Inline HTML Editor does not load preventing typing in text field

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Product: ANGEL

Issue Description: The Inline HTML Editor is loaded in text fields in many areas of the application including composing course mail, posting to discussion forums, and grading drop box submissions. If the HTML Editor does not load, the user is unable to type in the text field. This article outlines measures to get the HTML editor to load.

Cause: This behavior of the HTML editor not loading is mostly likely to be encountered shortly after installing new ANGEL service packs. The problem arises when a service pack updates javascript files, but an end user's browser continues to use old, cached versions of the javascript files rather than requesting the new, updated versions of the javascript files from the ANGEL web server.

Resolution/Workaround: In most cases, the situation can be resolved by having the end user clear their browser cache. For some Internet Explorer users additional steps may be required. Detailed steps for each supported browser are outlined below.

Internet Explorer

Reminder: Internet Explorer 10 in Metro Mode is not supported.

1. Select "Delete Browsing History" from the Tools menu.
2. Un-select the check box for "Preserve Favorites website data".
3. Select the check boxes for Temporary Internet files, Cookies, and History.
4. Click Delete.
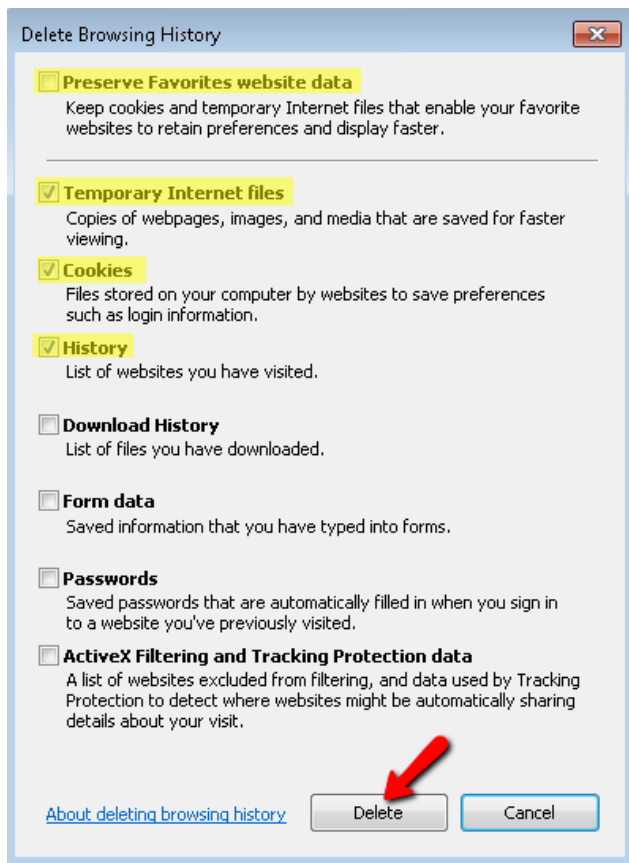
For some Internet Explorer users the above steps may not be sufficient to resolve the issue. If the Inline HTML Editor still does not load, continue with the following steps.

