

TELSTRA

# CLOUD COLLABORATION- CISCO POWERED TRAINING PORTAL: Browser Troubleshooting Guide

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Troubleshooting guide to assist in customer queries as related to the Training Portal for Cloud Collaboration- Cisco Powered. This document covers browser based troubleshooting for Internet Explorer, Chrome, Firefox and Safari.

Any queries outside of this document should be referred to your IT Administrator or Service Desk.

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## 1 ONLINE TRAINING REQUIREMENTS

To view the training packages each PC will require a web browser (IE, Chrome, Firefox, and Safari – all versions) and Adobe Flash Player. Flash Player 10 or upwards is recommended but earlier versions will still play.

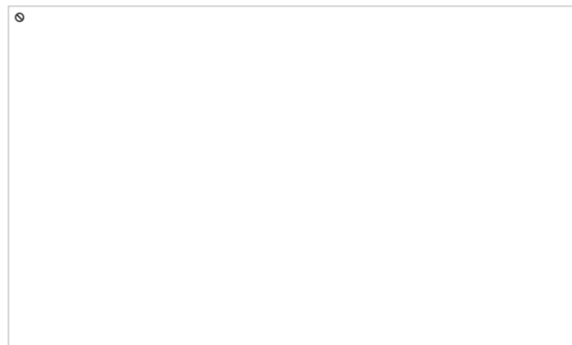
If you are unsure if Flash Player is installed on your machine you can check on the Adobe Website here - <http://helpx.adobe.com/flash-player.html>

## 2 TROUBLE SHOOTING INTERNET EXPLORER

### 2.1 Blank page Error:

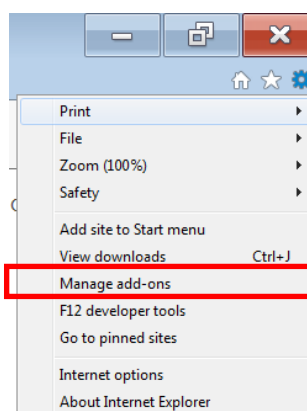
A blank page with a symbol in the top right appears instead of package.

If Flash is installed but isn't displaying you should first check it is enabled in your browser settings.

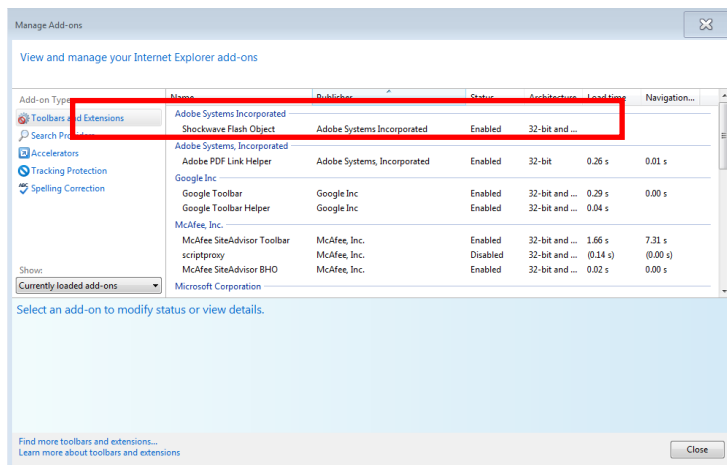


### 2.2 Enabling Flash for Internet Explorer –

In Internet Explorer, select the Cog icon in the top right of the IE browser and choose Manage add-ons.



Ensure Shockwave Flash Object status is set to Enabled.



### 2.3 Internet Explorer Security Settings

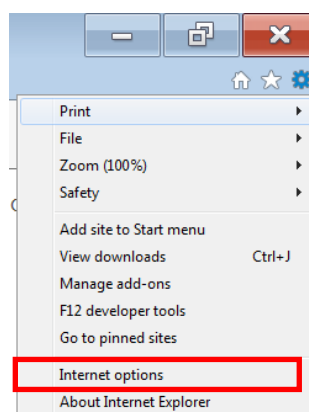
Flash Player is classed as an ActiveX control (or plugin) and some settings in the browser can block the player.

