

### Training Procedure: Troubleshooting MainCourse Functionality

Revised: January 23, 2018

# Overview

This procedure has been created to troubleshoot playback issues with MainCourse content when using various browsers including Chrome, Edge, Firefox, Safari and Internet Explorer. It also includes helpful information about mobile device compatibility.

### Steps to Determine the Issue

- 1. Find out whether the learner is viewing the course while logged in to MainCourse, CrunchTime's online learning center, or whether they are viewing the course on their company's LMS.
  - a. If it's on MainCourse, then we know it isn't because they are viewing an older version of the course.
  - b. If it's on their own LMS, we may need to engage with their 'ScormGrabber' to determine whether they are running the latest version of the course.
- Find out what device they are using. Is it a mobile device? A desktop computer or laptop? What operating system. A quick way to find out is to have them visit here and send you a screenshot of the results: <a href="https://supportdetails.com/">https://supportdetails.com/</a>
- 3. Find out what browser they are using. We currently support the top four browsers: Chrome, Firefox, Internet Explorer, and Safari. We currently do NOT support Edge due to their slow adoption of the HTML5 specifications. Learners with Edge should alternatively use Internet Explorer. They can launch it by doing the following:

🖶 🖅 🤁 Microsoft Edge Tips 🛛 🖾 Start	+ ~	– 🗆 ×
$\leftarrow$ $\rightarrow$ O $\textcircled{a}$ https://yourlessonlaunchsite.com		
← → Ů û  Https://yourlessonlaunchsite.com	Your LMS or Lesson Launch Site	Image: Image

If it is determined that the learner is not playing the latest version of the course, see the section entitled "Pre-2018 Course Content Troubleshooting".

Troubleshooting Mobile Devices is next:



# **Troubleshooting Courses Viewed on Mobile Devices**

Our MainCourse online lessons are interactive; learners can simulate using our software, take quizzes, etc., and that REALLY aids learning. But taking them on mobile devices has been getting tougher, due to changing standards for the way mobile browsers support interactivity.

The good news? As of 1/1/18 we've updated all of our lessons to a new tablet-friendly format! The Fine Print: a PC and Google's Chrome browser are still the gold standard, as some older tablets and phones won't have enough RAM to process the interactivity.

# **Mobile Compatibility**

Although not optimized for mobile phone viewing due to the small screen size, these courses are compatible with recently released iOS and Android tablets and phones provided they have sufficient RAM to process the interactive content in the browser. Based on our testing, these devices typically require at least 2GB of RAM.

**Tech Talk:** So why does the device need 2GB of RAM if our interactive courses are typically only 10-30MB in size? This is because mobile devices have memory management that happens automatically, and is much more aggressive than the memory management on desktop computers. Because of that, a device with 2GB of RAM will allow a 20MB web-page to load, while a device with 1GB of RAM may not.

Here is an example of recent iOS devices and the RAM amount for each:

Year	iPad Pro 12.9"	iPad 9.7" and 10.5"	iPad Mini	iPhone
2013		iPad Air = <mark>1GB</mark>	iPad Mini 2 = <mark>1GB</mark>	iPhone 5S = <mark>1GB</mark>
2014		iPad Air 2 = <mark>2GB</mark>	iPad Mini 3 = <mark>1GB</mark>	iPhone 6 = <mark>1GB</mark>
				iPhone 6+ = <mark>1GB</mark>
2015	iPad Pro = 4GB		iPad Mini 4 = <mark>1GB</mark>	iPhone SE = 2GB
				iPhone 6s = <mark>2GB</mark>
				iPhone 6S+ = <mark>2GB</mark>
2016		iPad Pro 9.7" = <mark>2GB</mark>		iPhone 7 = 2GB
				iPhone 7+ = <mark>3GB</mark>
2017	iPad Pro = 4GB	iPad Pro 10.5" = 2GB		iPhone 8 = 3GB
				iPhone 8+ = 3GB
				iPhone X = <mark>3GB</mark>



### Pre-2018 Course Content Troubleshooting

We have heard reports of problems playing pre-2018 MainCourse content when learners are attempting to view courses using a browser that does not support Adobe Flash. Even if it supports Flash, it is sometimes necessary to enable it.

For this content, we recommend avoiding the use of non-flash browers such as Firefox, Edge, and mobile device browsers on iOS and Android devices. While these browsers support HTML5, which our courses are published to operate on, their levels of support vary...and performance issues are common.

