

Carnegie Learning Troubleshooting Guide for Home Users





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Introduction

The Carnegie Learning Troubleshooting Guide for Home Users is intended for use by students and parents who are using the Cognitive Tutor® and MATHia® software at home. Chapter 1: System Requirements provides the recommended and minimum system requirements for running the software. Chapter 2: Troubleshooting provides some information about common problems and solutions you may want to try before contacting Carnegie Learning Customer Support.

Our staff is always available to assist with any questions or concerns that you have as you review the information contained within this guide. Customer Support can be reached from 8:00 a.m. to 9:00 p.m. ET, Monday through Friday year round. Call 1-877-401-2527 or email help@carnegielearning.com for assistance. We look forward to working with you for a successful school year!



Chapter 1: System Requirements

Recommended and Minimum Supported Requirements

Microsoft Windows®		
WHO TO SOIL TVIII	Recommended	Minimum Supported
Operating System	Windows 7	Windows XP*
Processor	1.5 GHz	1 GHz
RAM	2 GB	1 GB
Monitor	1024 x 768 resolution High Color (32 bit)	1024 x 768 resolution High Color (16 bit)
Network	Wired: 1 Gbps Ethernet or Wireless: 108 Mbps 802.11n	Wired: 100 Mbps Ethernet or Wireless: 54 Mbps 802.11g
Web Browser	Internet Explorer: 9.0 or higher Firefox: 20.0 or higher Chrome: 26.0 or higher	Internet Explorer: 8.0* Firefox: 12.0
Java	Version 1.7.0_45 or most current**	Version 1.6.0_38
Disk Space	20 MB free	
Flash Player	Version 11 or most current version.	
Mac®		
	Recommended	Minimum Supported
Operating System	Mac OS X 10.7 or 10.8	Mac OS X 10.6.8*
Processor	Intel Core 2 Duo 64 bit	Intel Core 2 Duo 64 bit
RAM	4 GB	2 GB
Monitor	1024x768 resolution Colors set at Millions	1024x768 resolution Colors set at Thousands
Network	Wired: 1 Gbps Ethernet or Wireless: 108 Mbps 802.11n	Wired: 100 Mbps Ethernet or Wireless: 54 Mbps 802.11g
Java	Apple requires the most current version of Java 7 available for OS X 10.7**	Apple requires the most current version of Java 6 available for OS X 10.6.8
Web Browser	Safari: 6.0 or higher Firefox: 24.0 or higher (You must be using Java 7 in order to use Firefox)	Safari: 5.1.7*
Disk Space	20 MB free	
Bioit Opaco		

^{*} This is the final version of Carnegie Learning Software in which Windows XP, OS X 10.6, Internet Explorer 8, and Safari 5 will be supported. Some operations in Teacher's Toolkit are not supported in IE 8 or Safari 5.

^{**}Use of Java 7 versions below Oracle's security baseline may require adjustments to Java security settings in order to run Carnegie Learning Software. Consult www.java.com for the most current version of Java.



Additional Information

Internet Connectivity

Carnegie Learning® Software requires reliable broadband Internet access to Carnegie Learning Software servers. The initial software launch requires an 8 MB download that is stored in the user's local Java cache.

Tablet Compatibility

Cognitive Tutor and MATHia are not supported on iPad® and Android® tablets and mobile devices at this time. This functionality is planned for future upgrades.

Notes

- Apple OS X requires the most current version of Java in order to run Java applications such as Carnegie Learning Software. Make sure you have the most current version of Java for the version of OS X you're using.
- Pop-ups must be allowed from *.carnegielearning.com and *.lms.carnegielearning.com
- We cannot guarantee performance for systems not listed under our Minimum Supported specifications.
- A School ID is required to use Carnegie Learning Software.



Chapter 2: Troubleshooting

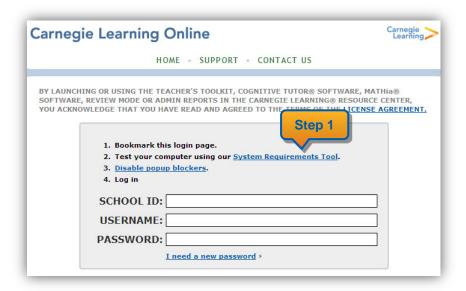
First Steps

If you experience a problem logging into Carnegie Learning or when launching the software, the following steps are recommended to assist in the troubleshooting process:

- 1. Run the System Requirements Tool. (See Running the System Requirements Tool.)
- 2. Make sure that Java is installed and enabled. (See Installing and Enabling Java.)
- 3. Make sure that pop-up blockers are turned off. (See Disabling Pop-up Blockers.)

