

Workstation Requirements and Course Troubleshooting Guide

REQUIREMENTS OVERVIEW

The following document provides segments from common issues Customer Support encounters in the day-to-day support of learners. It is meant to serve as a guide, rather than a binding statement of functionality. This guide assists with the troubleshooting of these common issues.

If the learner continues to experience these issues or other related items pertaining to the Learning Management System, please contact us so that we may provide further assistance.

INTERNET CONNECTION

High-Speed Internet Connection: ensures the best Learner experience with online courses.

Dial-Up Connection: may take several minutes to load the course pages and is not recommended for most courses that require more bandwidth.

VPN: Customers who are on VPN may experience some issues in areas of the LMS that require maintaining a constant connection (for example: completing courses, uploading course packages, and Batch Uploads).

SUPPORTED INTERNET BROWSERS

Internet Explorer versions 9 through 11
 Mozilla Firefox – most recent version
 Google Chrome – most recent version

- native browser on Android tablets

Edge – most recent version

- native browser on Microsoft Surface Tablets

Safari – native version

- native browser on Apple Tablets

In general, core functionality within the LMS remains constant within these browsers.

Support and testing is for native browsers and functionality on devices listed above. Java and Flash depending content is not natively supported.

RESETTING PASSWORDS AND USERNAME REMINDERS

The Learning Management System provides learners the option of requesting a password reset or a username reminder using the Forgot Password link on the log in screen.

- For passwords, this option requires that the learner's user profile contains an email address in the system. Once reset, a temporary password is sent to the learner from noreply@sumtotalsystems.com.
- The account username is also sent as a reminder.

When a user's password expires, based on the domain's security settings, the user is prompted to set a new password. On that page, the field labels correspond to the following.

- **Old Password** = the value that the user just attempted to log in with.
- **New Password** = the new value that the user must set before continuing into the LMS.
- **Confirm New Password** = New Password.

COURSE LAUNCH

- 1) My course does not launch when I click the link on the Course Activities page.
- 2) I click on the course link and I receive a blank window.
- 3) The course window opens after I click the course link, but the course content does not load.

Refer to the following sections for assistance:

1. Popup Blockers
2. Internet Options
3. Plug-ins

Specific courseware vendors may have browser requirements that must be met for the courses to function properly.

COURSE COMPLETION CERTIFICATE

I completed the course, but I cannot access the Completion Certificate.

- Refresh the browser page.
- Install Adobe Reader 9.0 or higher.
- Certificate opens in a new window because pop-up blocker is disabled.

COURSE STATUS

- 1) I completed the course, but the status remains as Not Attempted.
- 2) I completed the course, but the status remains as In Progress.

- The Exit feature within the course bookmarks and saves the course information.
- Verify all sections of the course are complete.
- If a test is required for completion, ensure the test is complete.
- If the course does not complete, refresh the browser page.
- Some courses require that every page be viewed in order to be completed.
- Do not use the red "X" to exit the course unless this is the only Exit option available.

Refer to the following sections for additional assistance:

1. Internet Options
2. Java Settings
3. Plug-ins
4. Cookies and Scripting
5. Firewalls

INTERNET OPTIONS

1. Navigate to Tools > Internet Options.
 - a. **General** tab
 - Click Delete under Browsing History
 - Select the first four checkboxes
 - Click Delete and click OK
 - b. **Security** tab
 - Click Default Level
 - Set the security level to Medium-high
 - Click Apply and click OK
 - c. **Privacy** tab
 - Set the privacy level to Medium
 - Disable the popup blocker
2. Restart your workstation

OTHER SETTINGS

Cookies and Scripting: should be enabled on the learner's workstation in order to allow courseware bookmarking.

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POP-UP BLOCKERS

INTERNET EXPLORER

Navigate to Tools > Pop-up Blocker > Turn off Pop-up Blocker

1. Right-click on the File menu.
2. Uncheck everything except Standard Buttons, Address Bar, Links, and Lock the Toolbars.
 - Google and Yahoo toolbars may have pop-up blockers inside them.

To disable third party tool bars with pop up blockers:

1. Navigate to Tools > Internet Options.
2. Click on the Advanced Tab.
3. Scroll to the Browsing section and uncheck the box next to 'Enable third-party browser extensions'.
4. Close and reopen Internet Explorer for these changes to take effect.

MOZILLA FIREFOX

1. Navigate to Tools > Options.
2. Click the Content tab.
3. Click Exceptions.
4. Type <https://services.geolearning.com> in the Address of website: field.
5. Click Allow, click Close, and click OK.

GOOGLE CHROME

1. Click on the icon with three horizontal bars.
2. Click Settings. A new window opens.
3. Scroll to the bottom of the page and click the link that says Show Advanced Settings.
4. Under Privacy, click Content Settings.
5. Under Pop-ups, click Manage Exceptions.
6. Add <https://services.geolearning.com> and verify that Allow is selected for the Behavior.
7. Click Done, Done, and close the Settings window.

