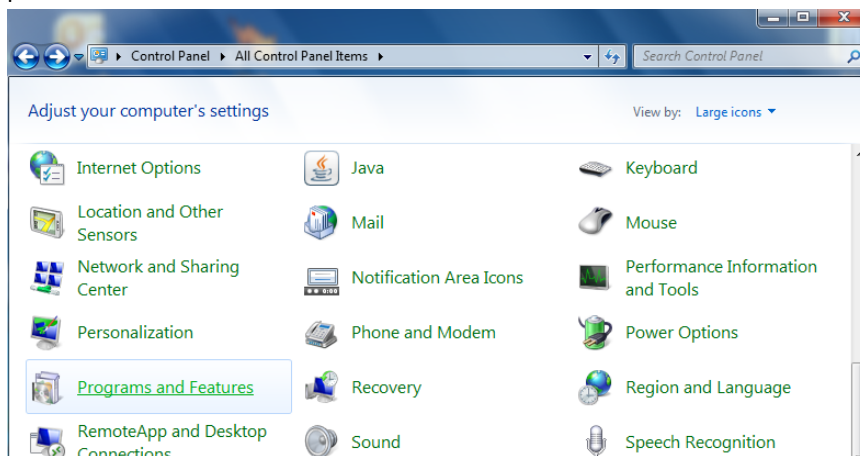


Microsoft Security Update for Windows KB2909921 for Windows 7 causes Internet Explorer 11 to crash or become unresponsive when opening MyClasses/Blackboard pages. This guide shows how to uninstall that update to correct the issue. This issue only affects Internet Explorer 11 users.

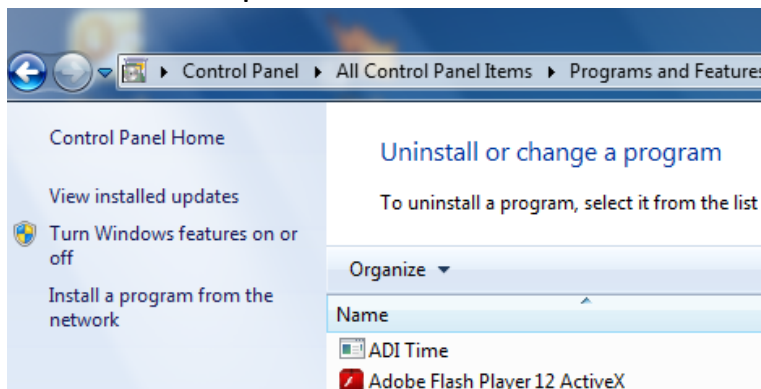
## UNINSTALLING KB2909921

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

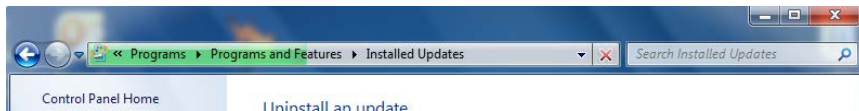
- In Windows 7, click **Start** and then click **Control Panel**. In Windows 8, search for Control Panel by moving your mouse to the right-side of the screen and choosing **Search** and then entering Control Panel in the search window.
- Change the **View by:** to **Large icons** if it is not already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



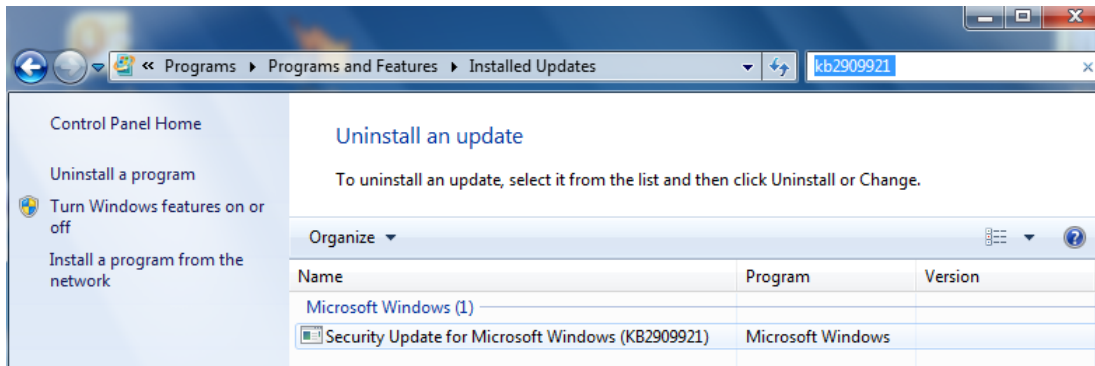
- Select **Programs and Features**.
- Click **View Installed Updates**.



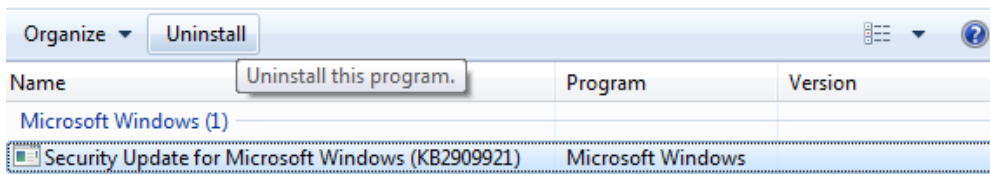
- Let the list fully populate with content.



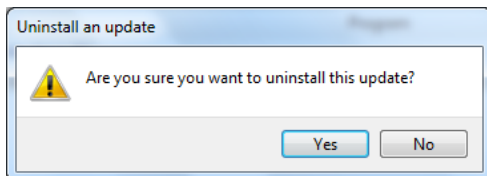
- In the **Search Installed Updates** box in the upper right corner, type **KB2909921** to search for Security Update for Windows KB2909921.



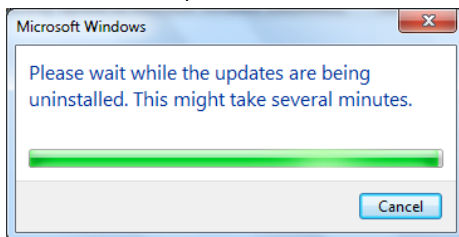
- Select **Security Update for Windows KB2909921** from the list and click **Uninstall**.



- 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.