If when viewing the package you get a blank page and the error message “An Add-on for this website failed to run” your settings may be set to block the Player.

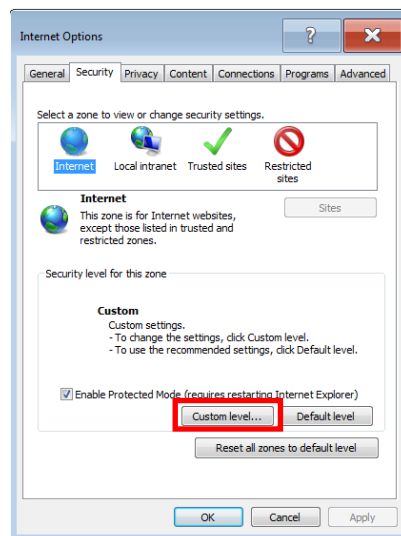


In an IE browser, go to Tools>Internet Options> Security>and select Custom Level button.

Or you can select the Cog icon in the top right of the IE browser and choose Internet Options.

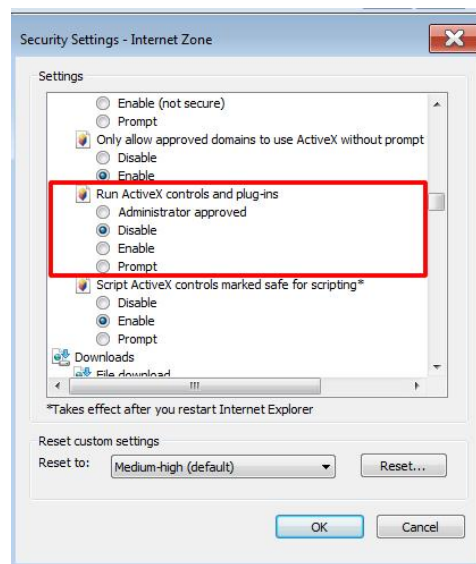


Then select Security tab and select the Custom Level button.



This will open the Security Settings panel. Scroll down to ActiveX controls and plug-ins > “Run ActiveX controls and plug-ins”.

This radio button should be set to “Enable”, if (like the image attached) it is set to “Disable” it will display the error as it’s not allowing Flash to play. Set to Enable and press OK.

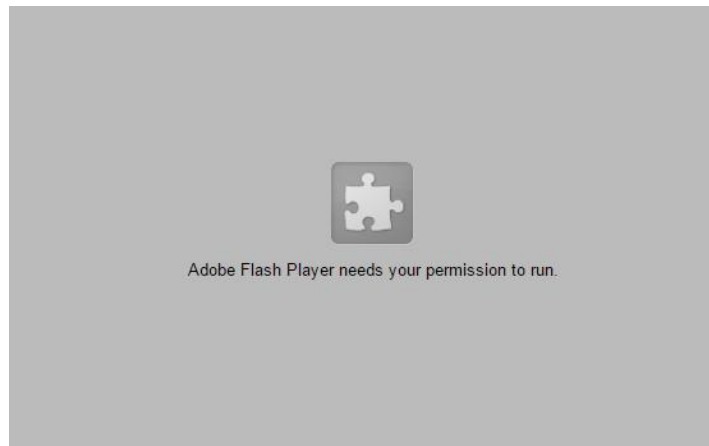


### 3 TROUBLE SHOOTING CHROME

#### 3.1 Adobe Flash Player plug-in

Adobe Flash Player is directly integrated with Google Chrome and enabled by default. Available updates for Adobe Flash Player are automatically included in Chrome system updates.

