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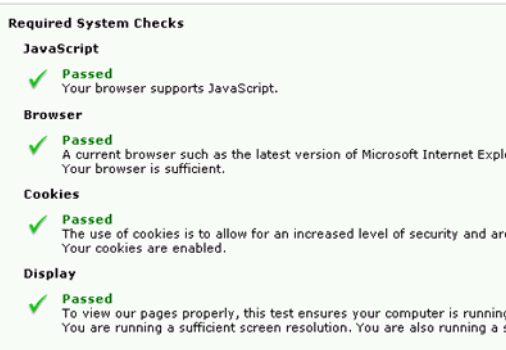
Description

Test your system settings to see if it is compatible with D2L requirements. A browser check is required for D2L to work properly, but it will not catch everything. Failure to perform a browser check may result in errors with D2L.

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Browser Check Link

1. [Click this link to access the browser check.](#)
2. A new page will display the results of the browser check. An example is shown below that passes all the checks. If your browser fails to meet any requirement, the display will show "failed" in red to indicate a failed check.



If you fail any of the Required System Checks, please make sure your system meets the minimum below requirements.

Windows requirements:

- Operating System (OS): Win98 - Win2000 - WinXP - Windows Vista
- Browser(s): Internet Explorer 6.0 or 7.0, Firefox 2.0.0.6
- Other Requirements: Java - JRE Java - JRE v 6.0.xx
- Java and Cookies Enabled

Mac requirements:

- Operating System (OS): Mac OS X
- Browser(s): Firefox 2.0.0.6 or Safari 1.2
- Other Requirements: Java - JRE Java - JRE v 6.0.xx
- Java and Cookies Enabled

Linux requirements:

- Browser(s): Mozilla 1.3 - 1.7.x
- Other Requirements: Java - Java - JRE v 6.0.xx
- Java and Cookies Enabled

JavaScript Check

If your browser fails the JavaScript check, you may need to download and install Java on your computer. Visit <http://www.java.com/en/download/manual.jsp> and look for the download button. Save the file to your computer and after it downloads, run the program to install Java. This should then allow you to run Java on your computer.

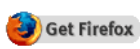
Note: If you pass the JavaScript check and are having Java related problems, change your Internet security settings to allow Java to be run on your computer.

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Recommended Browsers

For D2L to function properly, we recommend that you use certain browsers. Links are provided to download the latest version of each browser.

- **Windows Users:** Internet Explorer, FireFox
- **Mac Users:** FireFox, Safari



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Cookies Check

Enable Cookies Internet Explorer

- Open Internet Explorer, click **Tools**, select **Internet Options**
- Click the **Privacy** tab
- Slide the privacy bar to **Medium** setting

Enable Cookies Safari

- Open Safari and click on the **Safari** tab on the menu bar
- Click on **Preferences**
- Click on the **Security** tab
- Make sure that **Enable Javascript** is enabled
- Select **Only from sites you navigate to** or **Always** in the cookies bar

Enable Cookies Mozilla

- Click on **Tools** on the menu bar and select **Options**
- In the Options window, select **Privacy**
- Under **Cookies** select **Accept cookies from sites** to Set Cookies

Display Options

For D2L to display properly, your display settings should be at least 1024 x 768 and running at least 16 bit color.

Change display Windows 98, 2000, and XP

- Right click your desktop and select **Properties**
- Select **Settings** tab
- Slide Screen Resolution to 1024 by 768
- Change Color Quality to **Medium** (High if Possible)
- Select **OK** to save your changes

Note:It is normal for your screen to flicker or shut off for a second while the display settings are updated.

Change Display Mac

- From the Apple menu, click **System Preferences** . Double-click **Displays**
- From the **Colors** drop-down menu, verify the current setting. To change the setting, click **Thousands** (Millions if possible).
- From the **Resolutions** menu, verify the current setting. To change the setting, click 1024 x 768 option.

Note:It is normal for your screen to flicker or shut off for a second while the display settings are updated.

Final Note:

If you are running antivirus software such as McAfee or Norton, these programs have built in firewalls. If you are still having problems logging on to D2L, disable these programs temporarily and see if this fixes the problem.

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Pop-Up Blockers

The primary issue with Pop-Up Blockers is the inability to use the Compose button in D2L Email and Discussions. Pop-Up Blockers are found in many types of software including: [Internet Explorer](#), Firefox, Safari, Google Toolbar, Yahoo Toolbar, MSN Toolbar, Windows Firewall, Safari Preferences, Leopard Preferences, McAfee, Norton Anti-Virus.

If any of this software is installed on your computer you may need to turn off Pop-Up Blockers in each of them. Furthermore, you may need to [add D2L to your "Trusted Sites"](#) (sometimes referred to as Authorized or Exempted Sites).

