

### 13. I receive "**Error on Page**" when attempting to add an attachment.

**Problem:** When trying to add an attachment to an **Assignment** or **Mail** or **Discussion** message, some users have reported seeing an "**Error on Page**" message in their browser. There are a number of possible causes for this error.

**Remedy:** This problem is most often resolved by following the **Browser Tune-Up** instructions. These instructions are located on the WNMU Blackboard-Vista login page.

If you have already completed the **Browser Tune-up** and you still experience this problem, the following suggestions may help:

- Ensure that the document you are trying to upload is not open in another program on your computer. For example, if you want to upload a **Microsoft Word** document, save and close the document first.
- If you are using the **Internet Explorer** browser, ensure that the "**Display a notification about every script error**" option is **not** checked:
  1. In **Internet Explorer**, from the **Tools** menu, select **Internet Options**.
  2. Click the **Advanced** tab.
  3. Scroll down and uncheck "**Display a notification about every script error.**"
  4. Click **OK** to save your changes.
- Check for **Spyware** or deceptive software on your computer.
- Uninstall all versions of **Sun Java Runtime Environment (JRE)** from your computer, and install one version, such as **Sun JRE 6 Update 2**.

If you need additional help, please contact the WNMU Help Desk at [helpdesk@wnmu.edu](mailto:helpdesk@wnmu.edu) or 575.574.4357.