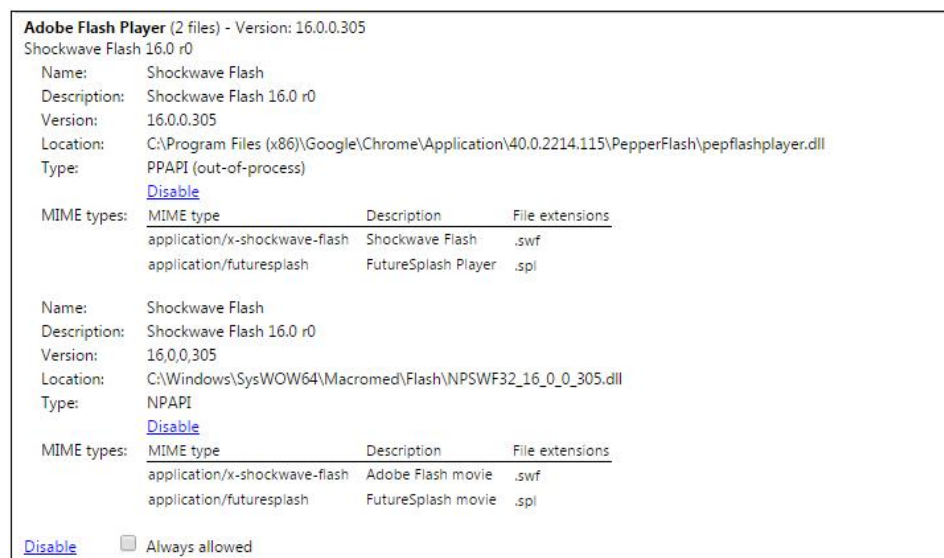
If Flash is disabled in Chrome you will see this page when trying to view Flash content.



#### 3.2 Enable Adobe Flash Player

These instructions apply to Google Chrome on Windows, Mac, Linux, and Chrome OS.

1. Type chrome: plug INS in the address bar to open the Plug-ins page.
2. On the Plug-ins page that appears, find the "Flash" listing.
3. To enable Adobe Flash Player, click the Enable link under its name.



Please Note: If you've previously installed Adobe Flash Player separately, you'll see two files listed for the plug-in. If both are listed as enabled, the version bundled with Chrome will be used. To enable a specific version of Adobe Flash Player, click Details in the upper-right corner of the page. Then click the Enable link for the version of Adobe Flash Player you want to enable. The table below shows the filename for the version that is integrated with Google Chrome.

Platform	Adobe Flash Player plug-in integrated with Chrome	System plug-in
Windows	pepflashplayer.dll	NPSWF32.dll
Mac	PepperFlashPlayer.plugin	Flash Player.plugin
Linux	libpepflashplayer.so	libflashplayer.so
Chrome OS	libpepflashplayer.so	libpepflashplayer.so



## 4 TROUBLE SHOOTING FIREFOX

### 4.1 Testing Flash

Visit [Adobe's test page](#) to see if the Flash plugin is installed and working properly. If it tells you that Flash is not installed, follow the instructions in the [Updating Flash](#) section below to install the Flash plugin.

### 4.2 Updating Flash

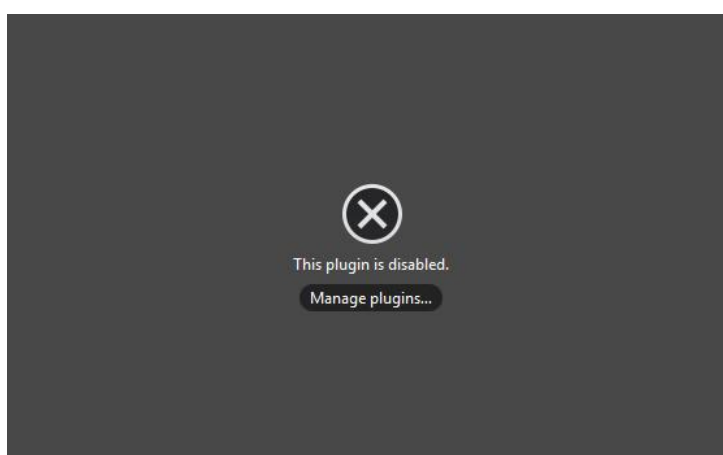
Please Note: The Flash plugin automatically updates itself by default. If Mozilla's [Plugin Check](#) page or [Adobe's test page](#) says that Flash is outdated and you don't want to wait for the automatic update, you can update Flash manually by downloading and installing the latest version from Adobe.