These are the trusted D2L sites:

<!--http://*D2L*.arizona.edu-->http://D2L.arizona.edu

<http://www.D2L.arizona.edu>

<http://D2L.ltc.arizona.edu>

<http://www.D2L.ltc.arizona.edu>

<http://academic.D2L.ltc.arizona.edu>

Depending on what is being blocked, you may need to add all of these.

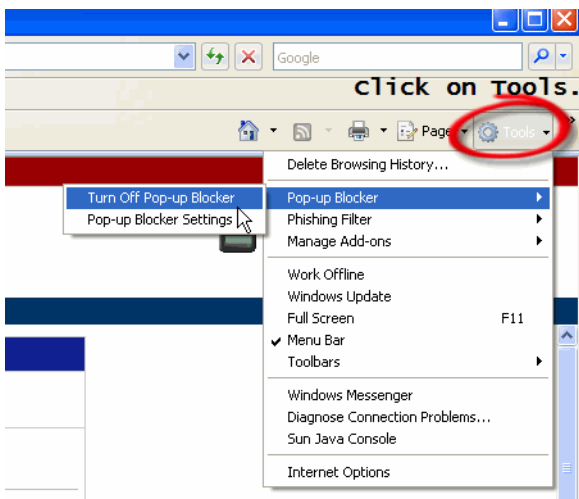
If you need help with changing the pop-up blocker settings on your personal machines, please contact the **Office of Student Computing Resources**. You can call or stop by their main help desk located in the OSCRC Underground. OSCRC Underground is located in the Integrated Learning Center (ILC) room 136 and can be reached at 626-TECH (8324). There are several OSCRC computer labs that you can visit if your computer is not working correctly: Lab Locations Map: <http://oscr.arizona.edu/labs/openAccess/>

If your computer is owned by the University then please contact D2L Support or your Department and College IT Staff.

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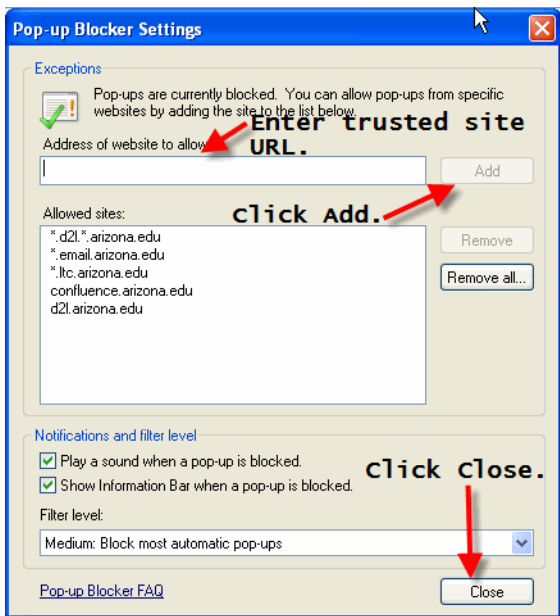
Turn off Pop-up Blockers in Internet Explorer

- Open up Internet Explorer
- Click on **Tools** in the upper right area of the window
- Select **Pop-up Blocker** in the dropdown menu
- Click **Turn off Pop-up Blocker**



Add D2L to Trusted Sites in Internet Explorer

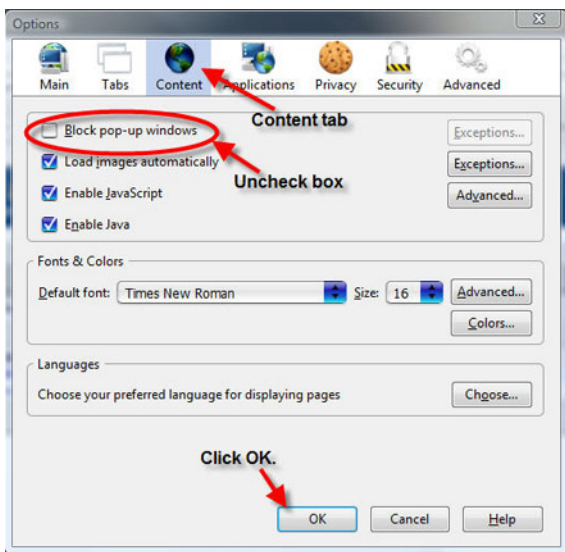
- Open up Internet Explorer
- Click on **Tools** in the upper right area of the window
- Select **Pop-up Blocker** in the dropdown menu
- Click Pop-up **Blocker Settings**; a window should popup (see illustration below)
- Enter D2L trusted site URL (see above), clicking **Add** after each
- Click **Close** to save your work



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Turn off Pop-up Blockers in Firefox

- Open up Firefox
- Click on **Tools** in the top menu area of the browser
- Click on the **Content** tab in the Options window
- Uncheck **Block pop-up windows**
- Click **OK**



[Help Page](#)

Source URL (retrieved on Nov 23 2009 - 6:36pm): http://helpd2l.arizona.edu/students/browser_check