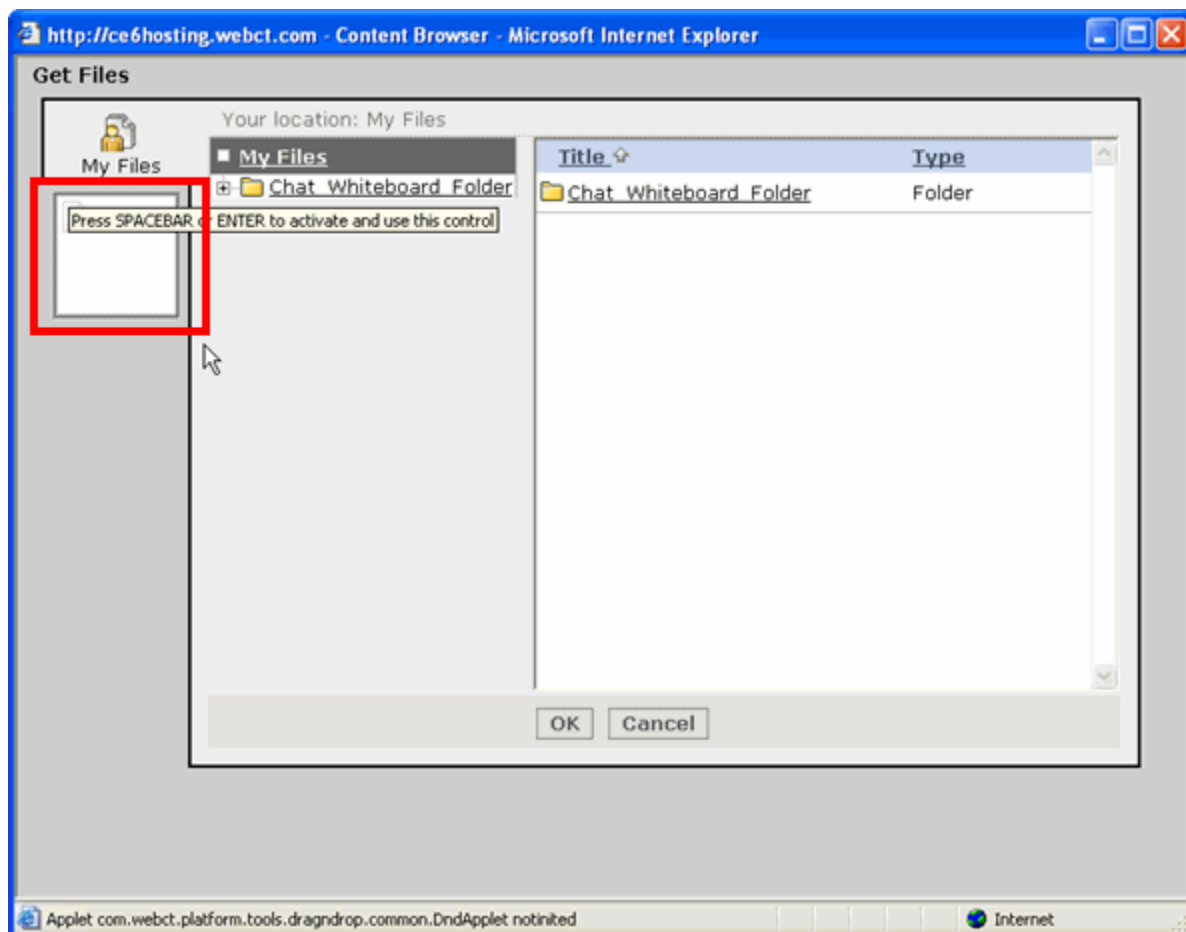


7. Assignments > My Files > Whiteboard: I'm trying to upload a file, but I do not see an *Upload* option. I see a blank white box with an X in it. Is that where the *Upload* option is?

Problem: You cannot upload a file using **Add Attachments** in the **Assignments** tool. Nor can you upload a file using **Get Files** in the **My Files** tool. Nor can you upload a file in the **Whiteboard** tool in a **Chat** session.

