Workstation Requirements for DOI Learn

Most users will need to contact their IT Helpdesk support to make these adjustments to their computers.

REQUIREMENTS OVERVIEW

The following document provides segments from common issues encountered in the day to day support of learners. The guide will assist with the troubleshooting of these common issues.

High-Speed Internet Connection: will ensure the best Learner experience is working with the 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.

Internet Explorer 6.0 or Higher: is recommended for the best courseware experience.

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

If the learner continues to have a problem with these or other related items pertaining to the Learning Management System, please contact us so that we may assist further.

USER NAME OR PASSWORD

A Learner may request a **password** using the **Forgot Password** link on the log in screen of the Learning Management System.
- Learner must know their DOI Learn UserID.
- The learner's email address must be associated with the account in order to receive a new password.

COURSE LAUNCH

My course won't come up when I click the link in My Courses.

I click on the course and all I get is a blank window. Course window comes up after clicking the link in 'My Courses' however it won't load.

Refer to the following sections for assistance:
1. Popup Blockers
2. Internet Options

COURSE STATUS

I have completed the course, but the status still shows Not Attempted.

I have completed the course, but the status is stuck on Incomplete.

General Information:
- The exit feature within the course will bookmark and save 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, the Learner may try refreshing the Internet page
- Oftentimes, every course page must be viewed
- Do not use the red "X" to exit the course

Refer to the following sections for additional assistance:
1. Internet Options
2. Java Settings
3. Adobe Flash and/or Shockwave Player
4. Cookies and Scripting
5. Firewalls

COURSE COMPLETION CERTIFICATE

I have completed the course, but can't access the Completion Certificate.

General Information:
- If the Completion Certificate does not show, the Learner may try refreshing the Internet page
- Learner may need to install Adobe Reader 9.0 or higher
- **Certificate will open in a new window (pop-up blocker turned off).**
  To find the Print Certificate functions click on the History tab of either the Access My Required Training or Access My Elective Training areas.

INTERNET OPTIONS

Click on **Tools** from the menu bar.
Select **Internet Options** from the drop-down
   General Tab—Under Browsing History section click **Delete**
   Choose Delete Files under Temporary Internet File and Under Cookies sections
   Click Yes, when queried with: Are you sure…
Security Tab--Set the security level to **Medium** by clicking the **Default** button
   Privacy Tab--Set the privacy level to **Medium** by clicking the **Default** button
   Disable the **Windows popup blocker** at the bottom
Advanced Tab—Scroll down the list until you come to the **Java** option(s)
   Ensure that **Java** (SUN) **Enabled** (checked)
   - If you do not have **Java** (Sun), contact your IT staff to request the install of the latest **Java** version on your workstation
Restart your workstation

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POPUP BLOCKERS

In Internet Explorer 6.0 and 7.0
1. Click **Tools**
2. Select **Pop-up Blocker**
3. **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. Click **Tools**
2. Click **Internet Options**
3. Click on the **Advanced Tab**
4. Under the **Browsing Category** Uncheck the box next to Enable third-party browser extensions
5. Restart Internet Explorer for the change to take effect

ADOBE FLASH AND SHOCKWAVE PLAYERS

1. Click on your **Windows Start button**
2. Click on **Settings**
3. Click on **Control Panel**
4. Click on **Add/Remove Programs**
5. Wait a moment for programs to load
6. Adobe flash player is one of the first items listed. If it is not listed, select the version and "Click here for support information."

Note: Articulate courses may not work with version 10 of Adobe flash player, however version 9 or anything previous will work.

CLEAR CACHE/COOKIES

CLEAR CACHE—INTERNET EXPLORER 6

1. Select **Tools** menu
2. Select **Internet Options**
3. In the **Temporary Internet** files section, click **Delete Cookies**
4. Click **OK**
5. In the **Temporary Internet** files section, click **Delete Files**
6. Place a checkmark to **Delete all offline content**
7. Click **OK**
8. Click **OK** at the bottom of the Internet Options window
9. **Restart** browser
10. **Log** back into the site

CLEAR CACHE/COOKIES—INTERNET EXPLORER 7.0

1. Select **Tools** menu
2. Select **Internet Options**
3. In the **Browsing History** files tab, click **Delete**
4. Click **Delete all**
5. Place a checkmark to **Also delete files and settings stored by add-ons**
6. Click **Yes**
7. Click **OK** at the bottom of the Internet Options window
8. **Restart** browser
9. **Log** back into the site

