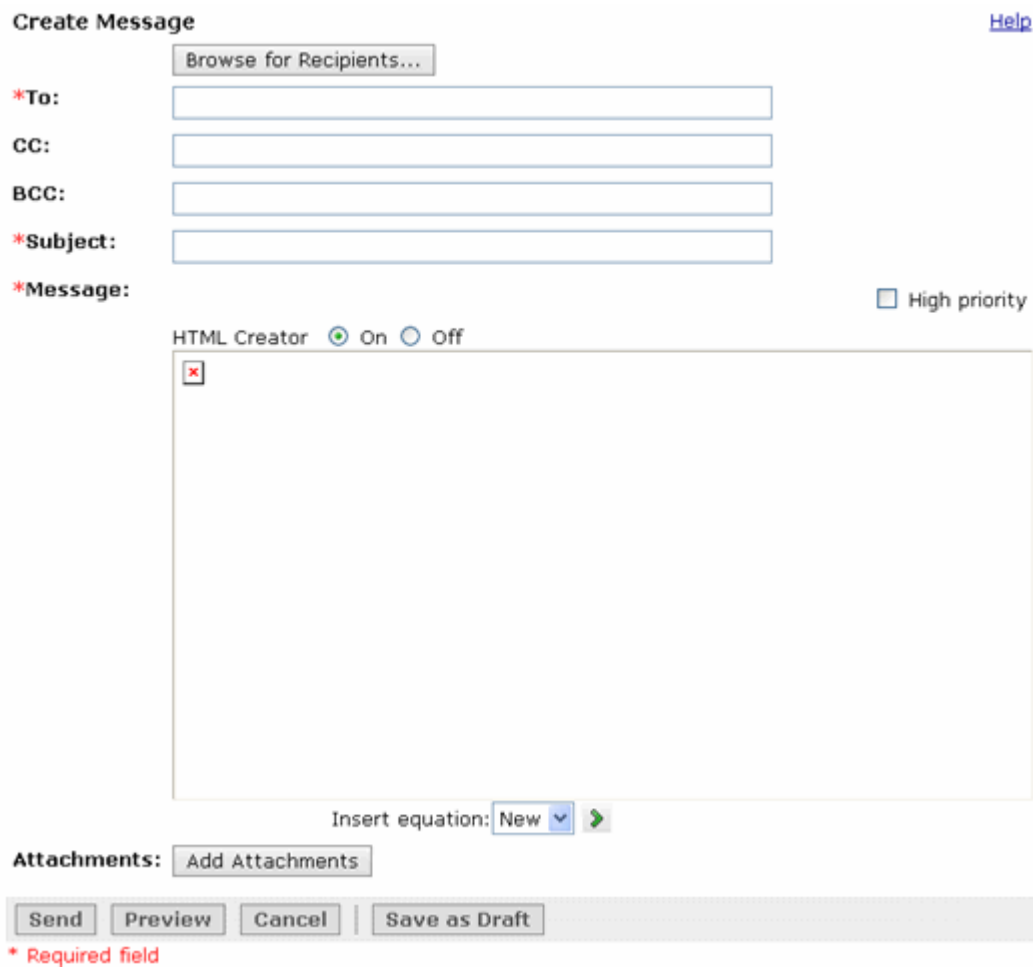


12. When I select the *HTML Creator*, I see a small red X and nothing displays.

Problem: The **HTML Creator** allows you to format text in a WYSIWYG (What-You-See-Is-What-You-Get) format, just as if you were using a word processor like Microsoft Word. But what if this tool is not loading?

The **HTML Creator** is available in tools like **Mail** and **Discussions**. In the **Mail** tool, for example, click **Create Message** and then for **HTML Creator**. Select the circle beside **On**. In the **Mail** tool's **Create Message** box, here is an example of the error:



The screenshot shows the 'Create Message' interface. At the top left is the title 'Create Message' and a 'Help' link. Below the title is a 'Browse for Recipients...' button. The form includes fields for '*To:', 'CC:', 'BCC:', and '*Subject:'. Below these is the '*Message:' field, which is a large text area. Above the text area, there is a 'High priority' checkbox and a radio button selection for 'HTML Creator' with 'On' selected. The text area contains a small red 'X' icon in the top-left corner, indicating an error. Below the text area is an 'Insert equation:' field with a 'New' dropdown and a green arrow button. At the bottom left is an 'Attachments:' section with an 'Add Attachments' button. At the bottom right are buttons for 'Send', 'Preview', 'Cancel', and 'Save as Draft'. A red asterisk note '* Required field' is located at the bottom left of the form.