1. Go to Adobe's [Flash Player download page](#) and download the Flash installer.
2. **Caution:** Adobe's download page may include a checkbox for optional software (such as Google Chrome or McAfee Security Scan) that is selected by default. If you do not clear the checkbox before downloading, that software will be installed on your computer when you open the Flash installer.
3. When the download has finished, close Firefox.
4. Click the menu button  and then click [Exit](#) .
5. Open the Flash installer file you downloaded and follow the instructions.

### 4.3 "Activate Adobe Flash" prompts

If you see an "Activate Adobe Flash" prompts instead of Flash content, either you have set the Flash plugin to "Ask to Activate" in the Add-ons manager or Firefox has prevented an unsafe Flash version from running automatically. Click on the "Activate Adobe Flash" message to allow the Flash content to load (if it doesn't, reload the page and try again).

If Flash is disabled in Firefox you will see this page when trying to view Flash content.

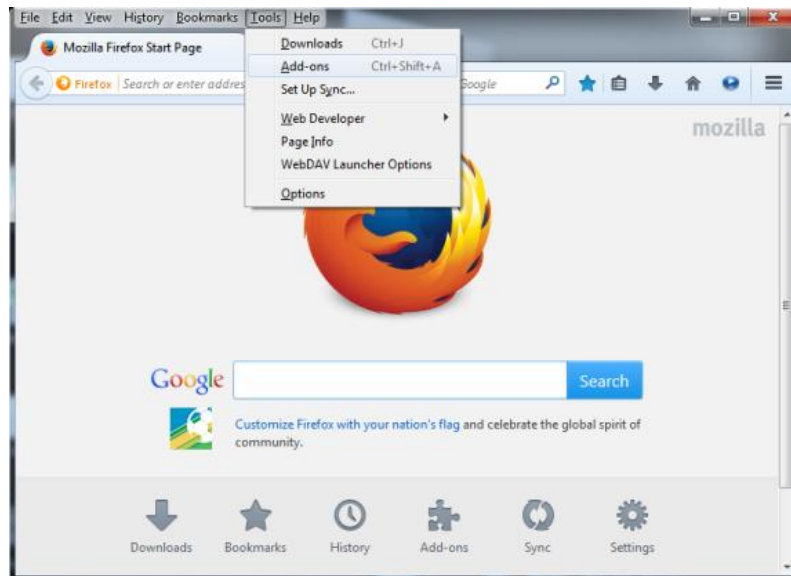


To ensure the Flash plug-in is enabled do the following:

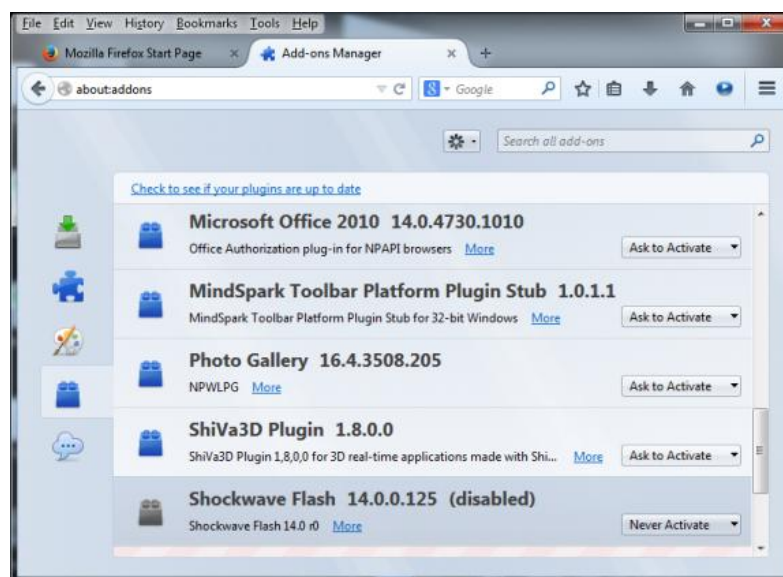


#### 4.4 For Windows

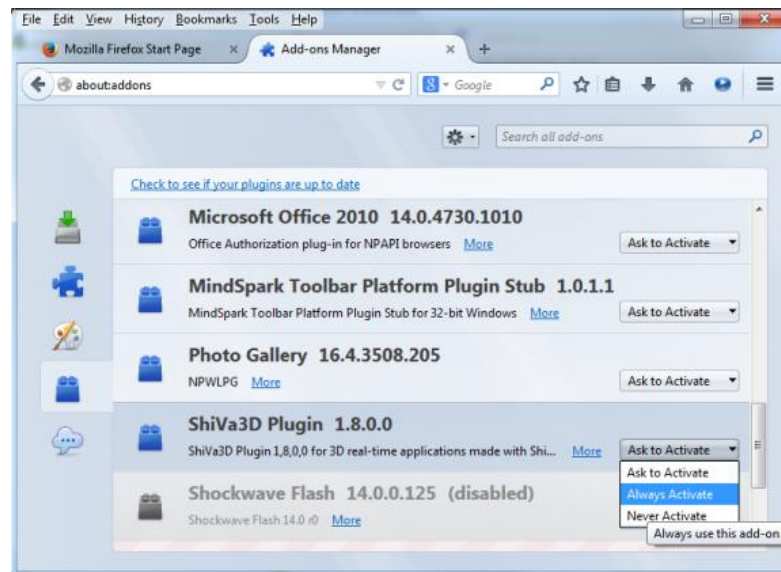
1. Choose Firefox > Tools > Add-ons.



2. Select Plug-in.
3. In the list of Add-ons, look for Shockwave Flash (another name for Flash Player) and check the status that appears to the right of the plug-in name.



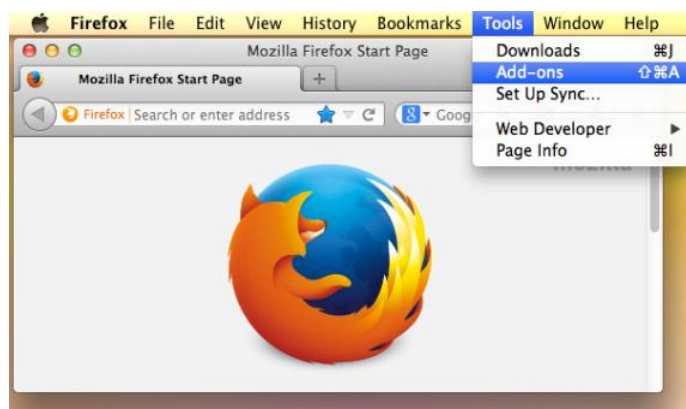
4. Select Always Activate.



5. Close the dialog box.

#### 4.5 For Mac OS

1. Choose Firefox > Tools > Add-ons.



2. Select Plugins.
3. In the list of Add-ons, look for Shockwave Flash (another name for Flash Player) and check the status that appears to the right of the plug-in name.



4. Select Always Activate.



5. Close the dialog box.

## 5 TROUBLE SHOOTING SAFARI

### 5.1 Testing and Enabling Flash

To check if Flash is installed, go to this page and click the 'Check Now' button.

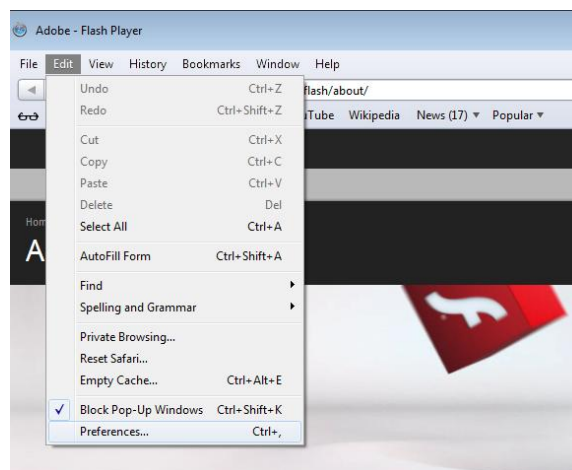
The page will tell you if Flash is installed or prompt you to install if it isn't already.