As of the April 2016 release, Maestro core functionality no longer supports Microsoft Internet Explorer 8. Many of the products that we implement with have either stopped support or have notified us of their plan to stop support this year. If users continue to use IE 8 after the April 2016 release, some features and functionality may not function properly within the IE 8 browser. Defects or performance issues that appear only in non-supported browsers will not be investigated or addressed after the April 2016 release.

Previous versions of unsupported browsers continue to work with Maestro. However, if a specific issue is reported and research shows that upgrading to a supported version of Internet Explorer addresses the issue, that browser upgrade is the 'fix'. We will not devote development resources to change the code in any way to support IE 8.

Some UI updates that we introduce may not display the same in IE 8 as in newer versions and other browsers. This is because the tools that we use no longer support IE 8.

Our recommendation is to update to IE 10 for users who access the Advanced Reporting module in Maestro. All other users are recommended to upgrade to the latest version of Internet Explorer which is currently IE 11.

If you are on the Integrated suite, we will support IE 8 until you upgrade to Winter 2016.

INTERNET EXPLORER 9 AND HIGHER

CLEAR CACHE

1. Navigate to Tools > Internet Options.
2. In the Browsing History section, click the Delete button.
3. Select the first four checkboxes.
4. Click Delete.
5. Click OK at the bottom of the Internet Options window.
6. Close and reopen browser for these changes to take effect.

COOKIES AND SCRIPTING

1. Navigate to Tools > Internet Options.
2. Click the Security tab.
3. Click the Custom Level button.
4. Under the Reset custom settings section, select Medium from the Reset to drop-down.
5. Click Reset.
6. To confirm the change, click Yes.
7. Click OK.
8. Click OK.

FIREWALL

A learner may have issues due to a firewall blocking the Internet pages.

Common Firewall Programs:

- Norton Internet Security
- McAfee Privacy Service

We recommend temporarily disabling these programs

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PLUG-INS

ADOBE FLASH

1. Click on your Windows Start button.
2. Click on Control Panel.
3. Click on **Programs**.
4. Click on **Uninstall a program**.
5. Adobe Flash Player is one of the first items listed. If the version not listed, select the program name and reference the links at the bottom of the window.

Articulate courses may not work with Adobe version 9 or higher.

Additional plugins may be required by your courseware vendor.

JAVA - INTERNET EXPLORER

Setting Internet Options

1. Navigate to Tools > Internet Options.
2. Click the Advanced tab.
3. In the Browsing section, check both Disable Script Debugging options.

ENABLING JAVA ADD-ONS

1. Navigate to Tools > Manage add-ons.
2. Verify that Toolbars and Extensions are selected in the Add-on Types column.
3. At the bottom of the Add-on Types column in the Show drop-down menu, select All add-ons.
4. On the main part of the window, scroll down to the Oracle America, Inc. section.
 - a. Verify that all add-ons display as Enabled in the Status column.
 - b. If an add-on is Disabled, click on the add-on name.
 - c. An Enable button appears in the lower right corner. If the button is grayed out, verify that you are logged into your computer with an Admin account.

NOTE: If the Oracle America, Inc. section does not show, this indicates that Java is not currently installed.

JAVA SECURITY WARNINGS WHEN LAUNCHING SKILLSOFT COURSES OR "ERROR LOADING COURSE CONTENT" IN SYNTRIO COURSES

Both of these issues have been identified after a recent update to Oracle's Security Platform. If updating to the latest version of Java does not allow your course to run, you can follow one of the following two options.

Option 1 - Adding URL to Exception Site List

1. Click on your Windows Start button.
2. Click on Control Panel.
3. Search for "Java".
4. Click on Java (32-bit) to open the Java Control Panel.
 - a. Click the Security tab.
 - b. In the Exception Site List section, click on Edit Site List.
 - c. Click Add and type <https://services.geolearning.com>
 - d. Click OK to close the Exception Site List window.
 - e. Click OK to close the Java Control Panel.
 - f. Close the Control Panel.
5. Completely close and reopen your browser.

Open your course and click Run on the Security Warning. Proceed through the course as instructed.

Option 2 - Setting Java Security to Medium

1. Click on your Windows Start button.
 2. Click on Control Panel.
 3. Search for "Java".
 4. Click on Java (32-bit) to open the Java Control Panel.
 - a. Click the Security tab.
 - b. Lower your security settings to Medium.*
 - c. Click OK to close out the Java Control Panel.
 - d. Close the Control Panel.
 5. Completely close and reopen your browser.
- *Medium security level is available in version 7 or lower.

Open your course and click Run on the Security Warning. Proceed through the course as instructed.

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ADOBE FLASH PLUGIN IN FIREFOX

In this scenario, when launching courses in Mozilla Firefox, users receive a browser message that reads "The Adobe Flash plugin has crashed. Reload the page to try again." In the reported instances, the courses in question do not actually require Flash to run.

The workaround is to temporarily disable the Flash plugin while taking the course.

- Click the **Open Menu** icon
- Navigate to **Add-ons > Plugins**
- Locate the **Shockwave Flash** plugin and select **Never Activate** from the dropdown menu.

Once the course(s) in question are completed, the plugin can be reactivated by selecting **Always Activate** or **Never Activate** from the plugin menu.