Running the System Requirements Tool

The System Requirements Tool is an online tool you can use to check computer settings. It will provide information about settings that may need to be adjusted or what plug-ins may need to be installed or enabled. A link to the tool is available on the Carnegie Learning login screen.



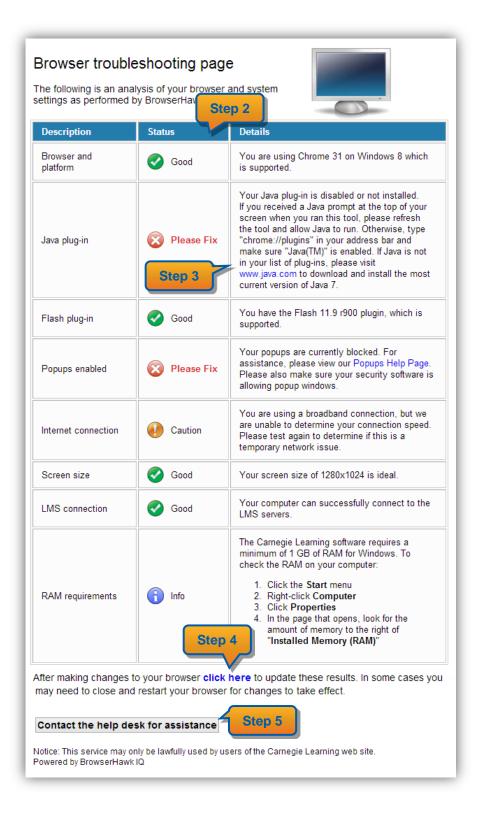
1. Click the **System Requirements Tool** link on the Carnegie Learning login screen.

The Browser troubleshooting page appears.

Notes:

- If you see a message asking if you want to run this application, click Run.
- If you see a security warning asking if you want to allow access to the following application from this website, click Allow.







2. Review the **Status** column of the Browser troubleshooting page.

This page provides an analysis of your browser and system settings. The Status column will show one of the following:

- Good: There are no problems in this area.
- Please Fix: A problem has been detected and needs to be fixed.
- Caution: This is an alert to something that could potentially be a problem.
- Info: If necessary, additional information is provided for you to check a browser or system setting.
- 3. Follow the instructions in the **Details** column to fix any items with a "Please Fix" status.

Note: The instructions and information in the Details column are specific to the browser you are using and may vary from the example shown in this sample. Also, refer to the <u>Installing and Enabling Java</u> and <u>Disabling Pop-up Blockers</u> sections in this guide.

- 4. After making any necessary changes, click the click here link to update the results.
- 5. If these steps did not resolve the issue, click the **Contact the help desk for assistance** button to send an email request to the help desk. Please include your school ID and username in the brief description on the contact form.

When you complete the displayed form and click **Send**, an email with the results of this test will be sent to the Carnegie Learning help desk.

Installing and Enabling Java

What are Java and the Java Plug-in?

Java is a programming language and computing platform from Oracle. Many software applications, including those from Carnegie Learning, and websites will not work unless the Java Runtime Environment (JRE) is installed and enabled on the user's computer. The free Java plug-in is the component of the Java software that enables the software to run inside the various internet browsers.

The <u>System Requirements Tool</u> described above will alert you if Java is either not installed or installed but not enabled. Follow the instructions provided by the System Requirements Tools to correct any Java issues. The basic instructions in this section will provide guidance. For additional information, visit the Java Help Center at http://www.java.com/en/download/help/.

Installing Java in Windows

- 1. Open your browser and go to the Java website at www.java.com to download and install the Java plug-in.
- 2. Click the Free Java Download button.

Notes:

- If you are not sure if you have Java installed, click the **Do I have Java?** link below the button.
- If you have an older version of Java installed, uninstall that program first, and then install the current version.
- 3. After reviewing the end user license agreement, click the Agree and Start Free Download button.
- 4. When asked if you want to run or save, click Run.



