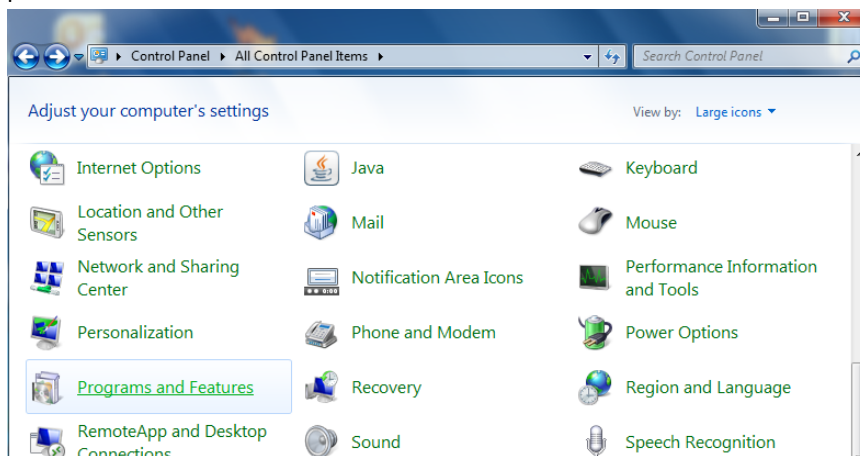


Microsoft Security Update for Windows KB2909921 for Windows 7 causes Internet Explorer 11 to crash or become unresponsive when opening MyClasses/Blackboard pages. This guide shows how to uninstall that update to correct the issue. This issue only affects Internet Explorer 11 users.

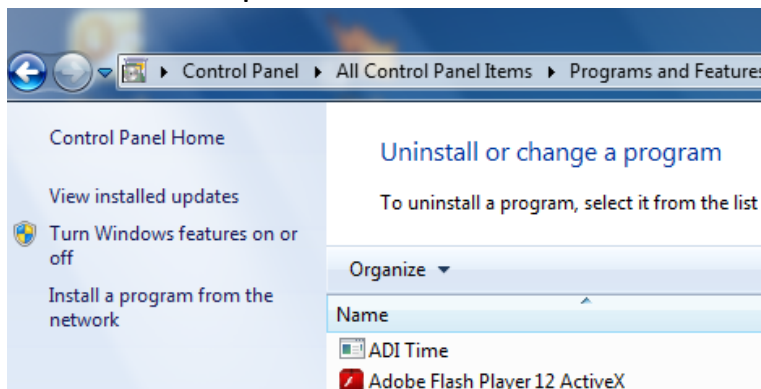
UNINSTALLING KB2909921

This process will uninstall the Microsoft Security Update for Windows KB2909921. This process will require a restart.

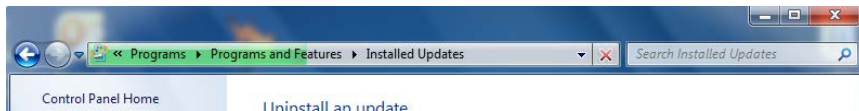
- In Windows 7, click **Start** and then click **Control Panel**. In Windows 8, search for Control Panel by moving your mouse to the right-side of the screen and choosing **Search** and then entering Control Panel in the search window.
- Change the **View by:** to **Large icons** if it is not already set to Large icons, so that it shows an alphabetical view of the control panels.



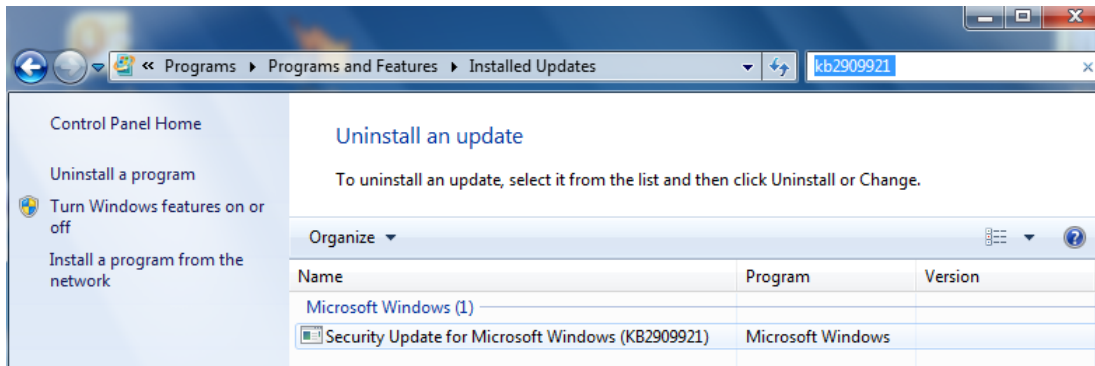
- Select **Programs and Features**.
- Click **View Installed Updates**.



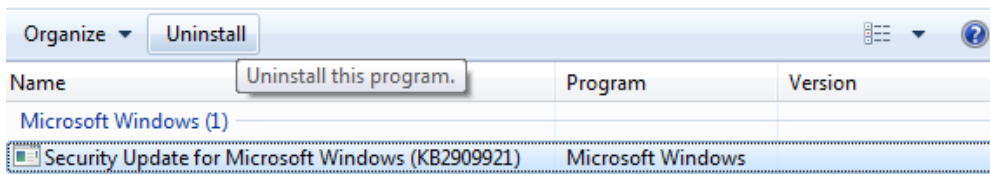
- Let the list fully populate with content.



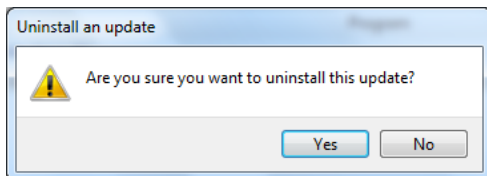
- In the **Search Installed Updates** box in the upper right corner, type **KB2909921** to search for Security Update for Windows KB2909921.



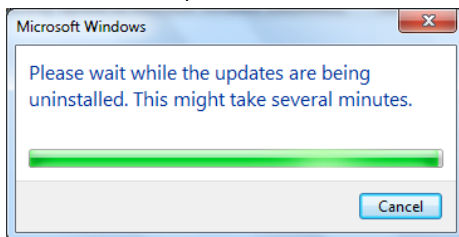
- Select **Security Update for Windows KB2909921** from the list and click **Uninstall**.



- Click **Yes** if the computer asks if you want to uninstall the update.



- Wait while the update is uninstalled.



- Click **Restart Now** to restart your computer and complete the uninstall process.