5. View the page where the Inline HTML Editor is not loading.
6. Use Ctrl+F5 to refresh the page.
7. Due to frames, the refreshed page may reload to a different location. If necessary, navigate back to the page where the Inline HTML Editor was not loading. If the Inline HTML Editor is still not loading, continue with the following steps.
8. Select Internet Options from the Tools menu.
9. On the General tab, click the Settings button in the "Browsing history" section.
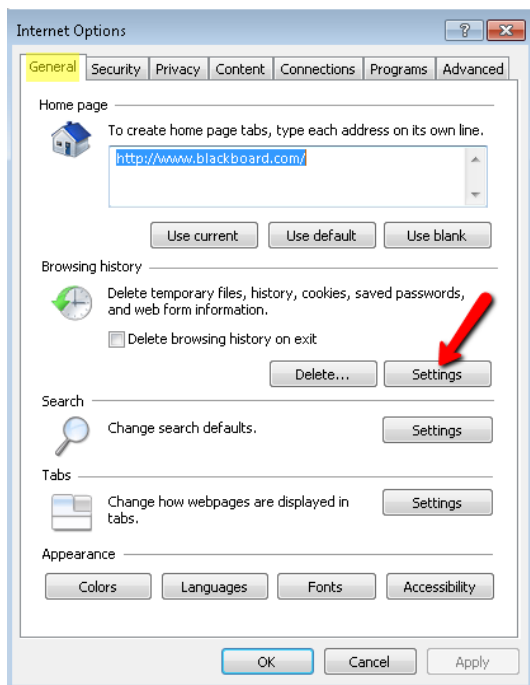
10. For the "Check for newer versions of stored pages:" setting, select "Every time I visit the webpage".
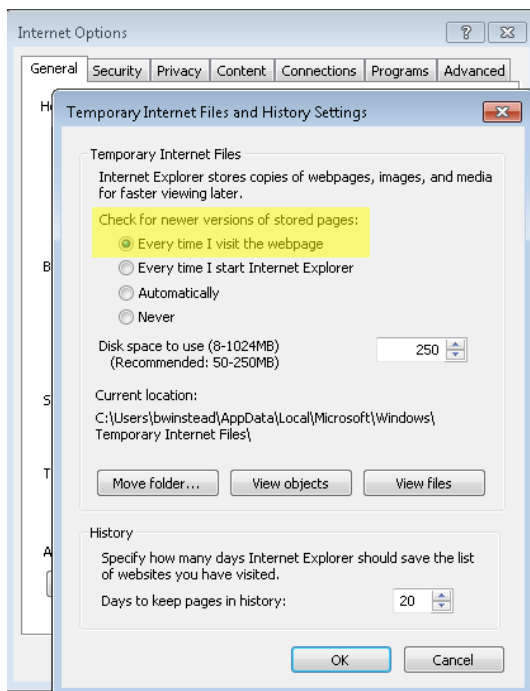

11. Click OK twice.
12. Re-visit the page where the Inline HTML Editor has not been loading.
13. After confirming that the Inline HTML editor now loads, change the "Check for newer versions of stored pages:" setting back to its original setting which by default is "Automatically". **NOTE:** Failure to return the setting to "Automatically" could decrease the speed of web browsing. The setting only needs to be changed to "Every time I visit the webpage" temporarily in order to force Internet Explorer to retrieve the latest version of the Inline HTML Editor files from the ANGEL web server. Once the newest files have been retrieved, the default setting of "Automatically" is preferred and the HTML Editor will continue to load successfully.

Firefox
1. Select Options from the Tools menu.
2. Click on the Advanced icon at the top of the Options window.
3. Go to the Network tab.