- 5. If asked if you want to allow the program to make changes to your computer, click Yes.
- 6. The Java Setup window appears. Click **Install**, and follow any instructions from the installation program.
- 7. If you are prompted to install the Free Browser Add-on from Ask or the McAfee Security Scanner, uncheck the checkboxes.
- 8. Once you have received the response "You have successfully installed Java," the installation is finished. Close all browser windows, and then restart the browser to complete the installation.

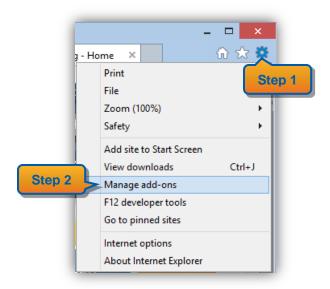
Enabling the Java Plug-in in Windows

Internet Explorer 8-11

When you open Internet Explorer after installing Java, you may be prompted to enable a Java plug-in. You want to enable the plug-in. If you are ever asked to "disable plug-ins for faster browsing," do not do this. If you disable plug-ins, you will not be able to launch the Carnegie Learning application.

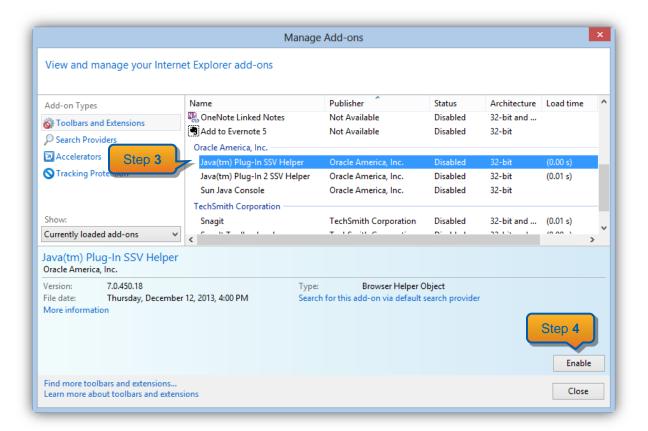
To enable the Java plug-in if it has been disabled:

Note: The screens shown here are from Internet Explorer 10. The steps for versions 8, 9, and 11 will be the same, but the appearance of the screens may vary slightly.

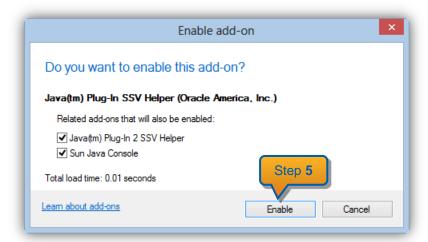


- 1. Click the **Gear** icon in the upper right corner of the screen (Internet Explorer 9-11 only) or click Tools on the menu bar to open the Tools menu.
- 2. Select Manage add-ons from the drop-down menu.





- 3. Scroll through the list until you find the blue heading for **Oracle America**, **Inc.** There will be two plugins listed beneath it: **Java Plug-in SSV Helper** and **Java Plug-in 2 SSV Helper**. Both need to be enabled. Click on one of the Java plug-ins.
- 4. Click **Enable** in the lower right-hand corner.





5. In the Enable add-on window, related plug-ins are listed. Make sure the applicable plug-ins are selected and click Enable.

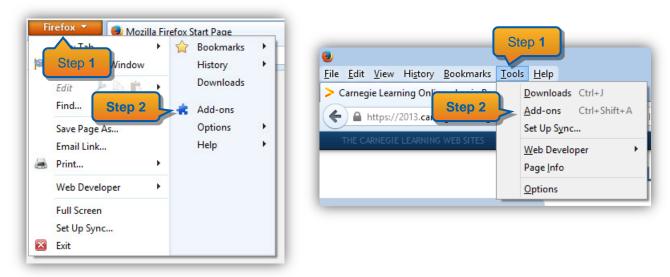
Note: If Java is not in your list of add-ons, please visit www.java.com to download and install the most current version of Java 7. See Installing Java in Windows.