In the **Get Files** box, here is an example of the "white box with an X":



This is where the **My Computer** image should appear, which allows you to upload files into your course:

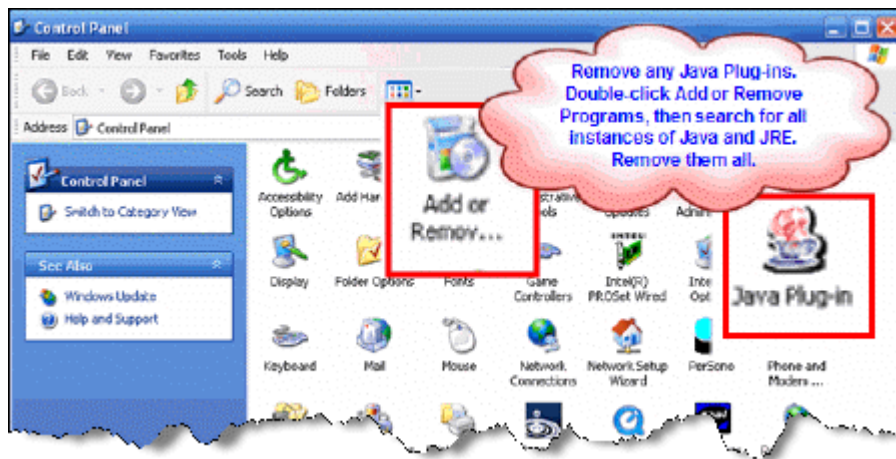


Remedy: You need to install a compatible version of the **Java** plug-in. There are several tools in the course system that depend on the **Java** plug-in being installed on your computer. To install the **Java plug-in** on your computer:

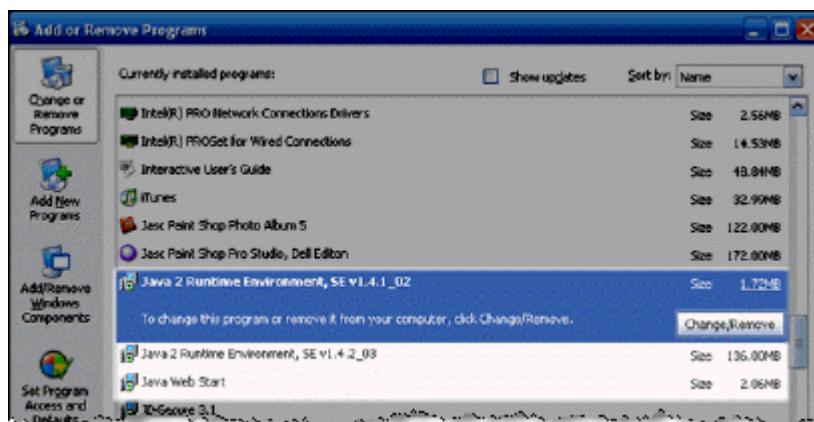
Step 1: Check to see if you have any previous versions of **Java** on your computer and uninstall them first.

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. So, 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.](#)

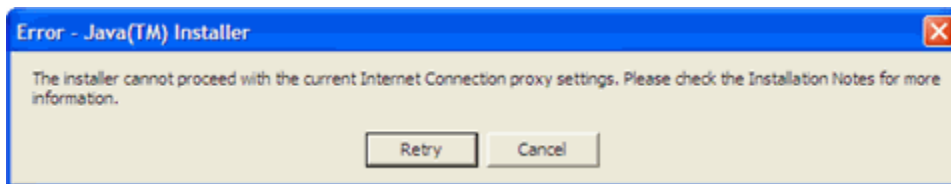
Step 3: At the Sun Downloads site:

- 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:

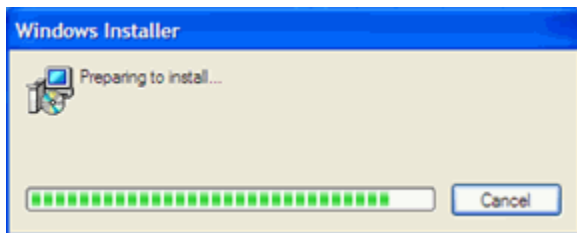


and



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 is completed.