SECURITY AND PRIVACY SETTINGS

COOKIES AND SCRIPTING—INTERNET EXPLORER 7.0

1. Select **Tools** menu
2. Select **Internet Options**
3. Click the **Security** tab
4. Click the **Custom Level** button
5. In the **Reset to** drop-down, select **Medium**
6. Click the **Reset** button
7. To confirm the change, click **Yes**
8. Click the **OK** button

JAVA—INTERNET EXPLORER

See Java and Java Script annotations below for appropriate requirements for TRUSTED SITES area.

TO SET THE TRUSTED SITES TO MEDIUM:

1. Select **Tools** menu
2. Select **Internet Options**
3. Click the **Security** tab
4. Choose the Trusted Sites icon
5. Click the **Custom Level** button
6. In the **Reset to** drop-down, select **Medium**
7. Click the **Reset** button
8. To confirm the change. click **Yes**

FIREWALL SETTINGS

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

Common Firewall Programs:
- **Norton Internet Security**
- **McAfee Privacy Service**

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	Microsoft Windows XP Home/Professional	Microsoft Windows Vista (32 bit)
CPU	An Intel or AMD 1.5GHz 2GB RAM or higher	An Intel or AMD 1.5GHz 2GB RAM or higher
Java	**Version 1.6.0_26 or higher**	**Version 1.6.0_26 or higher**
Browsers	Internet Explorer 6 SP2 and SP3 Internet Explorer 7 or higher Firefox 2.0.14 and higher	Internet Explorer 7 or higher Firefox 2.0.14 and higher Chrome
Flash player	Version 8 or higher	Version 8 or higher
JavaScript	**Browser support for Java Script and session cookies**	**Browser support for Java Script and session cookies**
Trusted Sites	**https://services2.geolearning.com/** **https://gm2.geolearning.com** **NOTE: In addition to adding the sites to the Trusted Sites area. Settings should be configured to a Medium security setting. Please allow all TLS, SSL, Java, Java script and Active X settings for the Trusted Sites area.**	**https://services2.geolearning.com/** **https://gm2.geolearning.com** **NOTE: In addition to adding the sites to the Trusted Sites area. Settings should be configured to a Medium security setting. Please allow all TLS, SSL, Java, Java script and Active X settings for the Trusted Sites area.**
WebEx	Plug-ins required if WebEx integration is enabled for the LMS	Plug-ins are required if WebEx integration is enabled for the LMS

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Trusted Sites list and PopUp blockers settings. It is imperative that the DOI Learn sites be added to both of these areas to ensure success for the learner.

The trusted sites list should include:

https://services2.geolearning.com/

https://gm2.geolearning.com

Pop-ups should also be allowed for these sites.

Internet Options

General | Security | Privacy | Content | Connections | Programs | Advanced

Select a zone to view or change security settings.

Internet | Local intranet | Trusted sites | Restricted sites

Trusted sites
This zone contains websites that you trust not to damage your computer or your files.

[Sites]

Security level for this zone

Trusted sites

You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

[   ] [Add]

Websites:

[   ] [Remove]

☑ Require server verification (https:) for all sites in this zone

[Close]

Pop-up Blocker Settings

Exceptions

Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below.

Address of website to allow:

[   ] [Add]

Allowed sites:

gm2.geolearning.com
services2.geolearning.com

[Remove]
[Remove all...]

Notifications and filter level

☑ Play a sound when a pop-up is blocked.
☑ Show Information Bar when a pop-up is blocked.

Filter level:

Medium: Block most automatic pop-ups ▼

Pop-up Blocker FAQ   [Close]

NOTE: In addition to adding the sites to the Trusted Sites area. Settings should be configured to a Medium security setting. Please allow all TLS, SSL, Java, Java script and Active X settings for the Trusted Sites area.

Workstation Requirements for DOI Learn

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Some browsers have settings for Transport Layer Security or Secure Socket Layer security unchecked.

Some have reported difficulty with a course being marked Complete because one or more of these settings are disabled.