6. Click Close to close the Manage Add-ons window.

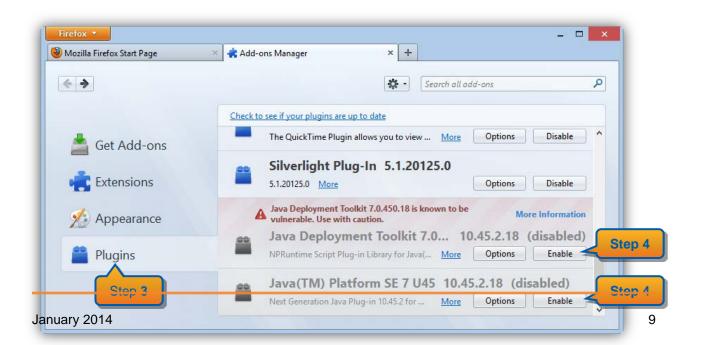
Firefox

If you are ever prompted to allow a "Java Plug-in" or "Java Runtime Environment" when you start or stop Firefox, please allow this. If Firefox ever asks you to disable the Java Plug-in, do not do so. Firefox will sometimes try to disable the Java Plug-in, which prevents the software from launching.

To enable the Java plug-in if it has been disabled:



- 1. Click the Firefox tab or click Tools on the menu bar to open the Tools menu.
- 2. Click **Add-ons** in the drop-down menu to open the Add-ons Manager.

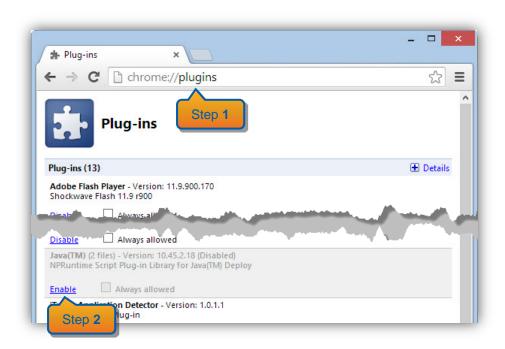




- 3. Select **Plugins**. All plug-ins currently installed are shown.
- 4. Click the Enable buttons for the Java Deployment Toolkit and the Java(TM) Platform SE. Both plugins need to be enabled.

Note: If Java is not in your list of plug-ins, please visit www.java.com to download and install the most current version of Java 7. See Installing Java in Windows.

Chrome



- 1. Enter **chrome://plugins** in the address bar of the Chrome browser to display the Plug-ins page.
- 2. Locate the Java section. It will appear greyed out if disabled. Click the Enable link.



3. The Enable link then changes to a Disable link. Check the **Always allowed** box to stop additional Chrome warnings when running Java content.



Checking for, Installing, and Updating Java on a Mac

OS X 10.7 or higher



- 1. Go to Apple Menu.
- 2. Select System Preferences.



3. Select Java.

- If Java is installed, it will be listed in the System Preferences under Other.
- If Java isn't found, go to <u>www.java.com</u> to download and install Java.

OS X 10.6.8

- 1. Go to Finder.
- 2. Select Applications.
- 3. Click Utilities.



4. Select Java Preferences.

- If Java is installed, the Java Preferences window will open.
- If Java is not installed, you will be prompted to install Java.

Notes:

- On some newer versions of Mac OS X, opening Java Preferences under Utilities will give you an
 alternate Java Preferences window without this checkbox. In those cases, go to the Apple menu
 in the top left-hand corner of your screen and select System Preferences. Select Other, and
 click Java Preferences to open the Java Preferences window. (See OS X 10.7 or higher.)
- Apple OS X requires the most current version of Java in order to run Java applications such as Carnegie Learning Software. Make sure you have the most current version of Java for the version of OS X you are using.

Enabling the Java Console

The Java Console logs information about the Java version and error messages that may occur while running an application. If you have problems that you have not been able to resolve yourself and are in touch with the Carnegie Learning Customer Support, you may be asked to enable the Java Console to assist in the troubleshooting process.

1. Open the Java Control Panel.

Windows 8:

- Press Windows key + W to access the Search function.
- Type Java in the Search field.
- Click the Java icon to open the Java Control Panel.

