

IE NOT WORKING AS IT SHOULD? READ THIS!

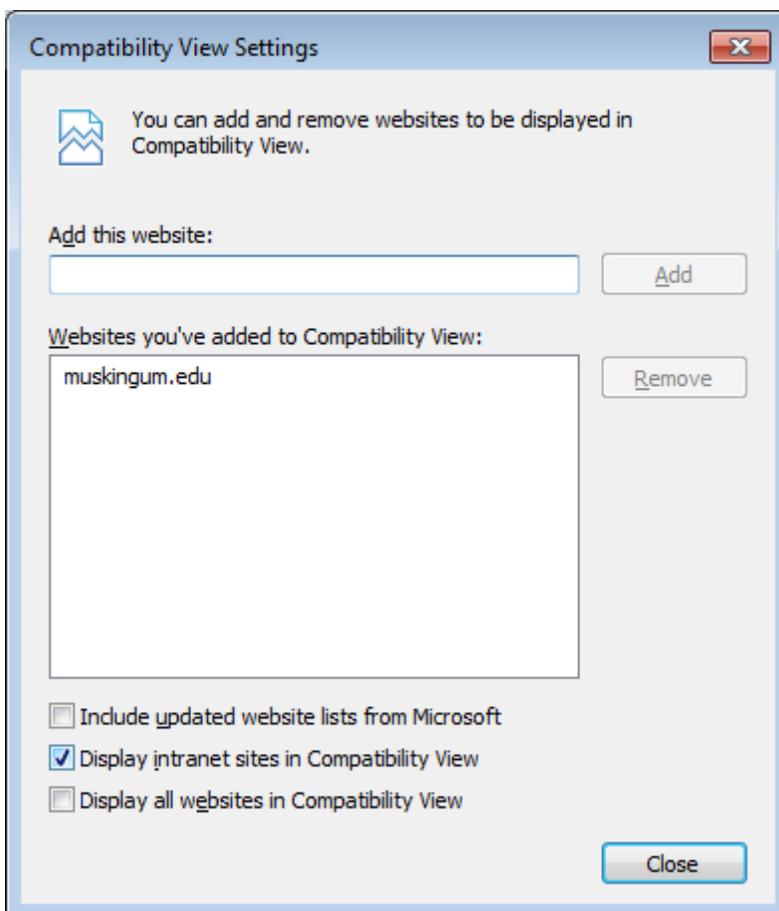
If you are having a problem within Microsoft Internet Explorer when trying to view a web page (such as the Grade Center within Blackboard), check to see if this helps you. Look at the address bar and check to see if there is a broken page icon such as the one shown below (circled in red).



If you get this, simply click on the icon and the problem should go away. However, know that by clicking on the icon, this is a temporary solution. If you see this, it will happen again and again on other web pages. A permanent solution is to turn on the Compatibility View feature.

In IE (versions 8 & 9), click on the Tools menu option. If you do not have a menu bar, then right-click on a blank spot where the menu bar would normally appear and you should see Menu Bar on the pop-up menu. Click it to turn on the menus. Afterwards, click on the Tools menu.

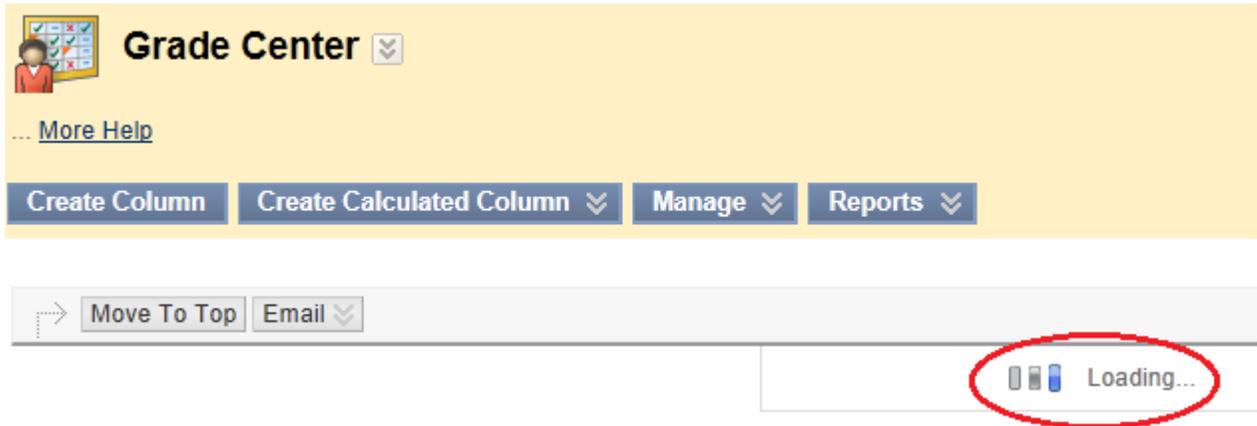
On the Tools menu, click on Compatibility View Settings. This pops up a screen looking similar to the following:



You have the option of entering the website giving you problems and clicking the Add button (not the recommended method) or by clicking in the "Display all websites in Compatibility View" checkbox (recommended) and making the problem go away forever. The latter of these two will "fix" the problem on all websites all the time.

EXAMPLE:

This problem has appeared in various places on the web and especially within Blackboard. Instructors often see it while trying to get into the Grade Center (see below). In these cases, it is characterized by the "Loading" bar (red circle below). The bar keeps moving as if the page is loading, but the page never loads. If you see this or something like it, check out the address bar for the broken page icon.



NOT AN ISOLATED PROBLEM

This problem is not isolated to Blackboard's Grade Center. It can happen in other places within Blackboard and also on many other web sites. It likewise is not isolated to instructors. This can happen to anyone be they student, faculty, administrative staff, etc.

WHY DOES IT HAPPEN?

You may wonder why this happens. It means the web page includes some older web standards which newer versions of IE do not recognize directly. This does not necessarily mean the web page is out of date and needs reprogramming. It means simply that the IE programmers have deemed some features to be too old to support. Which is funny when you think about it. They do not want to provide us with support for what they consider older programming features, but they will provide us with tools which not only recognize the "older features", but on our demand, will go ahead and display them anyway. Why not just display them all the time?

QUESTIONS, PROBLEMS, ETC.

If you have any questions regarding this document, the issue(s) it addresses, or if we can be of service to you in another way, please do not hesitate to contact the CNS Help Desk at extension 8050 or at CNS@Muskingum.edu.