Check all three (Use SSL 2.0, Use SSL 3.0 and Use TLS 1.0)

Internet Options

General | Security | Privacy | Content | Connections | Programs | Advanced

Settings

- ☑ Empty Temporary Internet Files folder when browser is clo
- ☑ Enable Integrated Windows Authentication*
- ☑ Enable native XMLHTTP support
- 🔒 Phishing Filter
  - ○ Disable Phishing Filter
  - ⦿ Turn off automatic website checking
  - ○ Turn on automatic website checking
- ☑ Use SSL 2.0
- ☑ Use SSL 3.0
- ☑ Use TLS 1.0
- ☑ Warn about certificate address mismatch*
- ☐ Warn if changing between secure and not secure mode
- ☑ Warn if POST submittal is redirected to a zone that does n

*Takes effect after you restart Internet Explorer

[Restore advanced settings]

Reset Internet Explorer settings

Deletes all temporary files, disables browser add-ons, and resets all the changed settings.

[Reset...]

You should only use this if your browser is in an unusable state.

ℹ Some settings are managed by your system administrator.

[OK] [Cancel] [Apply]

Workstation Requirements for DOI Learn

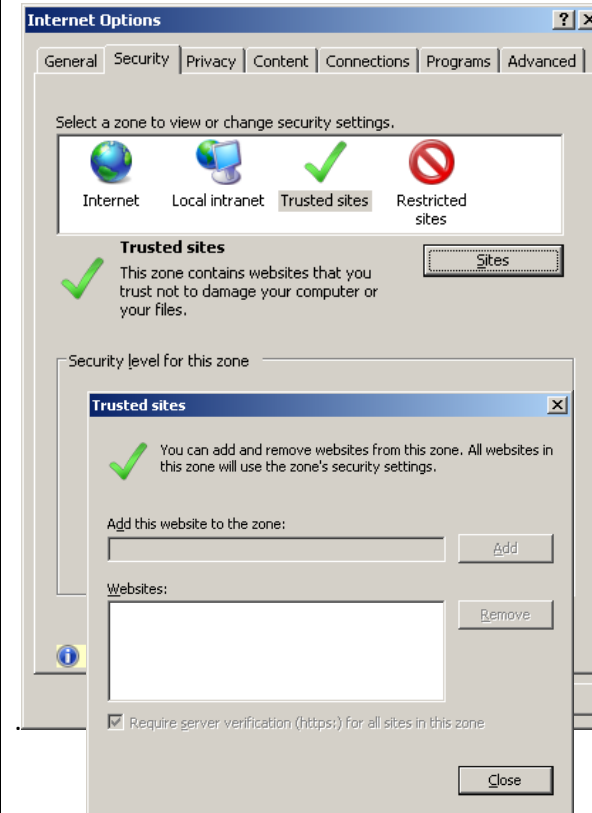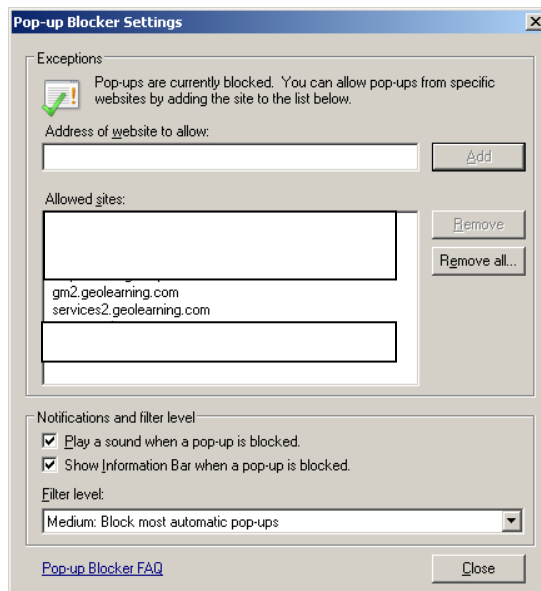*Most users will need to contact their IT Helpdesk support to make these adjustments to their computers.*

Temporary Internet Files and the user's inability to Delete

Some, not all, users have called to report inability to re-take a test for an online course. DOI learn DOES allow users to retake tests to improve their score, however, if the browser does not allow the user to delete their temporary internet files (dump their cache), the system will never recognize an improved score. This screenshot shows a browser that DOES allow the user to delete their temporary internet files. This is the desired setting…

Delete Browsing History

Temporary Internet Files
Copies of webpages, images, and media that are saved for faster viewing.