Windows 7:

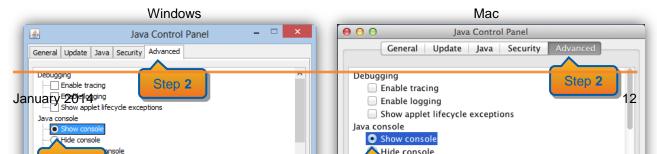
- · Click the Start button.
- Click the Control Panel option.
- If categories (Network and Internet, Hardware and Sound, etc.) are displayed, click Programs.
- Click the Java icon to open the Java Control Panel.

Windows XP/Vista:

- Click the Start button.
- Click the Control Panel option.
- Double-click the **Java** icon to open the Java Control Panel.

Mac (OS X 10.7.3 and above):

- Click the Apple icon on the upper left of the screen.
- Go to System Preferences.
- Click the **Java** icon to open the Java Control Panel.





- 2. In the Java Control Panel, select the **Advanced** tab.
- 3. Select **Show console**.

Note: If you don't see the selections under Java console, expand the Java console option.

4. Click **OK** to apply the change and close the window.



Disabling Pop-up Blockers

Pop-up blockers inhibit the Carnegie Learning Software from functioning properly. If you have a pop-up blocker enabled in your browser, you will need to disable it to allow pop-ups to appear. Follow the instructions below for your specific browser.

Note: If you have a Google or Yahoo toolbar that appears along the top of your browser window, usually with additional search bars, please disable them. Both toolbars will block pop-ups as well.

Disabling Pop-up Blockers in Windows

Internet Explorer 8



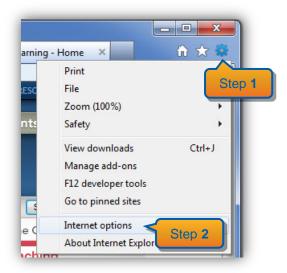
- 1. Click **Tools** on the menu bar to open the Tools menu.
- 2. Select Pop-up Blocker from the drop-down menu.
- 3. Click Turn Off Pop-up Blocker.

Internet Explorer 9-11

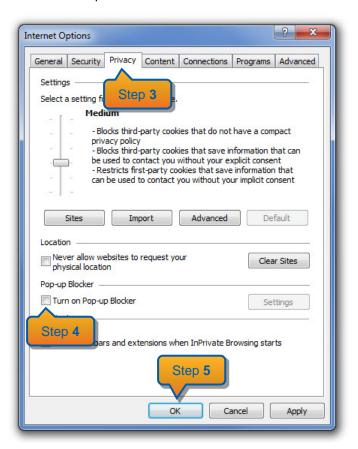
Notes:

- If you are using the Windows 8 operating system, ensure that you are running Internet Explorer in Desktop Mode. Click the **Desktop** tile on the Start screen to display the Desktop. Launch Internet Explorer from the desktop.
- If the menu bar is displayed at the top of the browser window, you may click Tools, select Popup Blocker, and click Turn off Pop-up Blocker. (See <u>Internet Explorer 8</u>.) Otherwise, follow the instructions below.
- The screens shown below are from Internet Explorer 9. The steps for versions 10 and 11 will be the same, but the appearance of the screens may vary slightly.





- 1. Click the **Gear** icon to open the Tools menu.
- 2. Select Internet options from the drop-down menu.

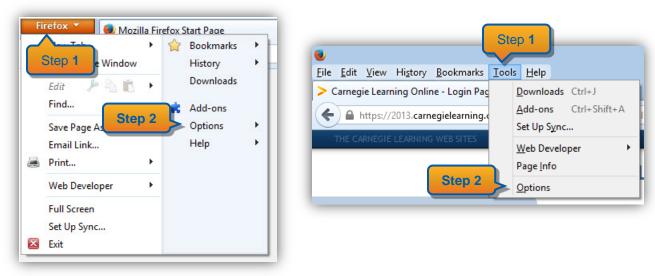


- 3. Select the **Privacy** tab in the Internet Options window.
- 4. Uncheck Turn on Pop-up Blocker.