#### Using Google's Chrome Browser (v. 63.0.3239.132 and higher)

This is the recommended browser for use with MainCourse. There are 2 things we need check:

- 1. That Chrome is updated and running the latest version
- 2. That Adobe Flash is enabled

To update Chrome to the latest version, launch Chrome access *Help > About Google Chrome* as shown:



(Continued)



On the About page, check to make sure you're running the latest version of Chrome. If not, update it until it says "Google Chrome is up to date":

$\equiv$ Settings	Q Search settings	
	About Chrome	
	Soogle Chrome	
	Google Chrome is up to date Version 63.0.3239.132 (Official Build) (64-bit)	
-	Get help with Chrome	Z
	Report an issue	•
	Google Chrome Copyright 2018 Google Inc. All rights reserved. Google Chrome is made possible by the Chromium open source project and other open source software. Google Chrome Terms of Service	

Now that it's up to date, we need to make sure Flash is enabled. To do that, navigate to the website (LMS) on which the learner is viewing the courses, then click the *lock* icon and select *Site settings* as shown:

CrunchTime MainCourse ×	Θ	-	×
← → C Secure https://crunchtime.talentlms.com/unit/view/id:1806	☆	••••	ト
INT 101 - Secure connection Your information (for example, passwords or credit your information if is created to this if a			
Learn more			
Certificate Valid			
Cookies 2			
Site settings			
Passed! Click to revisit			
Course completed!			



On the Site Settings page, scroll to the setting for Flash and set it to *Allow*:

≡ Settings	Q Search settings		
	← https://crunchtime.talentlms.com		
	Q Location	Ask (default) 👻	
	Camera	Ask (default)	
	I Microphone	Ask (default) 👻	
	Notifications	Ask (default)	
	<> JavaScript	Allow (default)	
	🗯 Flash	Ask (default)	
	Images	Ask (default) Allow Block	
	Popups	Block (default)	
	A Background sync	Allow (default)	

That's it! The interactive MainCourse courses should now run fine.

To troubleshoot Internet Explorer for pre-2018 courses, see the following page.



### **Using Internet Explorer**

Because our Learning System tracks quiz scores and course completions to award students points and badges, it is sometimes necessary to make sure that the MainCourse website is 'Trusted' within Internet Explorer. Finally, even though Flash may be installed, Internet Explorer may still be blocking it from running because ActiveX Filtering is turned on. This document will walk you thru the processes to fix it.

### Set Internet Explorer to 'Trust' the MainCourse site

1. Open Internet Explorer and navigate to your Company's unique MainCourse URL. (This is typically in the following format: https://yourcompany-crunchtime.talentlms.com/)

	<b>CRUNC</b> /TIME! MainCourse	
		_
Username	+ I forgot	_
Password		_
Remember me or	* I forgot	_
Login		_
Welcome to the Crun	chTime MainCourse online learning center.	

2. Click the 'gear' in the upper right corner of the page (1) and select 'Internet Options' (2) as shown:

	CRUNCHTWE! MainCourse	File Zoom (125%) Safety
literam	1-	Add site to Start menu View downloads Ctrl+ Manage add-ons F12 Developer Tools Go to pinned sites Compatibility View settings
Usemanie	* I forgot	Period wabile problems Internet options
Password	* I forgot	
C Remember me on this co	mputer	
Welcome to the CrunchTime	e MainCourse online learning center.	



In the 'Internet Options' Window, please click the 'Security' tab (1), set the Security level from High (2) to Medium-high (3) and then click 'Apply' (4) as shown:
 (NOTE: If your Company would prefer the security level to remain 'High', please skip to step 5 below)

Internet Options	Internet Options
General Security Privacy Content Connections Programs Advanced	General Security Privacy Content Connections Programs Advanced
Select a zone to view in change security settings.	Select a zone to view or change security settings.          Internet       Internet       Internet         Internet       Local intranet       Trusted sites         Restricted sites       Sites         Sites       Sites
Security level for this zone Allowed levels for this zone: Medium to High 	Security level for this zone Allowed levels for this zone: Medium to High Allowed levels for this zone: Medium to High Appropriate for most websites comptise before downloading potentially unsafe content - Unsigned ActiveX controls will not be downloaded
Enable Protected Mode (requires restarting Internet Explorer)     Custom level     Default level     Reset all zones to default level	Custom level  Default level  Reset all zones to default level
OK Cancel Apply	OK Cancel Apply

- 4. <u>Restart</u> Internet Explorer and you should be able to view lessons on MainCourse!
- 5. <u>Alternatively</u>, you can click on the 'Security' tab (1), then the 'Trusted Sites' tab (2), and click 'Add' (4) to add your Company's unique MainCourse URL to the Trusted sites list.





6. Once you have confirmed it is on your list, click 'close' (5), if not grayed out click 'Apply' (6), and then close the Internet Options window (7).