Delete files...

Cookies
Files stored on your computer by websites to save preferences such as login information.

Delete cookies...

History
List of websites you have visited.

Delete history...

Form data
Saved information that you have typed into forms.

Delete forms...

Passwords
Passwords that are automatically filled in when you log on to a website you've previously visited.

Delete passwords...
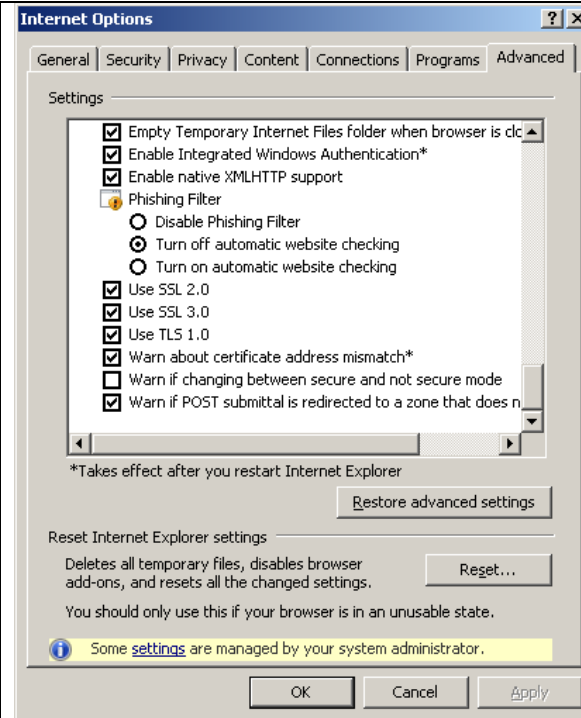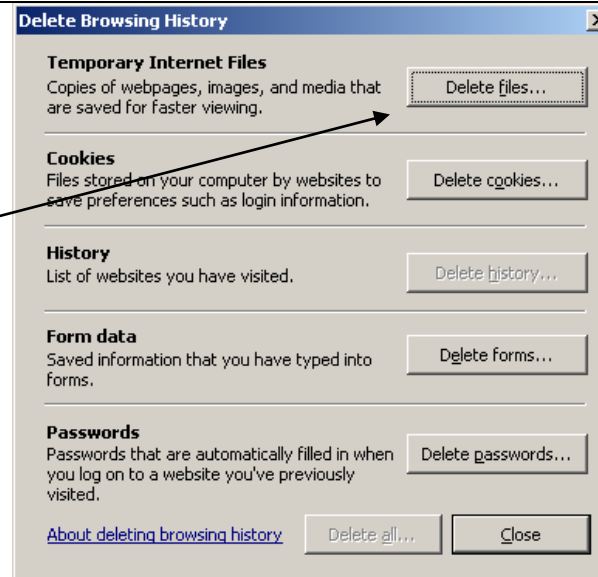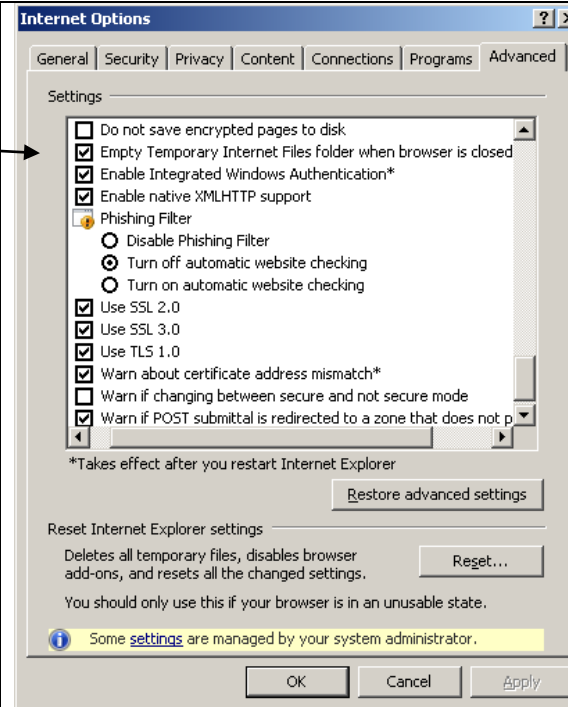
About deleting browsing history   Delete all...   Close

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However, if the group policy is to restrict a user from deleting temporary internet files, another alternative would be to have the browser dump the internet files automatically when the browser is closed. This setting is found under the advanced tab, at the bottom of the list.

