the upgrade in August 2012, some users must make a change to their browser configuration in order to be able to copy and paste within the Content Editor. This is related to a security setting in Firefox involving JavaScript, which is the basis for the Content Editor. The issue is corrected by adding the AllowClipboard Helper to Firefox as follows:

The issue occurs when copying or pasting is attempted by right-clicking with the mouse as shown:



The result is an error message which looks like this:

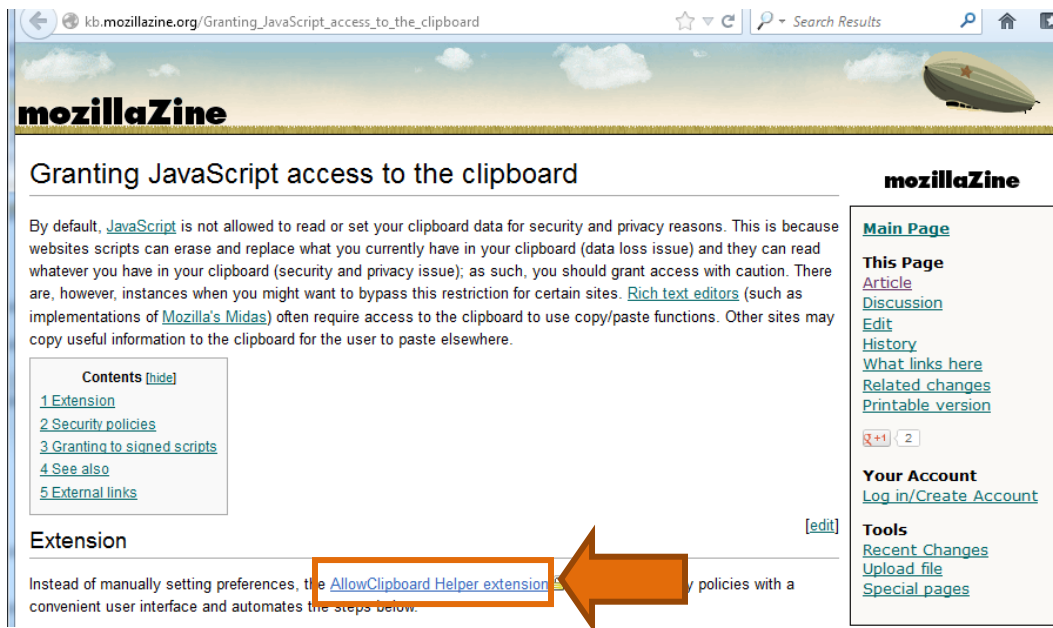


Complete the following steps to add the AllowClipboard Helper extension (works for both Macs and PCs). These steps require a restart of the Firefox browser, so if you are currently working in Blackboard it is important to save any work in progress before proceeding.

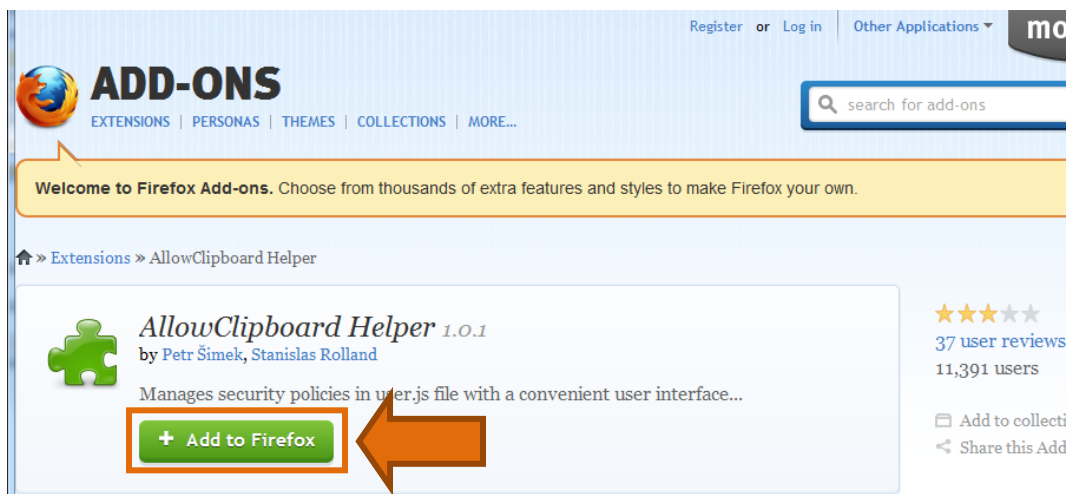
1. Begin with Firefox open. Click the following link, or type the URL (type exactly as shown including capital letters) into the address bar:

[http://kb.mozillazine.org/Granting\\_JavaScript\\_access\\_to\\_the\\_clipboard](http://kb.mozillazine.org/Granting_JavaScript_access_to_the_clipboard)  
([http://kb.mozillazine.org/Granting\\_JavaScript\\_access\\_to\\_the\\_clipboard](http://kb.mozillazine.org/Granting_JavaScript_access_to_the_clipboard))

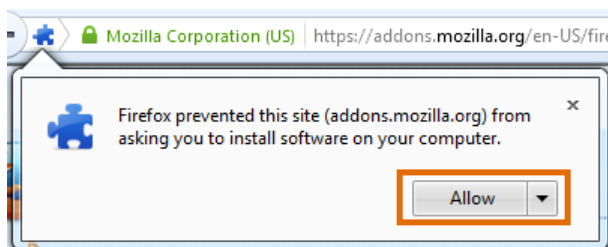
2. Click the “AllowClipboard Helper extension” link.

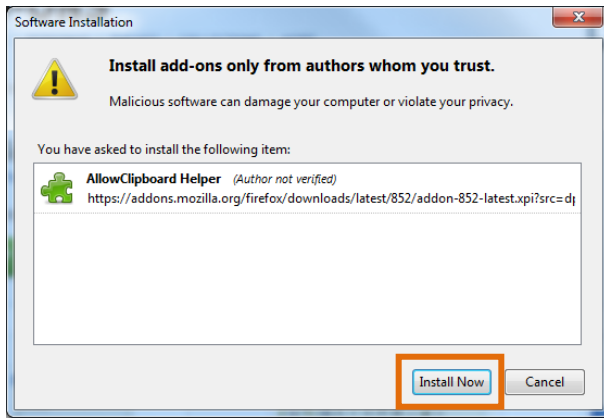


3. Click the green “Add to Firefox” button.



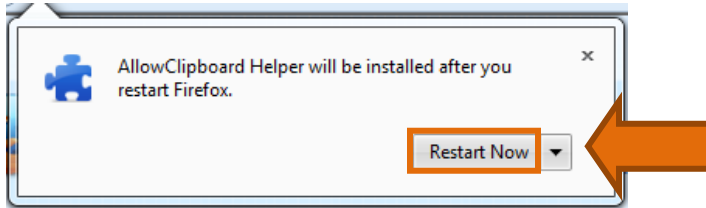
4. You might receive warnings asking you to verify this is what you want to do. If this happens, click “Allow” or “Install Now”.



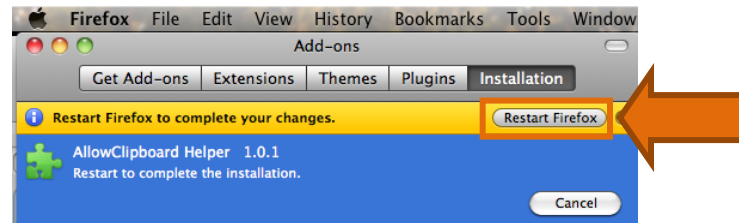


5. Click "Restart Now" (PC) or "Restart Firefox" (Mac) and allow Firefox to close and re-open.

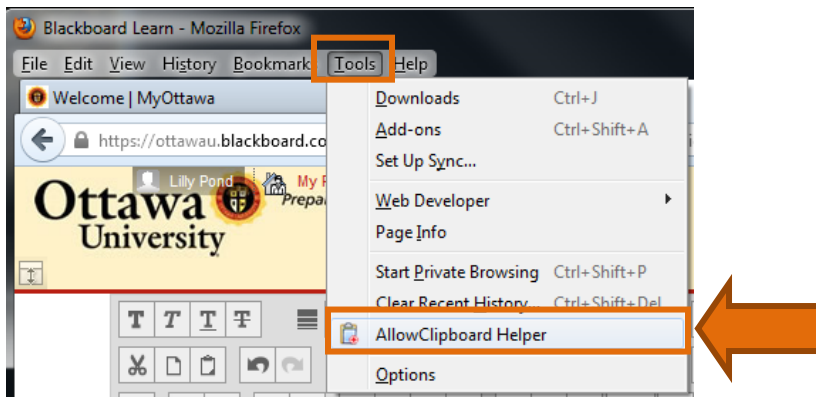
PC:



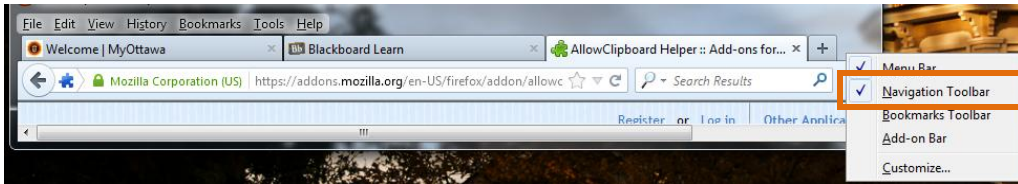
Mac:



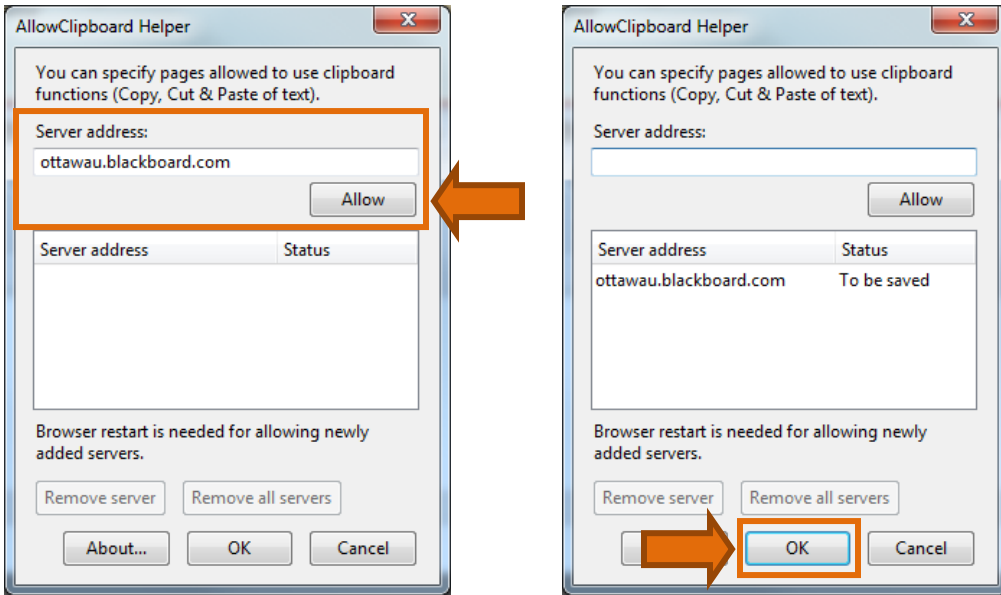
6. When Firefox re-opens, enable the AllowClipboard Helper by clicking Tools and then "AllowClipboard Helper".



**Note for PC users:** If you don't see the Tools option, it is likely because the Menu Bar is hidden. Display the Menu Bar by right-clicking to the right of the open browser tabs and then clicking on Menu Bar as shown below.

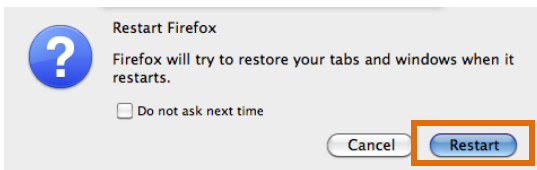


7. Specify that Blackboard may use clipboard functions:
  - a. Type "ottawau.blackboard.com" in the Server address.
  - b. Click Allow.
  - c. Click OK.



**Note for PC users:** At this time Firefox should automatically restart. If it doesn't, exit your browser and re-start it.

**Note for Mac users:** You will see a prompt to restart Firefox. Click Restart.



8. The next time you open Blackboard in Firefox, you'll be able to use the right-click option to copy and paste using the mouse.