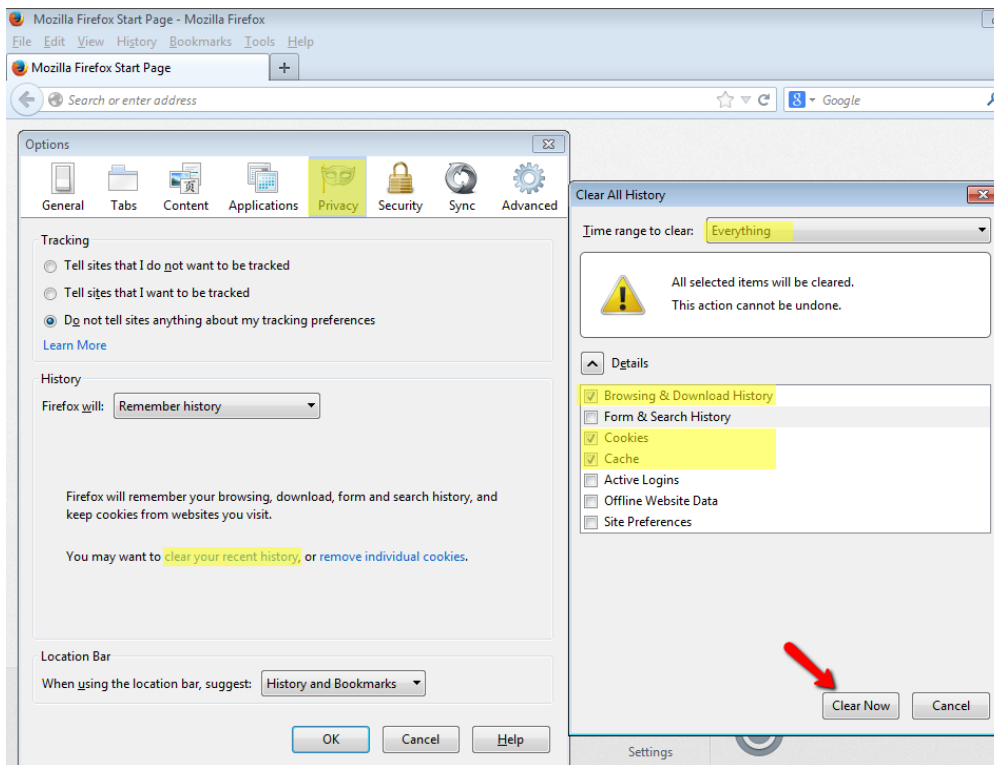4. Click the Clear Now button for "Cached Web Content".
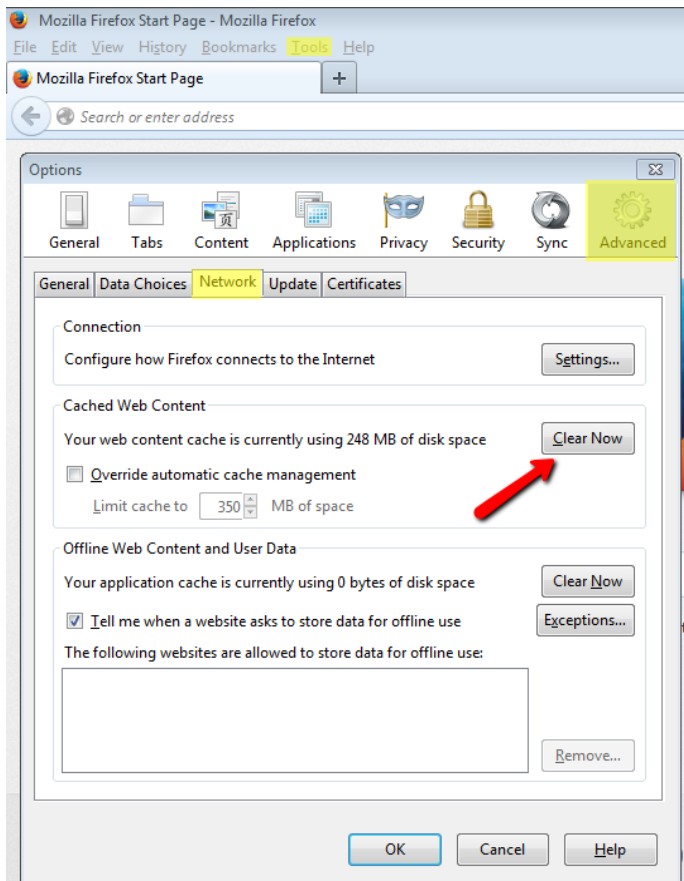
5. Click the Privacy icon at the top of the Options window.
6. Click the "clear your recent history" link.
7. Select "Everything" from the "Time range to clear:" drop-down menu.
8. Select the check boxes for Browsing & Download History, Cookies, and Cache.
9. Click the Clear Now button.