These two settings being turned off in the browser will cause extreme slowness while using the internet. Optimally, both settings should be allowed for user access.

Internet Options   [? X]

General | Security | Privacy | Content | Connections | Programs | Advanced

Settings

- [ ] Do not save encrypted pages to disk
- [x] Empty Temporary Internet Files folder when browser is closed
- [x] Enable Integrated Windows Authentication*
- [x] Enable native XMLHTTP support
- 🔶 Phishing Filter
  - ( ) Disable Phishing Filter
  - (•) Turn off automatic website checking
  - ( ) Turn on automatic website checking
- [x] Use SSL 2.0
- [x] Use SSL 3.0
- [x] Use TLS 1.0
- [x] Warn about certificate address mismatch*
- [ ] Warn if changing between secure and not secure mode
- [x] Warn if POST submittal is redirected to a zone that does not p

*Takes effect after you restart Internet Explorer

[Restore advanced settings]

Reset Internet Explorer settings

Deletes all temporary files, disables browser add-ons, and resets all the changed settings.

[Reset...]

You should only use this if your browser is in an unusable state.

ⓘ Some settings are managed by your system administrator.

[OK]   [Cancel]   [Apply]

Another finding with DOI browser configuration includes checking for newer versions of pages stored in history. The setting encountered with some users is "Automatically". This setting is not reliable.

The better setting would be to select: "Every time I visit the webpage"

Also, disk space to use for these files is set a large number for some users, suggest 50 – 100MB

Temporary Internet Files and History Settings

Temporary Internet Files

Internet Explorer stores copies of webpages, images, and media for faster viewing later.

Check for newer versions of stored pages:

○ Every time I visit the webpage
○ Every time I start Internet Explorer
○ Automatically
○ Never

Disk space to use (8 - 1024MB):   50
(Recommended: 50 - 250MB)

Current location:

C:\Documents and Settings\phoughton\Local Settings\Temporary Internet Files\

[Move folder...]   [View objects]   [View files]

History

Specify how many days Internet Explorer should save the list of websites you have visited.

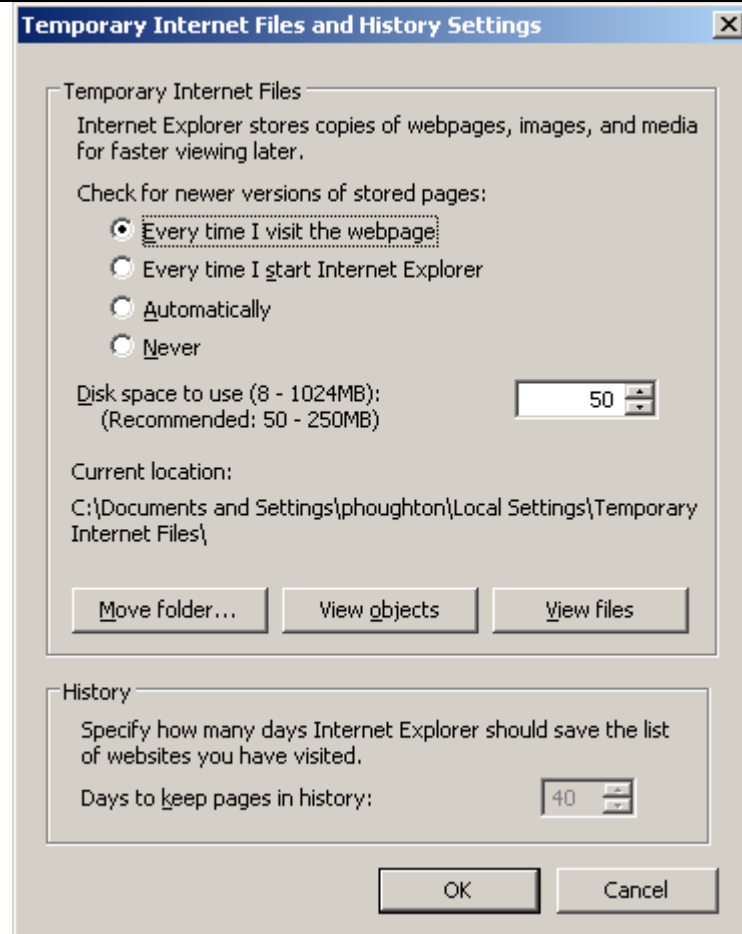Days to keep pages in history: 40

[OK]   [Cancel]