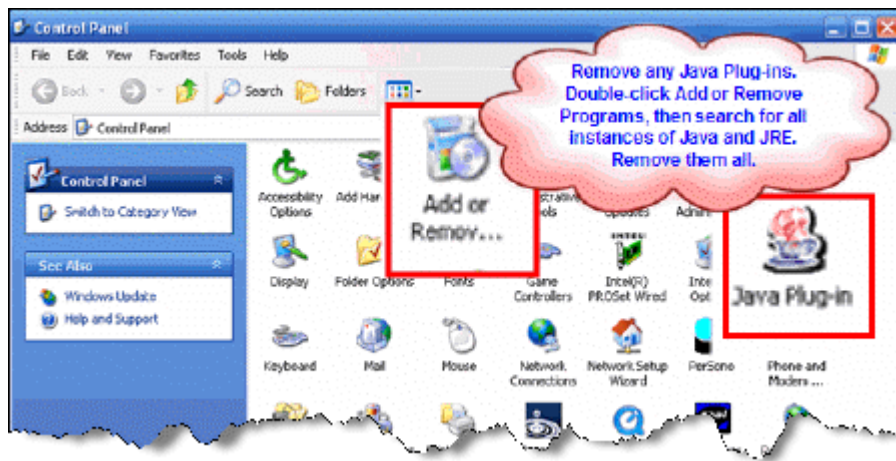
Remedy: You need to install a compatible version of the **Java** plug-in. There are several tools in Blackboard that depend on the **Java** plug-in being installed on your computer.

To install the **Java** plug-in on your computer:

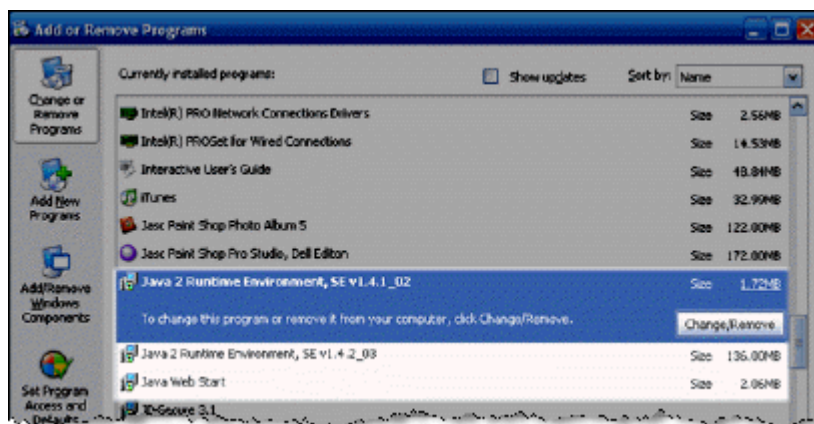
Step 1: Check to see if you have any previous versions of **Java** on your computer and uninstall them first.

IMPORTANT: It is critically important that users do not install **Java** on top of other/previous versions of **Java** or several key functions will not work. You **MUST** uninstall any previous **Java** versions prior to installing a newer version of **Java**.

- On your computer, click **Start**.
- Click **Control Panel**. For example:



- Double-click **Add or Remove Programs**.
- If you find any references to **Java** and **JRE**, remove each one. For example:



- Close the **Control Panel**.
- If you removed any **Java** versions, restart your computer.

Step 2: Get **Java**.

