



D2L Equation Editor
Troubleshooting Guide

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About this Guide

This document is intended to assist you in using and troubleshooting the Equation Editor function that is a part of the WYSIWYG Editor in the D2L Platform. For more information about the WYSIWYG Editor, please refer to the **Site Management Guide**.

This guide outlines:

- basic requirements and instructions for using the Equation Editor, and;
- suggestions for troubleshooting Equation Editor issues.

Related Guides

- **Site Management Guide** for Site Administrators
- **D2L Official Recommended Browsers**

Browser Requirements


The D2L Equation Editor requires Internet Explorer version 5.5 or higher. It is also highly recommended that you install the latest Internet Explorer updates from <http://v4.windowsupdate.microsoft.com/en/default.asp>.

The Equation Editor also requires the Java Runtime Environment (JRE). Refer to the *Troubleshooting the Equation Editor* section of this document for instructions on downloading and installing the JRE.

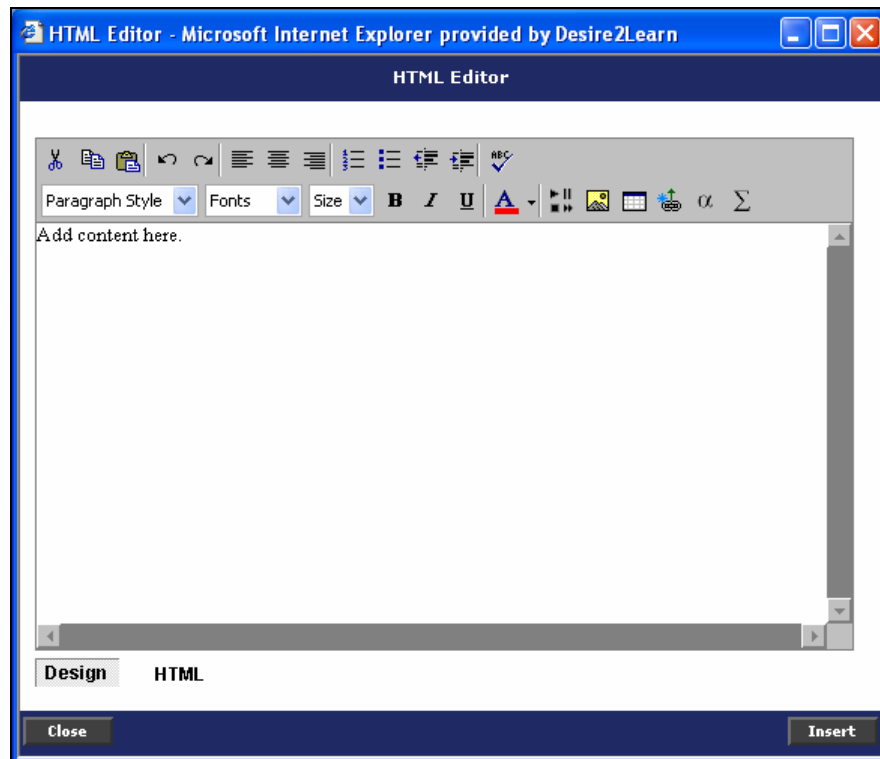
Using the Equation Editor

The Equation Editor is accessible within the WYSIWYG editor of the Discussion, News, and Content tools when you add or edit content.

To use the Equation Editor:

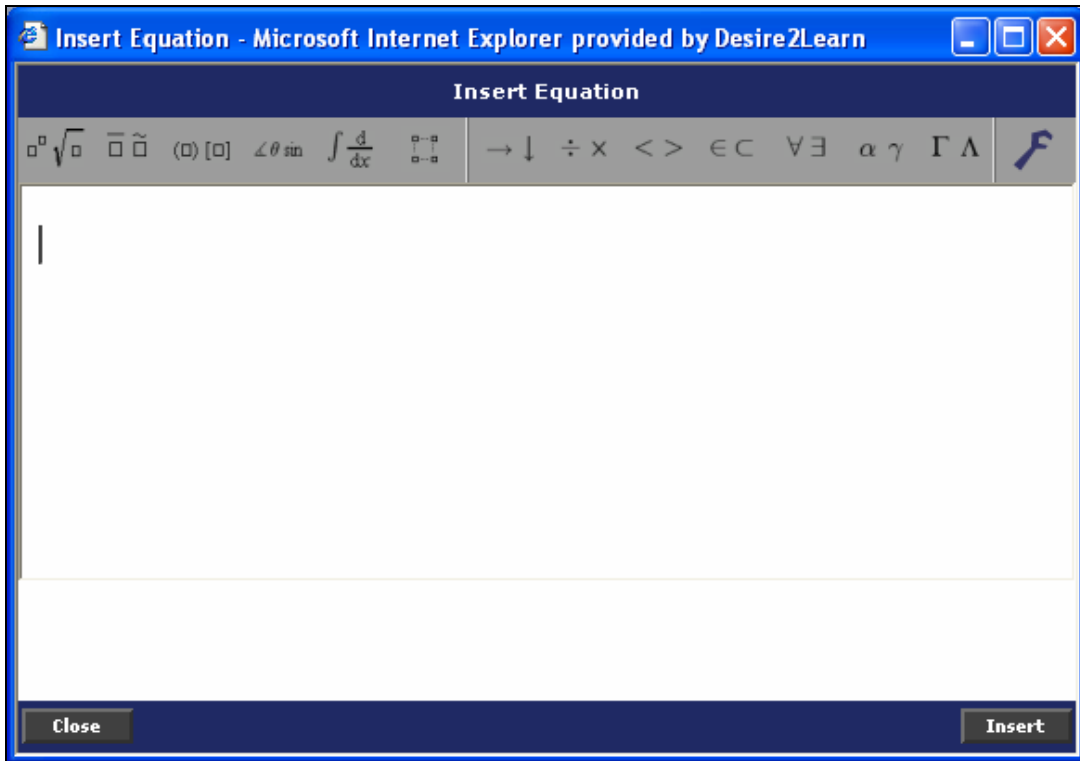
1. Navigate to place in the course topic, discussion area, or news item where you want to insert an equation.
2. Open the WYSIWYG Editor by clicking on the  icon.

The **WYSIWYG Editor** opens.



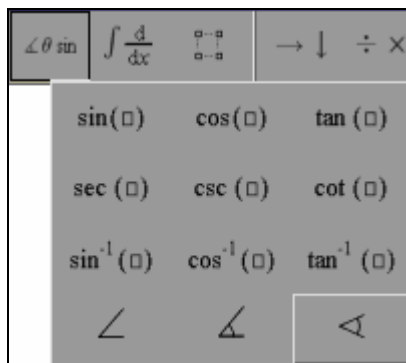
3. Click  on the WYSIWYG toolbar to launch the Equation Editor.

The **Insert Equation** window opens.



Refer to the online documentation for the *WebEQ Equation Editor* at <http://www.dessci.com/en/products/webeq/authoring/editor.htm> for more detailed instructions on creating equations.

4. Insert your equation using any of the available symbols and operators at the top of the Equation Editor. Each button in the Equation Editor menu opens a panel of related mathematical symbols.



Squares indicate areas where you must enter numerical or alphabetical values (no special characters, such as commas or quotation marks).

NOTE: values must be entered for ALL squares in an equation.

5. Click INSERT.

Your equation displays in the **WYSIWYG Editor** page

If you are in the 'Design' view of the WYSIWYG Editor, your equation should appear normally. However, if you are in the 'HTML' view, your equation will appear as a string of code. You can toggle between these views by clicking the 'Design' and 'HTML' buttons in the lower left of the WYSIWYG Editor window.

Refer to the *Troubleshooting the Equation Editor* section of this guide if you are having trouble viewing your equation.

6. Once you are satisfied with your equation and have completed the rest of your post, click the INSERT button.

Your equation will now appear as a string of code in the Discussion posting/News item/Course Topic you are adding/editing.




7. Click SUBMIT.

Your equation appears in the item you posted (Discussion Forum, News item, etc.).

Troubleshooting the Equation Editor

Refer to the table below for suggestions on dealing with common issues regarding the Equation Editor.

Issue	Solution
Nothing happens when I try to open the Equation Editor from the WYSIWYG Editor.	Follow the instructions in the <i>Browser Configuration</i> . If the problem persists, follow the instructions in the <i>Java Runtime Environment Configuration</i> section of this document.
When I try to open the Equation Editor, a window opens that only displays a grey box.	This likely indicates that a Java Runtime Environment is not installed on your computer, or the version you have installed is not compatible with the Equation Editor. Follow the instructions in the <i>Java Runtime Environment Configuration</i> section of this document.
A white box appears instead of my equation in the WYSIWYG Editor.	Click on the white box and then click elsewhere in the WYSIWYG Editor. Your equation should now appear.