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Two more settings are more controversial: they are to allow Active Content to Run and to Force a Warning when viewing Secure (HTTPS) and non-Secure(HTTP) websites.

Allow Active Content to Run:
If this isn't possible then users will always have issues with launching content that contains video.

Internet Options

General | Security | Privacy | Content | Connections | Programs | Advanced

Settings

Search from the Address bar
- ○ Do not search from the Address bar
- ⦿ Just display the results in the main window

Security
- ☐ Allow active content from CDs to run on My Computer*
- ☑ Allow active content to run in files on My Computer*
- ☐ Allow software to run or install even if the signature is invalid
- ☑ Check for publisher's certificate revocation
- ☑ Check for server certificate revocation*
- ☑ Check for signatures on downloaded programs
- ☐ Do not save encrypted pages to disk
- ☑ Empty Temporary Internet Files folder when browser is closed
- ☑ Enable Integrated Windows Authentication*
- ☑ Enable native XMLHTTP support

*Takes effect after you restart Internet Explorer

Restore advanced settings

Reset Internet Explorer settings
Deletes all temporary files, disables browser add-ons, and resets all the changed settings.
You should only use this if your browser is in an unusable state.

Reset...

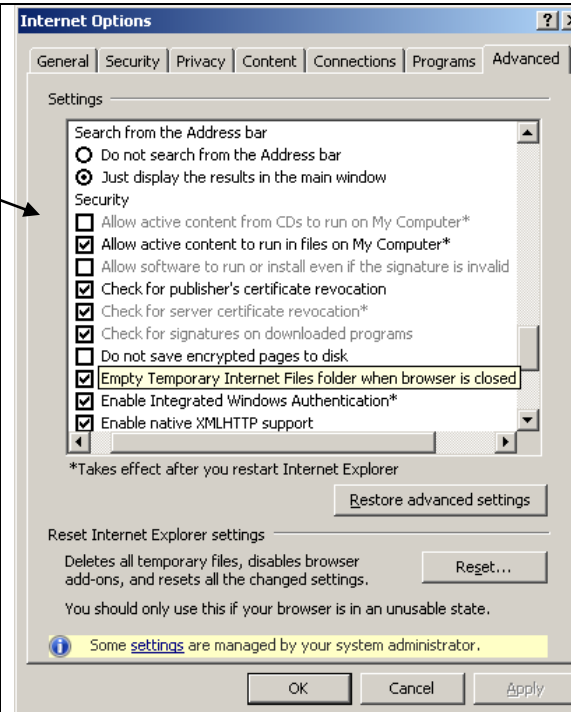ⓘ Some settings are managed by your system administrator.

