

WebCT Vista 3.0 SP 6

Pages with HTML Creator Option Load Slowly

When using WebCT Vista 3.0 Service Pack 6, some users have reported that each time they access a page containing an option to turn on the HTML Creator, the page loads slowly. Examples of affected areas include: composing a mail or discussions message, creating a content file, and creating an assessment.

To resolve this issue, users must clear the Java cache on their computers. The next time the users access a page with the HTML Creator option, an updated Java applet will be downloaded to their computers, so this may take some time. After that one time download, other pages with the HTML Creator option should load normally.

Sample instructions to clear the Java cache for users using Microsoft Windows and Sun JRE 1.4.2 and 1.5.0 follow.

To clear your Java cache in Sun JRE 1.4.2:

1. Open the Windows Control Panel.
2. Locate and double-click Java Plug-in.
3. Click the Cache tab.
4. Click Clear, then click Yes.
5. Close the Java Plug-in Control Panel.
6. Close and restart your browser.

To clear your Java cache in Sun JRE 1.5.0:

1. Open the Windows Control Panel
 2. Locate and double-click Java
 3. On the General tab, under Temporary Internet Files, click Delete Files.
 4. In the pop-up window, make sure Downloaded Applets is selected; click OK.
 5. Click OK to close the Java Control Panel.
 6. Close and restart your browser.
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