

Software Issues:

If you click on a file (Content/Syllabus/Calendar/Dropbox) and get a message that indicates that you do not have the software on your computer to open the file:

- Check to see what type of file it is with a right click, File Properties, or by looking at the icon associated with the file. If it is an Adobe file, go to <http://www.adobe.com/products/reader/> and click on the reader download. This site is found at the bottom of the “College Resources and Information” widget. This widget is found on the right-hand side of your D2L home site and on the left-hand side of your course home site. You must save and run the file.
- If you’re trying to download an MS Office 2007 document when you have Office 2003, you must download and install the free compatibility software from this site: <http://www.microsoft.com/downloads/details.aspx?FamilyID=941b3470-3ae9-4aee-8f43-c6bb74cd1466&displaylang=en>. Since this is a long address, you can click on the same link from the “College Resources and Information” widget found on the right-hand side of your D2L home site and on the left-hand side of your course home site.
- If the item is an MR Office document and you do not have Office, you will need to download the appropriate viewers. The following sites are found at the bottom of the “College Resources and Information” widget found on the right-hand side of your D2L home site and on the left-hand side of your course home site.
 - **Word:** <http://www.microsoft.com/downloads/details.aspx?FamilyID=3657ce88-7cfa-457a-9aec-f4f827f20cac&displaylang=en>
 - **PowerPoint:** <http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=048dc840-14e1-467d-8dca-19d2a8fd7485>
 - **Excel:** <http://www.microsoft.com/downloads/details.aspx?FamilyID=1cd6acf9-ce06-4e1c-8dcf-f33f669dbc3a&DisplayLang=en>
 - If you wish to purchase Office at a discounted rate, go to: <http://compusult.com/> or <http://www.microsoft.com/student/discounts/theultimatesteal-us/default.aspx>
- If instructors are unable to open your files: When this occurs, it is generally because you are not using MS Office as your file type. We suggest that you use your processing software and then save your file using PrimoPDF. A free version of PrimoPDF can be found at <http://www.primopdf.com/index.aspx>. (The link is on the “College Resources and Information” widget which is on the right-hand side of the D2L homepage and the left-hand side of the course home page.) Download (save) and then run the file. It installs a printer called PrimoPDF. Choose Print from your software and choose the PrimoPDF printer. This will give you the ability to save the document as a PDF so your instructor can open it. You may also save your documents as rich text files or htm/html files. However, rich text does not always retain all the formatting that is necessary in many courses. Htm/html files may have file folders associated with the htm/html files that you would also need to attach.