A black or grey box appears instead of my equation in the WYSIWYG Editor.	Follow the instructions in the <i>Java Runtime Environment Configuration</i> section of this document.
Issue	Solution
I can't find the symbol I want in the Equation Editor.	Refer to <i>Appendix A: Equation Editor Symbols</i> for images of symbols available in the Equation Editor.
How can I make my equation larger or smaller?	<p>In the Equation Editor:</p> <ol style="list-style-type: none"> 1. Click the  icon to open the Tools Palette. 2. Click the  button to increase the size of the equation, or the icon with the  button to shrink it. <p>This will change the font size of the entire equation – it is not possible to change the size of only certain parts of an equation.</p>

Browser Configuration

Ensure your Browser Configuration is Correct

The Equation Editor requires Internet Explorer version 5.5 or higher. To check your browser version:

1. Open your browser and click **Help/About Internet Explorer** from the menu at the top.

A window will open displaying your browser version and other product information.

2. If your browser version is lower than 5.5, download a the latest version from <http://v4.windowsupdate.microsoft.com/en/default.asp> and follow the onscreen instructions. It is also highly recommended that you install any recent browser updates. The installation process could take anywhere from several minutes to over an hour, depending on your internet connection speed and the number of updates you are installing.

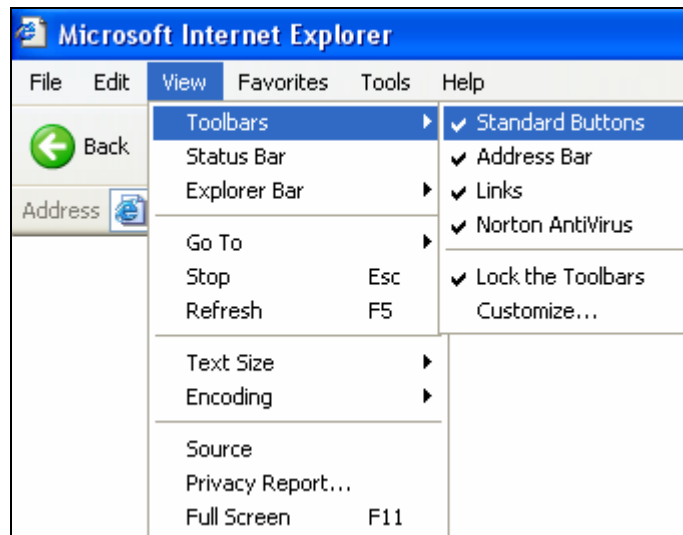
Disable Popup Blockers and Browser Companion Bars

If you are using a firewall, virus scanner, or other software that blocks popup windows, disable the popup blocking functions according to the software vendor's instructions.

Uninstall any special plug in-type toolbars for Internet Explorer, such as the "Yahoo Companion Bar."

To check if you have custom toolbars installed:

1. Open Internet Explorer and click **View/Toolbars**.



Standard toolbars usually include "Standard Buttons," "Address Bar," and "Links." You may also have a toolbar for an anti-virus program, which should not interfere with the Equation Editor. Try uninstalling any other custom toolbars.

Uninstalling Toolbars

1. You can uninstall custom toolbars using the Add/Remove Software utility in the *Windows Control Panel*.
2. Consult your Windows Help if you need assistance with this process.

NOTE: If you are looking for a replacement toolbar, the Google Toolbar is compatible with the Equation Editor, as long as its popup blocker is disabled.

Java Runtime Environment Configuration

If grey or black boxes appear in the WYSIWYG Editor when you attempt to insert an equation, you may need to install or update your Java Runtime Environment (JRE).

NOTE: Before installing a new version of JRE, you must uninstall the previous version. Refer to the following section:

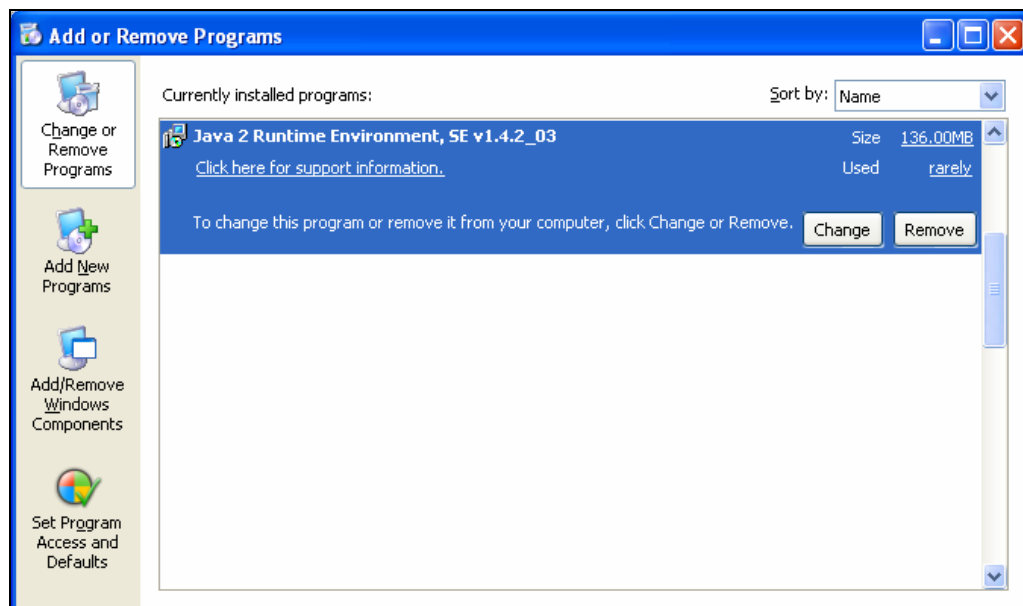
Removing Previous Versions of the Java Runtime Environment

NOTE: This process will require you to restart your computer. Ensure that you save your current work.

1. Open the Control Panel by clicking **Start/Settings/Control Panel** in Windows 98-2000, or **Start/Control Panel** for Windows XP.
2. Double-click the *Add or Remove Programs* icon.

If you have it installed, 'Java 2 Runtime Environment' should be included in the list of programs. If so:

3. Select the name and click REMOVE.



A confirmation dialog displays: "Are you sure you want to remove this program from your computer?" Click YES.

- Restart your computer for the changes to take effect.

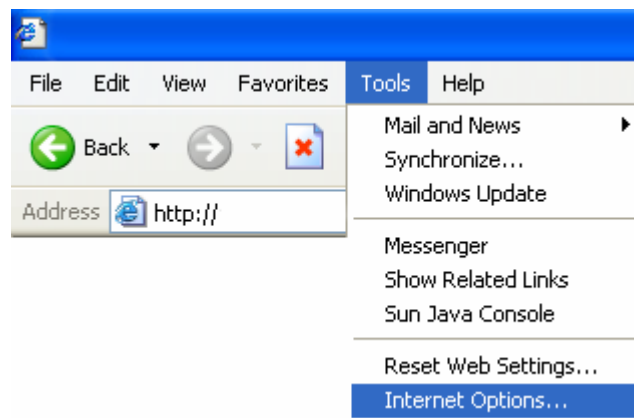
NOTE FOR WINDOWS 2000/XP USERS: Uninstalling the JRE may correct any issues with the Equation Editor in these operating systems. After completing the uninstall process, try using the Equation Editor again. If it is still not working, proceed to the steps below. Windows 98/95 users, proceed to the steps below.

Installing Sun Java Runtime Environment

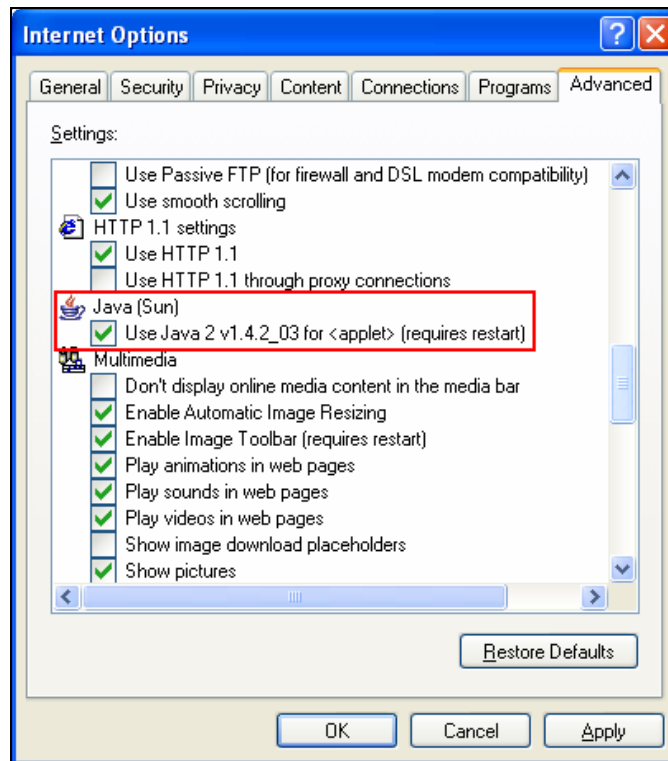
NOTE: Ensure that you have uninstalled any previous versions of the JRE (see the *Removing Previous Versions of the Java Runtime Environment* section, above).

