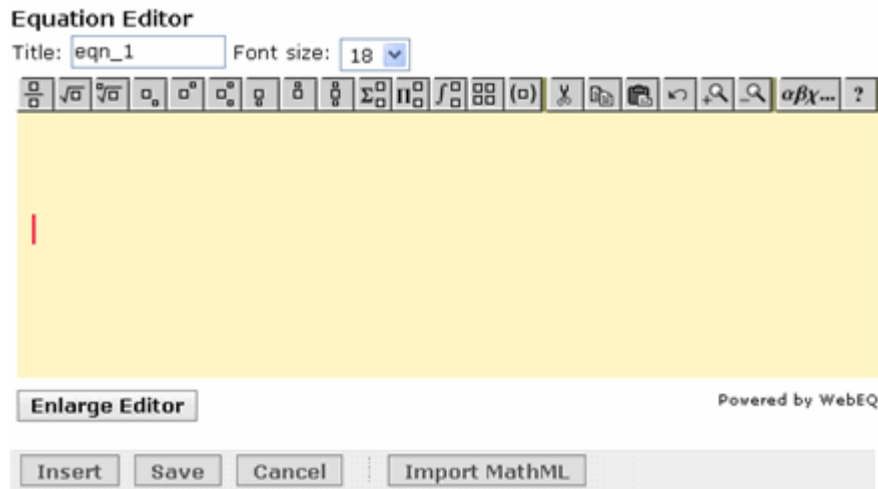**22. *When I use the WebEQ Equation Editor and try to insert an equation, I see a small red X and nothing displays.***

Problem: The **WebEQ Equation Editor** is used to create, save, and view complex equations. It consists of an **Equation Editor** and an **Equation Viewer**.


The equation editor is not displaying.

Remedy: You need to install a compatible version of the **Java** plug-in. There are several tools in the course system 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:
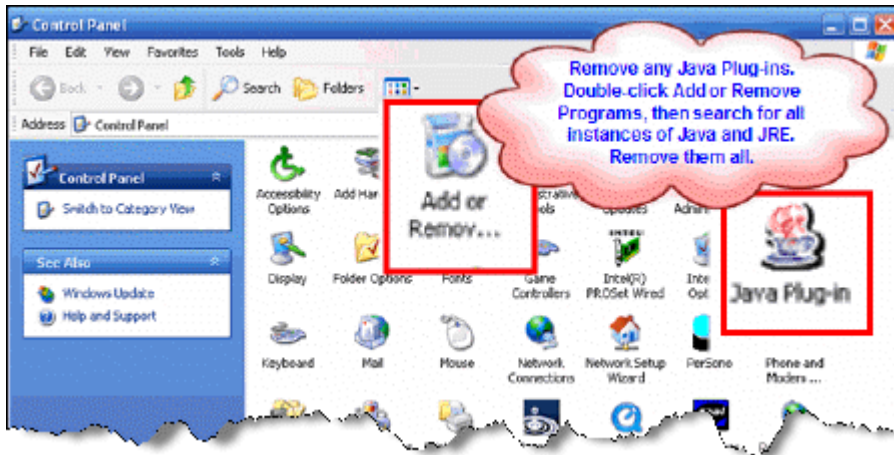
- Double-click **Add or Remove Programs**.
- If you find any references to **Java** and **JRE,** remove each one. For example:
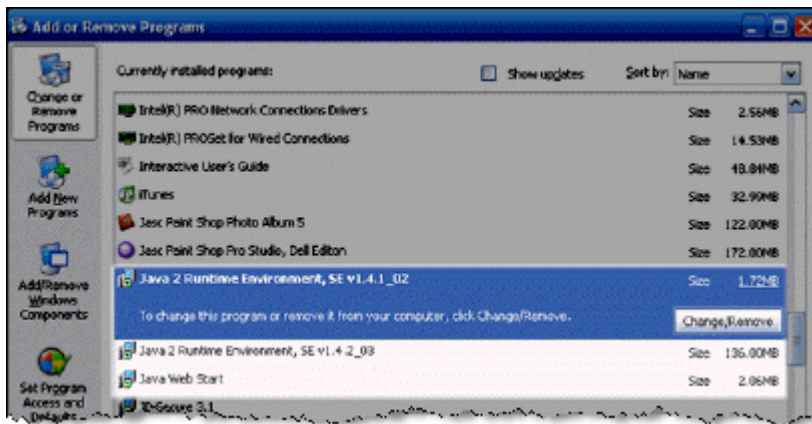
- Close the **Control Panel**.
- If you removed any **Java** versions, restart your computer.

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 such as the following:
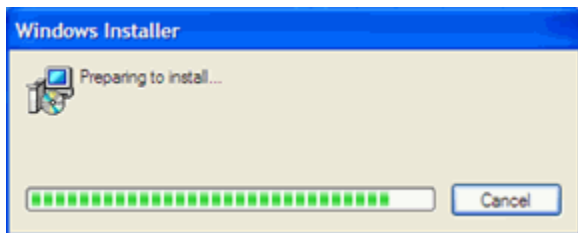

and

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. Please be patient.

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 access the equation editor.

In the **Mail** tool, for example, click **Create Message** and then the green right arrow for Insert equation.
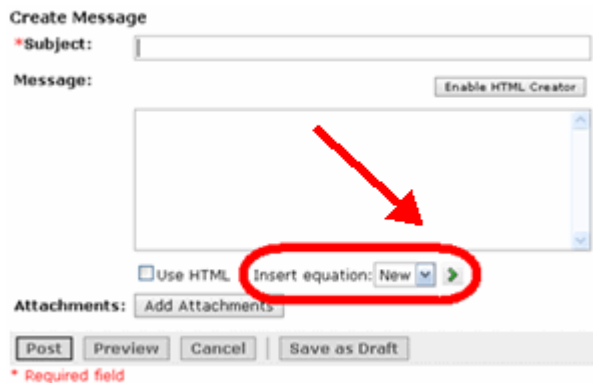
After installing **Java**, the first time you open a **Java**-enabled tool, a coffee cup animation flashes as **Java** loads. This will only happen once, but the process may take a few minutes. Be patient.

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 other computers (desktop and/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.**