	Internet Options
	General Security Privacy Content Connections Programs Advance
Trusted sites X You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.	Select a zone to view or change security settings.
Add this website to the zone:	Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
Websites:	Security level for this zone
https://yourcompany-crunchtime.talentims.com	Allowed levels for this zone: All 6 - Medium - Prompts before downloading potentially unsafe content - Unsigned ActiveX controls will not be downloaded
Require server verification (https:) for all sites in this zone	Eashle Protected Mede (requires restarting Internet Evaluater
5 Close	Custom level Default level

7. <u>Restart</u> Internet Explorer and you should be able to view lessons on MainCourse!

# Enable Flash in Internet Explorer

1. Click the Tools icon in the upper-right corner of Internet Explorer. (The icon looks like a cogwheel.)

Products	Business solutions	Support & Learning	Download	Company	Buy	Q see
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The Tools icon is in the upper-right corner.

2. In the pop-up menu that appears, click Manage Add-ins.



Choose Manage Add-ons from Tools menu.



3. In the dialog box that appears, select Toolbars and Extensions.

Add-on Types	Name	Publisher	Status
Coolbars and Extensions Coolbars Coolb	Adobe Systems Incorporated Shockwave Flash Object Adobe Systems, Incorporated	Adobe Systems Incorpor	Disabled
Show:	Adobe Acrobat Create PDF Too Adobe Acrobat Create PDF Too Adobe Acrobat Create PDF fro	Adobe Systems, Incorpo Adobe Systems, Incorpo Adobe Systems, Incorpo	Disabled Disabled
Currently loaded add-ons	McAfee Inc.		,
scriptproxy McAfee, Inc.			
Version: 15.0.0.0 File date: More information	Type: Browse Search for this add-o	r Helper Object n via default search provider	
			Disable

Select Tools and Extensions as the Add-on Types from Manage Add-ons dialog box.

4. In the list of Add-ons, look for "Shockwave Flash Object" (another name for Flash Player).

In the Status column, check to see whether Shockwave Flash Object is Disabled. If it is disabled, click the row for Shockwave Flash Object to highlight it.

Add-on Types	Name			Publisher	Status	
Toolbars and Extensions	Adol	be Systems Inco	porated		-	
Search Providers	Sh	ockwave Flash C	bject	Adobe Systems Incorpor	Disabled	
Accelerators Tracking Protection Show: Currently loaded add-ons	Ad Ad Ad	obe Acrobat Cro obe Acrobat Cro obe Acrobat Cro fee Inc.	ate PDF Too ate PDF Too ate PDF fro	Adobe Systems, Incorpo Adobe Systems, Incorpo Adobe Systems, Incorpo	Disabled Disabled Disabled	•
Shockwave Flash Object Adobe Systems Incorporated						
Version: 11.7.700.224 File date: Moge information		Type: Sear <u>c</u> h	ActiveX for this add-or	Control n via default search provider		

Shockwave Flash Object as the Add-on Type. The Flash is in Disabled status.



5. In the lower-right corner of the Manage Add-ons dialog box, click Enable.

Add-on Types	Name	Publisher	Status	
Strain Interestions	Adobe Systems Incorporated			
Search Providers	Shockwave Flash Object	Adobe Systems Incorpor	Disabled	
Accelerators Tracking Protection Show:	Adobe Acrobat Create PDF Too Adobe Systems, Incorpo. Adobe Acrobat Create PDF Too Adobe Systems, Incorpo. Adobe Acrobat Create PDF fro Adobe Systems, Incorpo.		Disabled Disabled Disabled	
Currently loaded add-ons	McAfee Inc.			
Shockwave Flash Object Adobe Systems Incorporated				
Version: 11.7.700.224 File date: More information	Type: ActiveX Search for this add-or	Control n via default search provider		

Click Enable in the lower-right corner.

- 6. Close the Manage Add-ons dialog box.
- 7. Note:

If you continue to encounter problems viewing rich media content after completing these steps, see the FAQ on ActiveX filtering.

#### **Disable ActiveX Filtering for all websites**

- 1. Open Internet Explorer and click on the gears icon in the upper right corner of the window.
- 2. Select the Safety Menu, and then uncheck the ActiveX Filtering menu item.



If you don't have flash installed, you can go here to get it installed: <u>https://get.adobe.com/flashplayer/</u>



### **Other Considerations**

In some cases, 'slow internet speed' may cause leaners to have difficulty with the interactive sessions in the courses.

Note that when a learner clicks an answer, they have to wait for the next event to load before the 'Correct' or 'Incorrect' shows up. Usually, this happens quickly, however, if the internet speed is unusually slow, this might take a little time...especially if it's loading a short video. Any clicks placed during this wait will result in an 'Incorrect' even though the system correctly recorded that the learner got it right.

This is a great place to check internet speed: <u>http://www.speedtest.net/</u>

If none of these fixes the problem, please instruct the learner to go to the following links: <u>http://supportdetails.com</u> <u>https://html5test.com</u>

Have them take a screenshot of their settings and send it to us for review.

Thank you.