To download and install the latest version of the Sun Java Runtime Environment:

- Download the Sun version of the Java Runtime Environment from: <http://java.sun.com/webapps/download/Display?BundleId=8577&Referer=http://java.sun.com/j2se/1.4.2/download.html>. Follow the prompts to install the program, accepting any default settings, and restart your computer.
 - Choose a 'Typical' installation to ensure that you install all of the necessary components.
- Launch Internet Explorer and ensure that it is using the newly installed version of JRE by selecting: **Tools/Internet Options**.



- Select the *Advanced* tab and ensure the setting '*Use Java 2 [version number] for <applet> (requires restart)*' is enabled (checked).
 - If it is not enabled, check it and click APPLY and OK. Restart your computer.



4. Open the Equation Editor and try to insert an equation.

If is still not functioning properly, install Microsoft Java Runtime Environment, as described in the section below.

Installing Microsoft Java Runtime Environment

If you have installed the Sun Java Runtime Environment and your problems with the Equation Editor persist, try installing the Microsoft Java Runtime Environment by following the instructions below.

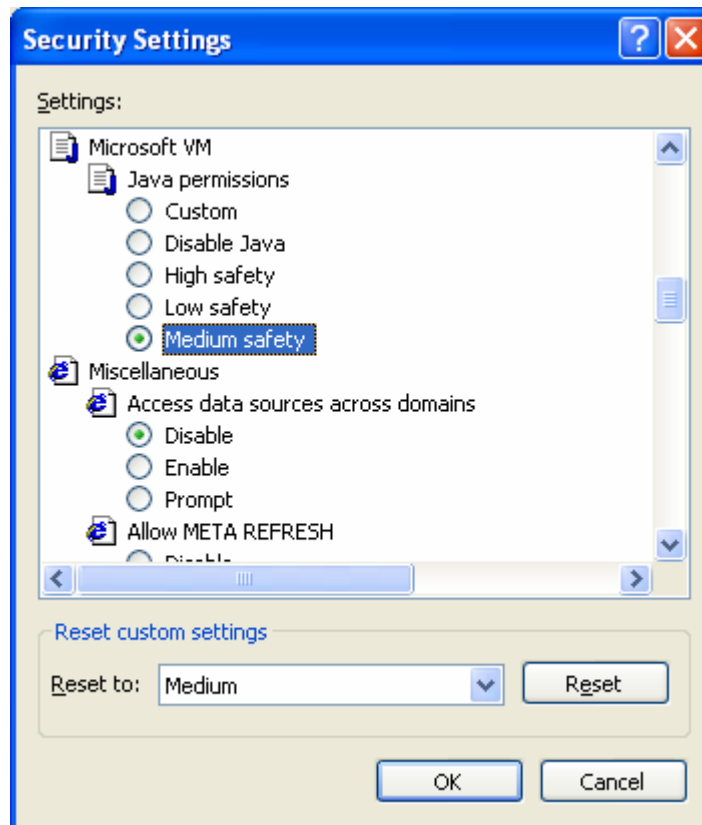
1. Uninstall the Sun Java Runtime Environment by following the instructions in the *Removing Previous Versions of the Java Runtime Environment* section of this document.
2. Download the Microsoft version of the Java Runtime Environment from: <http://www.meetingworks.com/files/msjavx86.exe>.
3. Follow the prompts to install the program, accepting any default settings, and restart your computer.
4. Launch Internet Explorer.

To ensure that your security permissions are set correctly:

5. Select the **Tools/Internet Options**, and click on the *Security* tab. Ensure the security level is set to 'Medium'.

OR

- a. If your settings are set to *Custom*, click CUSTOM LEVEL.
- b. Ensure that the 'Java Permissions' under 'Microsoft VM' are set to 'Medium Safety' and click OK.



6. Click the **Tools/Internet Options** menu and open the *Advanced* tab.
7. Ensure the setting 'Use Java 2 [version number] for <applet> (requires restart)' is UNCHECKED. This setting may not appear, in which case no changes are necessary.
8. Restart your computer.

Try to use the Equation Editor again. If it still does not work, contact the D2L support desk following the instructions below.