OK | Cancel | Apply

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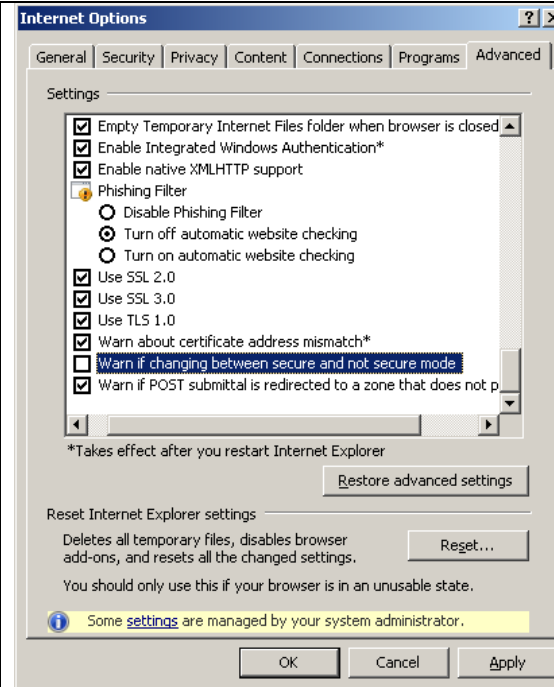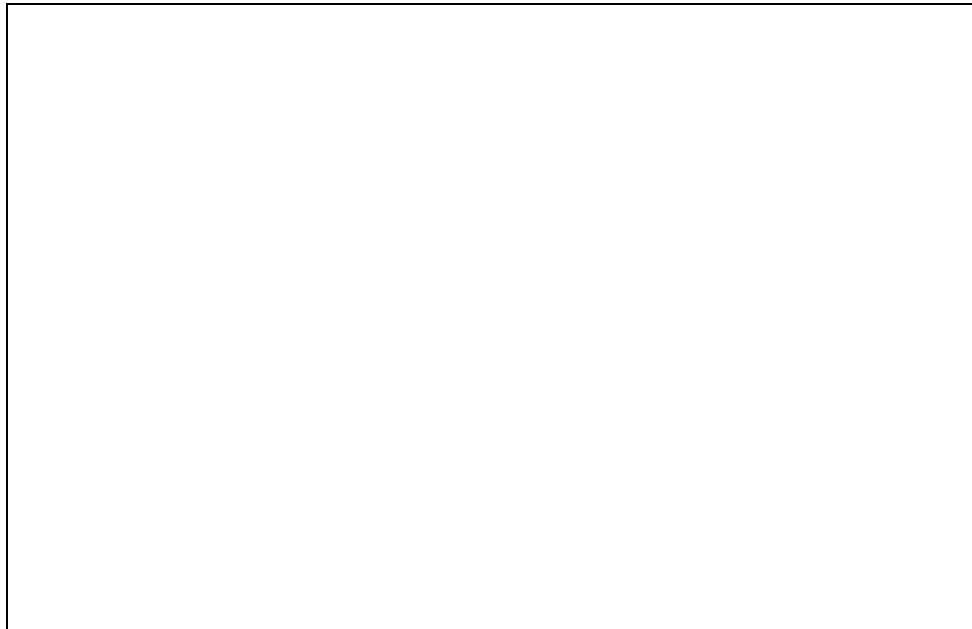|	
By forcing a warning, you are giving the user an opportunity to choose if they want to view the mixed content. Microsoft has changed the verbiage of the error message – users don't fully read and answer with the wrong choice. When warned of mixed content the first warning states: You are about to leave a secure Internet connection. It will be possible for others to view information you send. Do you want to continue? (Yes/No/More Info) with the option of checking the box for "In the future, do not show this warning." After clicking Yes, the learner is presented with another warninig that states: "You are about to view pages over a secure connection. Any information you exchange with this site cannot be viewed by anyone else on the web." (OK/More Info) also with the option of checking the box for "In the future, do not show this warning." Once the learner finally clicks OK again and gets to the point where they can run a video, they are presented with another warning – "This page contains both secure and nonsecure items. Do you want to display the non-secure items?" (Yes/No/More Info) If the learner chooses yes, they will be able to view the video (the non-secure content) See screenshots on next page…	**Internet Options** General | Security | Privacy | Content | Connections | Programs | Advanced Settings ☑ Empty Temporary Internet Files folder when browser is closed ☑ Enable Integrated Windows Authentication* ☑ Enable native XMLHTTP support 🔒 Phishing Filter 　○ Disable Phishing Filter 　⊙ Turn off automatic website checking 　○ Turn on automatic website checking ☑ Use SSL 2.0 ☑ Use SSL 3.0 ☑ Use TLS 1.0 ☑ Warn about certificate address mismatch* ☐ Warn if changing between secure and not secure mode ☑ Warn if POST submittal is redirected to a zone that does not p *Takes effect after you restart Internet Explorer Restore advanced settings Reset Internet Explorer settings Deletes all temporary files, disables browser add-ons, and resets all the changed settings.　Reset... You should only use this if your browser is in an unusable state. ⓘ Some settings are managed by your system administrator. OK　Cancel　Apply

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Without the warnings, the user only sees an empty screen where the videos reside.

See the screenshot on the right for what the learner sees if they choose No - they will not be able to view the videos.