If Flash is installed but the plug-in is disabled, you may see blank page or a message saying Flash is not enabled.

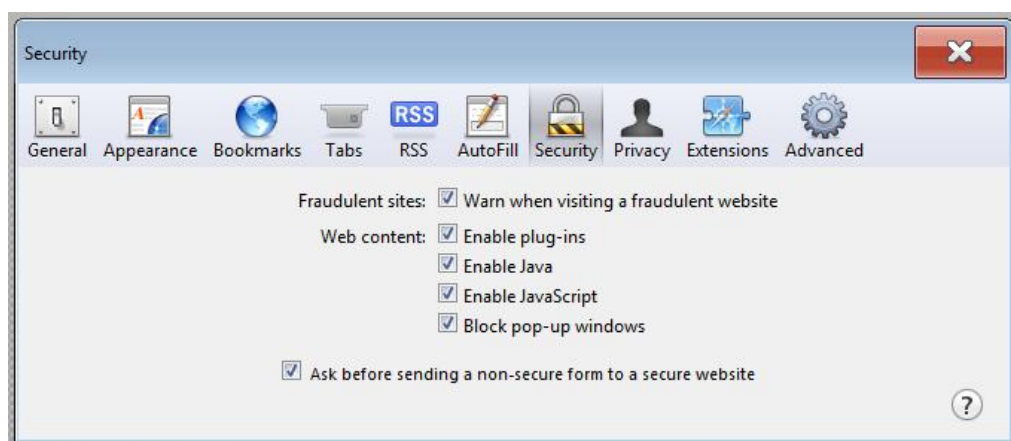
**To ensure the Flash plug-in is enabled do the following:**

### 5.2 Safari for Windows

1. Go to Edit>Preferences. (If the menu is not visible, press the Alt key.)



2. Select the Security tab in the Preferences pop-up window.

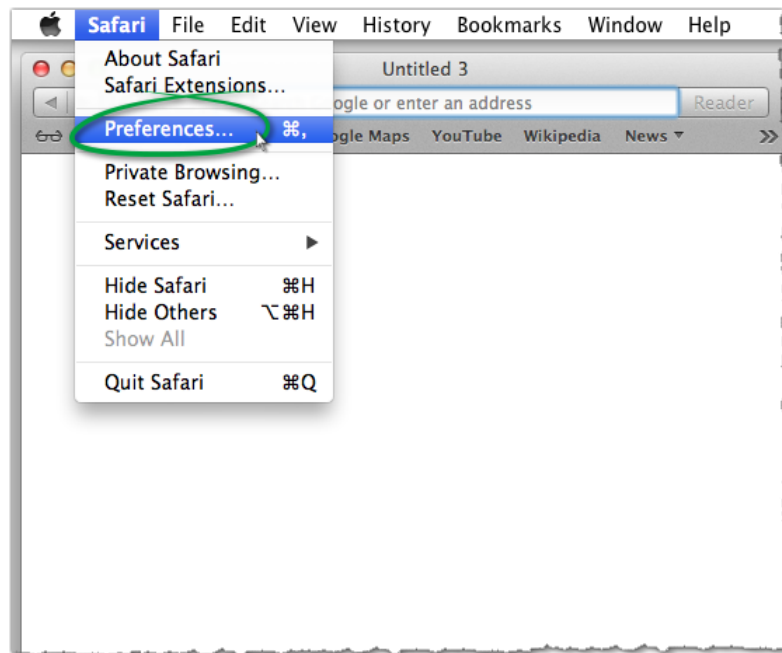


3. Ensure Enable plug-ins and Enable Java are checked.

4. Close the Preferences window and refresh the page you are trying to view.

### 5.3 Safari for Mac

1. Choose Safari > Preferences.



Please Note: If you are viewing Safari in full screen mode, mouse over the top of the browser screen to see the menu.

2. In the Security tab, make sure that 'Allow Java' and 'Allow All Other Plug-ins' are enabled.



3. Close the Preferences window and refresh the page you are trying to view.