Contacting D2L Support

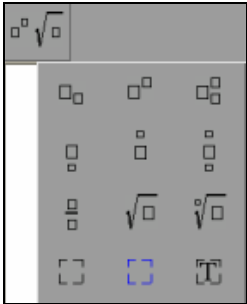
If you have followed all of the procedures in this document and are still unable to use the Equation Editor, contact D2L support at support@desire2learn.com.

Along with an explanation of the problem you are having, please include the following system details:

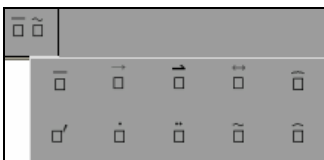
- The name of the manufacturer of your computer (e.g. Dell, Compaq, etc.).
This is normally visible on the outside of your computer, but can also be found by right-clicking on the 'My Computer' icon on your desktop and choosing 'Properties'.
- The name of your Internet Service Provider (ISP) (e.g. AOL, CompuServe, NetZero, Bell Sympatico, etc.).
 - Your connection type (e.g. dial-up, DSL, cable).
- The Windows version you are running (e.g. Windows 98, 2000, XP).
To find this information, open the Windows 'Control Panel' and double click on the 'System' icon. The operating system information is listed under the 'General' tab.
- Internet Explorer version number:
You can find this information by opening Internet Explorer and selecting the 'Help' menu and choosing 'About Internet Explorer'. Write down the number that appears next to 'Version:'.

Appendix A: Available Equation Editor Symbols

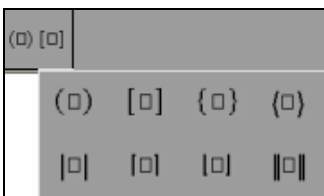
Layout Palette



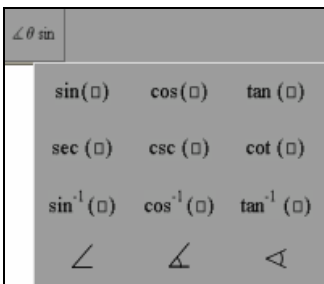
Accents Palette



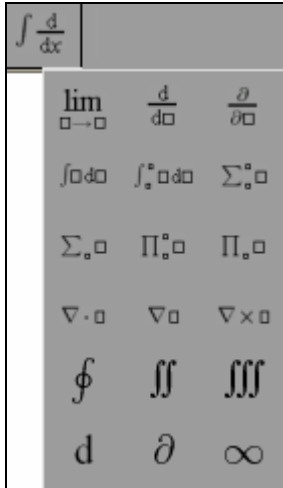
Fences Palette



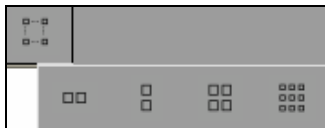
Trigonometry Palette



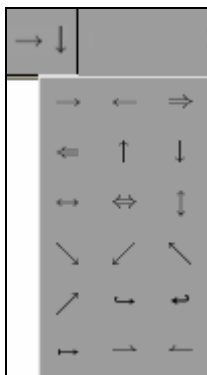
Calculus Palette



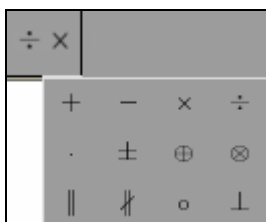
Matrices Palette



Arrows Palette



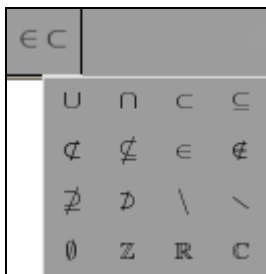
Operators Palette



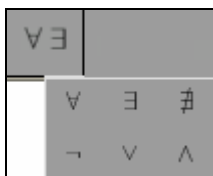
Comparison Operators Palette



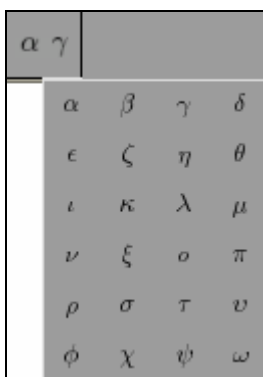
Set Theory Palette



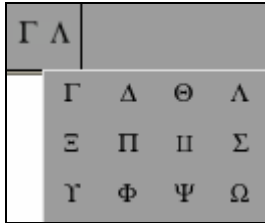
Logical Operators Palette



Lowercase Greek Palette



Uppercase Greek Palette



Tools Palette