Google Chrome
1. Use Ctrl+H to open the browser history.
2. Click the "Clear browsing data..." button.
3. Select "the beginning of time" from the "Obliterate the following items from" drop-down menu.
4. Select the check boxes for "Clear browsing history", "Delete cookies and other site and plug-in data", and "Empty the cache".
5. Click the "Clear browsing data" button.
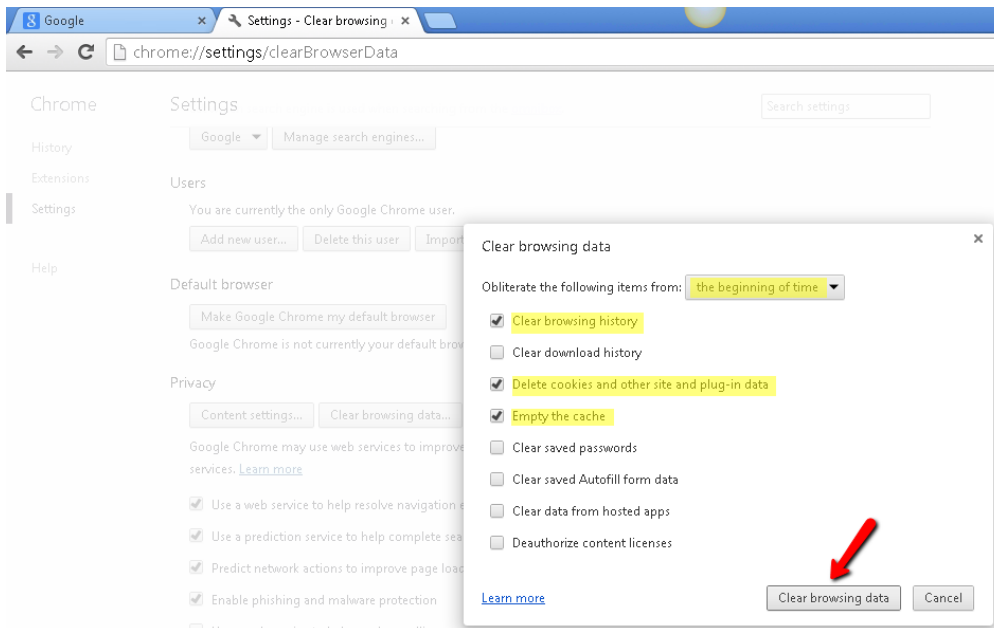
Safari
1. Select Clear History from the History menu.
2. A confirmation prompt will display. Click the Clear button.
3. Select Preferences from the Safari menu.
4. Click the Privacy icon.

5. Click the "Remove All Website Data..." button.
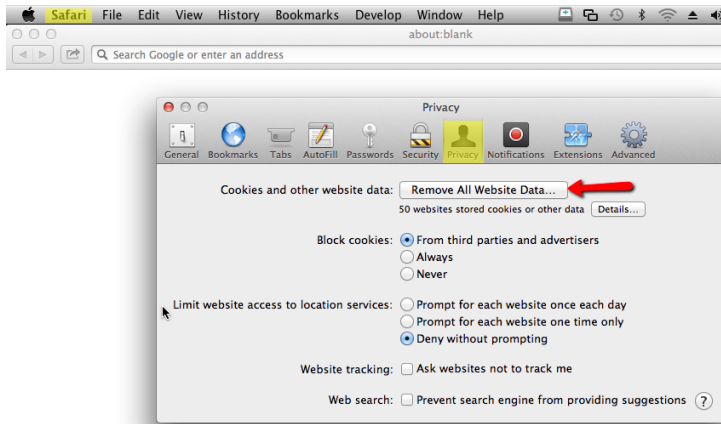
6. A confirmation prompt will display. Click the "Remove Now" button.
Best Practice Info: Blackboard is investigating possible changes to the application code which would force the browser to acquire a new version of the Inline HTML Editor javascript files. Such changes will be considered for a future ANGEL 8.0 service pack.

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