[Click here to go directly to the Sun Downloads site to get Java.](#)

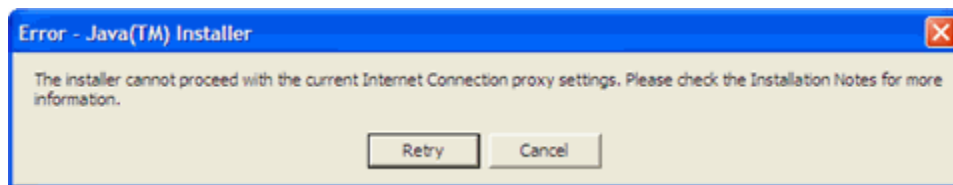
Step 3: At the **Sun Downloads** site:

- Click the **Download** button next to **Java Runtime Environment (JRE) 6 Update 2**
- On the next screen, click **Accept License Agreement** and then **Windows Offline Installation, Multi-language**.
- In the **File Download** window, click the **Run** button.

The program will begin downloading, and there will be a green progress bar. Be Patient.

When prompted to run the software, click the **Run** button again.

If you get the message: **The Installer cannot proceed with the current Internet Connection proxy settings. Please check the Installation Notes for more information:**



It is best to **Cancel**, close all applications, and restart your computer. Once your computer has started up again, log back into your course and repeat the above steps to install the **Java** plug-in.

If the installation stalls at any point, you may have a firewall program blocking the installation. For example, **ZoneAlarm** is a popular firewall and may prompt with messages like the following:

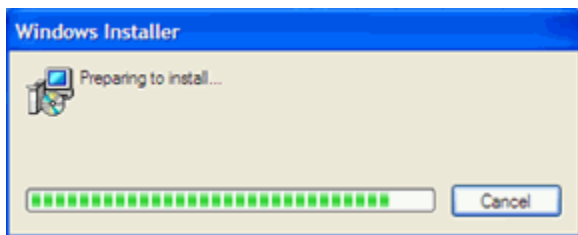


and



In these cases, you can "trust" the **Java** program. Click the **Allow** button.

Step 4: The **Windows Installer** will say "**Preparing to install. . .**" Be patient.



Step 5: On the **J2SE Runtime Environment License Agreement**, select **I accept the terms in the license agreement** and click **Next>**.

Step 6: On the Setup Type, click the **Next>** button again.

Step 7: **Java** will begin installing. You will see a few **Progress** windows. Be patient as this process finishes.

Step 8: Once the installation has completed, click the **Finish** button.

The compatible **Java** plug-in is now installed. You may see a confirmation bubble in the lower-right of your computer's task bar:



Step 9: Login to your course again.

Step 10: Go back to the tool and turn on the **HTML Creator**.

In the **Mail** tool, for example, click **Create Message**. To activate **HTML Creator**, select the circle beside **On**.

After installing **Java**, the first time you open a **Java**-enabled tool, a coffee cup animation flashes as **Java** loads. This will only happen once, but the process may take a few minutes. Be patient.

In the **Create Message** box for example:

Create Message

[Help](#)

*To:


CC:

BCC:

*Subject:

*Message:

High priority



The image shows the Java logo, which consists of a blue coffee cup with a red flame rising from it, set against a white background with a sunburst pattern. Below the logo, the word "Java" is written in red, and "Sun Microsystems" is written in blue below that. A red horizontal line is drawn across the bottom of the logo.

Insert equation:

Attachments:

|

* Required field

Be patient. Once the tool, in this case the **HTML Creator**, loads for the first time, this and other **Java**-enabled tools will run fairly quickly (over a high-speed connection).

NOTES:

- If the **Java**-enabled tool will still not open, close the browser and log back into your course. Or simply restart your computer as **Java** sometimes requires a restart.
- In **Internet Explorer**, you can confirm that the **Java** plug-in installed successfully. Click **Tools > Internet Options > Advanced** tab. Scroll down until you see **Java (Sun)** and make sure there is a green check mark next to **Use JRE 1.6 . . .**
- The installation of **Java** only affects the current computer you are working on. If you use a different computer (desktop or notebook), you may not have any problems at all with **Java** or you may have to go through this process again.

If you need additional help, please contact the **WNMU Help Desk** at helpdesk@wnmu.edu or 575.574.4357.