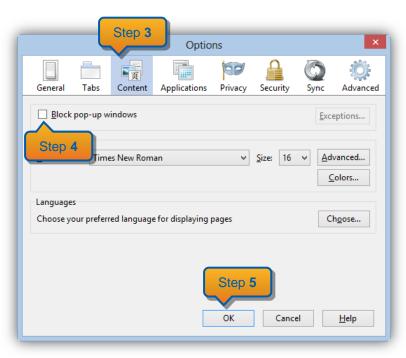


5. Click **OK** to apply the change and close the window.

Firefox



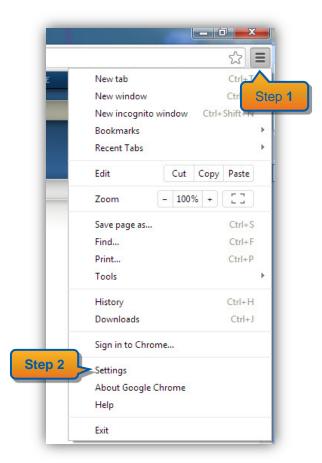
- 1. Click the Firefox tab or click Tools in the menu bar at the top of your browser window.
- 2. In the menu, click **Options**.



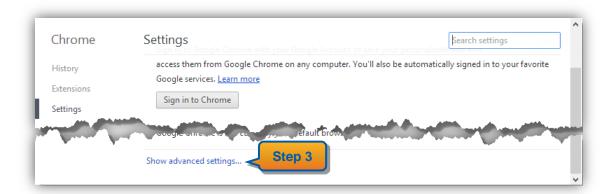
- 3. Click on the **Content** tab in the Options window.
- 4. Uncheck Block pop-up windows.
- 5. Click **OK** to apply the change and close the window.



Chrome



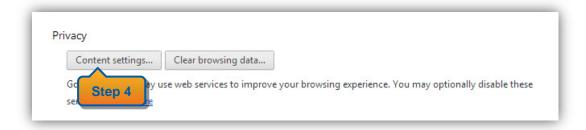
- 1. Click the **Menu** icon on the Chrome browser toolbar.
- 2. Select **Settings** from the drop-down menu.



3. Scroll to the bottom of the Settings page, and click the **Show advanced settings** link.



This will display the advanced settings on the Setting page.





- 4. Scroll to the Privacy section, and click the **Content settings** button.
- 5. In the Content settings window, scroll to the Pop-ups section and select **Allow all sites to show pop-ups.**

Note: To allow pop-ups from only Carnegie Learning, you can choose to Manage Exceptions and add *.carnegielearning.com and *Ims.carnegieelarning.com.

6. Click Done.



Disabling Pop-up Blockers on a Mac



Safari 5.1

- 1. Click the **Safari** menu at the top of the screen.
- 2. On the drop-down menu, click **Block Pop-up Windows** to unblock pop-ups.

Safari 6



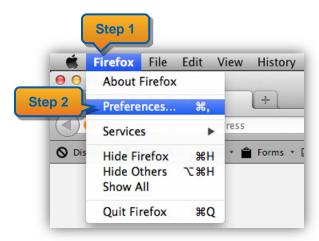
- 1. Click Safari at the top of the screen.
- 2. From the drop-down menu, select Preferences.





- 3. Select the **Security** tab.
- 4. Uncheck **Block pop-up windows** at the top of the screen.
- 5. Click the red **Close** button to apply the change and close the window.

Firefox



- 1. Click **Firefox** at the top of the screen.
- 2. Select Preferences from the drop-down menu.



- 3. Click the Content tab.
- 4. Uncheck Block pop-up windows.



5. Click the red **Close** button to apply the change and close the window.



What's Not Working

This section provides troubleshooting guidelines for the following problems:

- Software loads to 90% and never launches
- Message shows that user is currently logged in and software opened in another window
- Invalid School ID Message

Problem: Software Loads to 90% and Never Launches

You may experience a globe or loading bar that does not fill up to move to the loading problems state. This is most likely caused by one of the following:

- Java version out of date/Java not enabled
- Java is blocked by security program
- Student account is "stuck"

* Troubleshooting Tips

To help determine what is causing the problem, consider the following:

- Does Java start?
- How long has this been going on?

Java Version Out of Date/Java Not Enabled

Q What's happening?

- Java is not recognized by the System Requirements Tool or the Java website.
- Prompts may appear saying that Java needs to be updated or installed.

Why does it happen?

• Java is either not installed or not up to date.

How do I fix it?

Refer to Installing and Enabling Java for each of the following solutions:

- Ensure that Java is installed on the computer and enabled in the browser.
- On Mac computers, running the Java check from the Java website will provide an appropriate prompt in the form of a grey link. Clicking this link will allow the user to either activate or install Java, as needed.
- Update to the latest version of Java.



