

## INVALID HTML ERRORS

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### ISSUE

Some instructors may notice Invalid HTML error messages. This error may prevent users from viewing content as expected. The reason for this error is most likely due to copying and pasting from Word which usually has “hidden” code that can cause problems. The good news is that the content is probably there and can be restored.

Invalid HTML: Drag and drop in this folder may not work. Content still displays as normal when Edit mode is off. Use the markup validation tool to fix any issues.

### WORKAROUND

This is a strong chance that this issue can be resolved using a built-in feature of Blackboard 9.1 called **Markup Validation**.

1. Click the drop down menu next to the affected item and select **Edit**.
2. In the text editor click the **Markup Validation tool** which looks like a green checkmark in between less than and greater than symbols.



3. There is a chance that you will receive a **Markup Validation Report** that you can just close.
4. All you need to do is click the **Submit** button and return to the item to confirm that the code has been repaired and the item can be viewed.

### HOW CAN I PREVENT THIS?

It is always preferable to type directly in the text editor in Blackboard since copying and pasting from Word causes issues. If you are going to copy and paste make sure and do so from a **Plain Text File**.