Step 8: Once the installation is complete, 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:

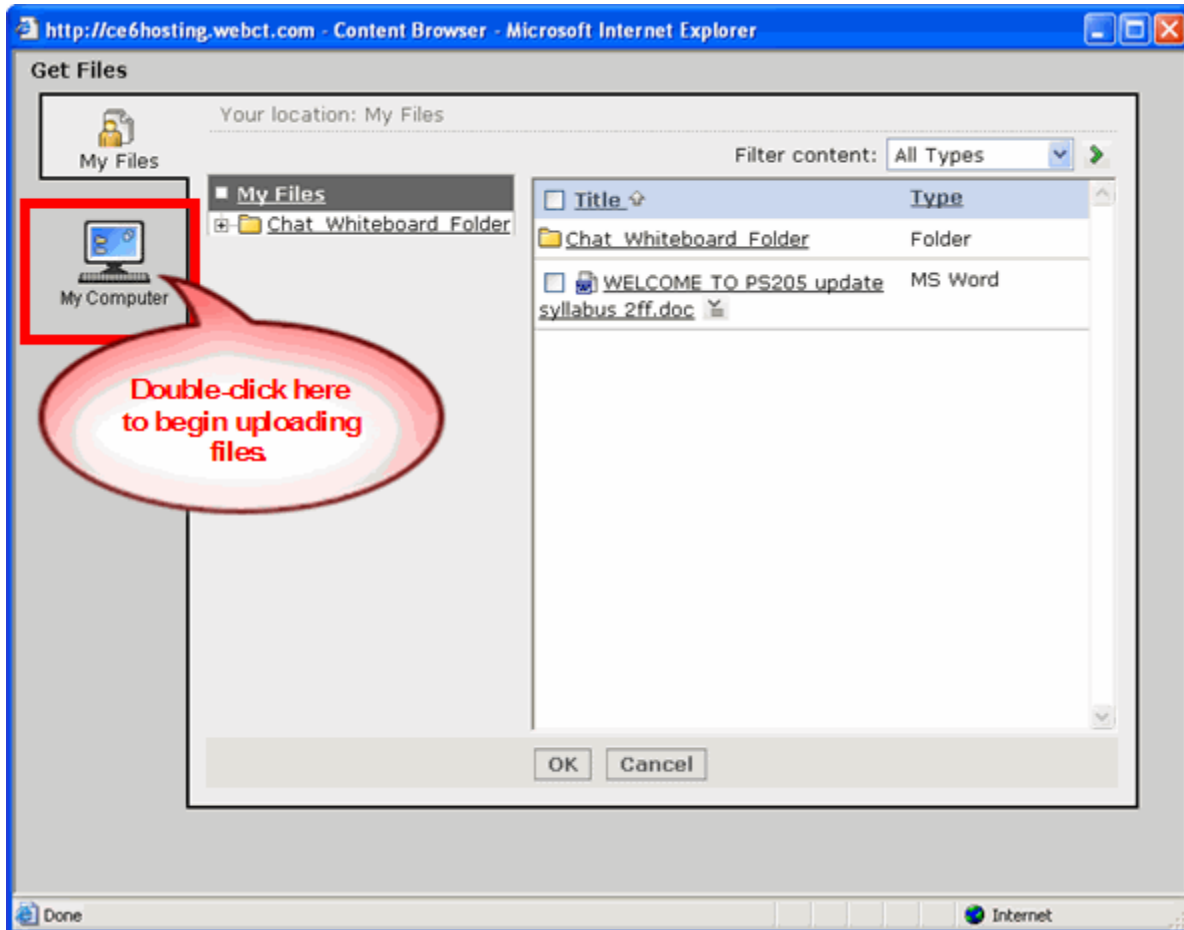


Step 9: Login to your course again.

Step 10: Go back to the **Get Files** box.

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 **Get Files** box, here is an example of the **My Computer** image, which means **Java** is installed:



NOTES:

- If the "white box with an X" still appears (the My Computer applet is not showing), 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.