Java Is Blocked by Security Program

Q What's happening?

- The software window appears, but Java never starts. This is determined by lack of the Java console window when the console is enabled or by looking at the Windows Task Manager.
- A test account provides the same symptoms, and the student account in question works on other computers.
- The Java console appears when enabled, but no code appears in that window.
- The Java website's Java check cannot determine the version of Java being used, even though Java is installed on the computer and enabled in the browser.
- AVG, Avast, or a similar security program is present on the computer being used.

Why does it happen?

• The security program being used is blocking the Java component of our software, so the software cannot launch.

How do I fix it?

• Temporarily disable the security program when launching the software. Once the program is up and running, re-enable the security program.

Note: Some security programs allow you to temporarily disable the program for a specified time so that you don't have to remember to re-enable it. Disabling it for 10 minutes should give you enough time to log in and launch the software.

To disable AVG security software:

- Right-click the AVG icon in the lower right corner of your computer screen near the date/time display.
- Select Temporarily Disable.
- Create an exception in the security program to allow our software through.

Student Account is "Stuck"

Q What's happening?

- The student always gets stuck at the same place (usually 76, 85, or 90 percent) every time the student attempts to log in. The message may say "Restoring problem state."
- The student account worked previously.

Why does it happen?

- The last time the student logged out, the problem state was saved incorrectly, and it cannot be retrieved.
- The student may have logged out incorrectly (e.g., shutting down or logging off before logging out of the software).



How do I fix it?

- The teacher must log into Teacher's Toolkit and restart or skip the student's problem.
- Or contact Carnegie Learning Help Desk at 1-877-401-2527 to skip or restart the problem for the student if an instructor is not available.

Problem: Message Shows User Currently Logged In and Software Opened in Another Window

Cognitive Tutor and MATHia open in a separate window after the login and password information are entered. Certain browser configurations related to pop-up blockers could prevent the software from successfully loading.

* Troubleshooting Tips

To help determine what is causing the problem, consider the following:

- Was the student recently kicked out of the software?
- Are pop-up blockers turned on?

Pop-up Blockers

Q What's happening?

- The student is able to log in successfully, but sees either the "You have successfully logged in..." or "Loading...please wait" page and no subsequent pop-up window.
- The browser or security software gives a message stating that a pop-up has been blocked.
- A Google or Yahoo toolbar (or similar) is present in the browser being used.

Why does it happen?

• The browser is blocking the software pop-up window.

How do I fix it?

Allow pop-ups by turning off pop-up blockers. See <u>Disabling Pop-up Blockers</u>.



Problem: Invalid School ID Message

The school ID is not recognized in the browser based on either browser version or setting or potentially corrupted browser cache.

* Troubleshooting Tips

To help determine what is causing the problem, consider the following:

- What web browser are you using?
- If Internet Explorer is being used, is Compatibility View on?

Q What's happening?

A message that the School ID is invalid displays.

Why does it happen?

- Internet Explorer's Compatibility View is on, and it is interfering with the login page.
- There is an issue with the browser's cache files, and they need to be cleared.
- The user is entering the School ID incorrectly.

How do I fix it?

- Turn off Compatibility View in Internet Explorer:
 - 1. Open **Internet Explorer** in the desktop.
 - 2. On the Menu bar, click **Tools**, and then click **Compatibility View settings**.

Note: If the Menu bar is not showing, press the Alt key to display it.

- 3. Uncheck all of the options at the bottom of the Compatibility View Settings window.
- 4. Click Close.
- Clear the browser cache.

Internet Explorer:

1. On the Menu bar, click **Tools**, and then click **Internet Options**.

Note: If the Menu bar is not showing, press the Alt key to display it.

- 2. In the Browsing history section of the General tab, click **Delete**.
- 3. In the Delete Browsing History window, uncheck Preserve Favorites website data.

Note: Leave all other checked boxes as they are.

- 4. Click the **Delete** button on this window.
- 5. Click **OK** on the Internet Options Window.
- Use any other web browser instead of Internet Explorer.



 Verify the School ID with the instructor or contact the Carnegie Learning Help Desk via email (<u>help@carnegielearning.com</u>) or phone (1-877-401-2527) for the correct ID.